



## **STATEMENT OF PATIENT RIGHTS**

### **Patients Have the Right To:**

- Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
- Receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
- Receive privacy in treatment and care for personal needs;
- Review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
- Receive a referral to another health care institution if this facility is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
- Participate or have the patient's representative participate in the development of, or decisions concerning, treatment;
- Participate or refuse to participate in research or experimental treatment;
- Receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights;
- Be treated with dignity, respect, and consideration;
- Not be subjected to abuse, neglect, exploitation, coercion, manipulation, sexual abuse, sexual assault or except as allowed in R9-10-1012(B), restraint or seclusion;
- Not be subjected to retaliation for submitting a complaint to the Department or another entity;
- Not be subjected to misappropriation of personal and private property by any clinic personnel member, employee, volunteer, or student;
- Consent to or refuse treatment, except in an emergency and to refuse or withdraw consent for treatment before treatment is initiated;
- Be informed of alternatives to medications or surgical procedure and associated risks and possible complications of medications or surgical procedure, except in an emergency;
- Be informed of the clinic's policy on health care directives, and the patient complaint process;
- Consent to photographs before a patient is photographed, except that a patient may be photographed for identification and administrative purposes;
- Provide written consent to the release of information in the patient's medical records or financial records, except as otherwise permitted by law.



**Patients Have the Responsibility To:**

- Be honest about matters that relate to you as a patient.
- Provide staff with accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters pertaining to your health.
- Report any perceived risks in your care.
- Report any unexpected changes in your condition to those responsible for your care and welfare.
- Follow the care, service, or treatment plan developed.
- Ask any questions when you do not understand or have concerns about your plan of care.
- Understand the consequences of the treatment alternatives and not following your plan of care.
- Know the staff who are caring for you.
- Be considerate and respectful of the rights of both fellow patients and staff.
- Honor the confidentiality and privacy of other patients.
- Be considerate of the property of The Pain Experts of Arizona.
- Assure the financial obligations of your healthcare are fulfilled as promptly as possible.

**How to File a Complaint**

Patients or patient's representatives that have any concerns about patient rights, safety, or complaints or grievances, please contact the Practice Manager at 480-550-9393. Written correspondence will be forwarded to the Practice Manager for the patient. Any patient or patient's representative may submit a grievance without retaliation.

**Patients also have the right to contact the Department of Health at any time at:**

Arizona Department of Health Services  
Attn: Licensing Medical Facilities  
150 N. 18<sup>th</sup> Ave., Suite 450  
Phoenix, Arizona 85007  
(602) 364-3030

- or -

[www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)

**Per A.R.S. § 36-436.01(C) - The Practice's schedule of rates is available for review upon request. Per A.R.S. § 36-425(D), State inspection records are maintained in the Practice located at 3370 W Mercy Rd Suite 321, Gilbert AZ 85383. Requests may be made by calling 480-550-9393 and asking to speak with the Practice Manager.**