



# *Patient Rights and Responsibilities*

We respect and consider your rights as a patient and recognize that you as an individual have unique healthcare needs. Therefore, we respect your personal dignity and want to provide care based upon your individual needs. Not only do you have rights and responsibilities, but these rights and responsibilities also apply to the people who are legally responsible for making your healthcare decisions. These people may include parents of patients under the age of 18, legal guardians and those you have given decision-making responsibility in a Durable Power of Attorney for Health Care.

## **Your Rights Pursuant to Arizona Administrative Code, Title 9, Chapter 10, Article 9 (Outpatient Surgical Center R9-10-909) and Article 10 (Outpatient Treatment Centers R9-10-1008)**

1. A patient is treated with dignity, respect, and consideration;
2. A patient is not subjected to:
  - A. Abuse; neglect; exploitation; coercion; manipulation; sexual abuse or assault;
  - B. Restraint or seclusion, except as allowed in R9-10-1012(B) if the center is authorized to provide behavioral health observation/stabilization services
  - C. Retaliation for submitting a complaint to the Arizona Department of Health Services or another entity; or
  - D. Misappropriation of personal and private property by the center's personnel members, employees, volunteers, or students; and
3. A patient or the patient's representative has the right to:
  - A. Consent to or refuse treatment, except in an emergency
  - B. Refuse or withdraw consent for treatment before treatment is initiated;
  - C. Be informed of:
    - i. Except in an emergency, alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure;
    - ii. Policies and procedures on health care directives, and
    - iii. The patient complaint process
  - D. Consents to photographs of the patient before the patient is photographed, except that a patient may be photographed when admitted to the center for identification and administrative purposes; and
  - E. Except as otherwise permitted by law, provides written consent to the release of information in the patient's medical record or financial records.
4. A patient has the following rights:
  - A. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
  - B. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
  - C. To receive privacy in treatment and care for personal needs;
  - D. To review, upon written request, the patient's own medical record according to ARS 12-2293, 12-2294, and 12-2994.01;
  - E. To receive a referral to another health care institution if the center is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
  - F. To participate or have the patient's representative participate in the development of, or decisions concerning, treatment;
  - G. To participate or refuse to participate in research or experimental treatment; and
  - H. To receive assistance from a family member, representative, or other individual in understanding, protecting, or exercising the patient's rights.