

# PATIENT RIGHTS

- 1 The patient has the right to be treated with dignity, respect, and consideration.
- 2 The patient has the right to not be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis.
- 3 The patient has the right not to be subjected to:
  - Abuse
  - Neglect
  - Exploitation
  - Sexual abuse
  - Coercion
  - Sexual assault
  - Manipulation
  - Restraint or seclusion
  - Retaliation for submitting a complaint to ADHS or other entity
  - Misappropriation of personal or private property by personnel member, employee, volunteer or student
- 4 The patient has the right to receive treatment that supports and respect the patient's individuality, choices, strengths and abilities.
- 5 Except in an emergency, the patient has the right to consent to or refuse treatment and may refuse or withdraw consent for the treatment before treatment begins.
- 6 The patient has the right to be informed of alternatives to proposed prescribed psychotropic drugs or surgery; risks and possible complications of such drugs or surgery. The patient has the right to be informed of policies on health care directives, when applicable.
- 7 The patient has the right to provide written consent to release of information in the patient's medical or financial records, except as otherwise permitted by law. The patient has the right to be informed of policies on health care directives, when applicable.
- 8 The patient has the right to provide written consent to release of information in the patient's medical or financial records, except as otherwise permitted by law.
- 9 The patient has the right to review, upon written request, the patient's own medical record in accordance with state law.
- 10 The patient has the right to participate, or have a representative participate, in development of treatment plan and decisions about treatment.
- 11 The patient has the right to participate in or refuse to participate in experimental treatment or research, if applicable.
- 12 The patient has the right to consent to be photographed, except when admitted for identification and administrative purposes.
- 13 The patient has the right to receive a referral to another provider if the office is unable to provide services the patient needs.
- 14 The patient has the right to be informed of the process to submit a complaint.
- 15 The patient has a right to receive the fee schedule upon request.
- 16 The patient has the right to receive privacy in treatment and care for personal needs.
- 17 The license will be posted in a conspicuous place.
- 18 The patient has the right to receive assistance from a family member, representative, or other person in understanding, protecting or exercising these rights.
- 19 Notice of the current license inspection report is with administration on-site.
- 20 Process for filing a complaint: Ask to speak to the Practice Manager or Clinic Supervisor.
- 21 The patient has the right to file a complaint with the Arizona Department of Health Services, 150 N. 18th Ave., Suite 450, Phoenix, AZ 85007, phone: 602.364.3030.

