

ARIZONA ORTHOPEDIC AND SURGICAL SPECIALTY HOSPITAL

PATIENT RIGHTS:

- Become informed of his or her rights as a patient in advance of, or when discontinuing the provision of care. The patient may appoint a representative to receive this information should he or she so desire.
- Receive information in a manner appropriate to the patient's age, language and ability to understand.
Exercise these rights without regard to age, race, religion, ethnicity, language, culture, size, gender, sexual orientation, gender identity or expression, socioeconomic status or physical or mental ability or disability.
- A support person of their choice to remain with them during their hospital stay.
- Receive or deny visitors as designated by the patient or their representative, including, but not limited to a spouse/ civil union partner, domestic partner, family member, friend or legal representative.
- Withdraw or deny consent to all or specific visitors at any time during their stay.
- Dignified and respectful care, provided in a safe environment free from all forms of abuse or harassment.
- Religious and other spiritual services
- Cultural and personal values, beliefs and preferences.
- Appropriate assessment and management of pain.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationship of other physicians and healthcare providers who will see him/her.
- Receive or have their surrogate decision maker receive information from his/her physician about his/her illness, his/her course of treatment (including unanticipated outcomes) and his/her prospects for recovery in terms that he/she can understand in order to participate in current and future health care decisions.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Formulate advance directives regarding his or her healthcare, and have hospital staff and practitioners who provide care in the hospital comply with these directives (to the extent provided by state laws and regulations).
- Have a family member or representative of his/her choice notified promptly of his/her admission to the hospital.
- Have his/her personal physician notified promptly of his/her admission to the hospital.

- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his/her healthcare.
- Confidential treatment of all communications and records pertaining to his/her care and his/her visit at the hospital. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Access information contained in his or her medical record within a reasonable time frame (usually within 48 hours of request).
- Access, request amendment to, and obtain information on disclosures of his or her health information in accordance with law and regulation.
- Reasonable responses to any reasonable request he/she may make for service..
- Leave the hospital even against the advice of his/her physician.
- Reasonable continuity of care.
- Be advised of the hospital's grievance process, should he/she wish to communicate a concern regarding the quality of the care he/she receives or if he/she feels determined discharge date is premature. Notification of the grievance process includes: whom to contact to file a grievance, and that he/she will be provided with a written notice of the grievance determination that contains the name of the hospital's contact person, the steps taken on his/her behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or delegate of his/her physician of the continuing health care requirements following his/her discharge from the Hospital.
- Obtain a schedule of hospital rates and charges upon request.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Know which hospital rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Has the right to refuse care, treatment and services in accordance with law and regulation. The person who has legal responsibility to make decisions has the right to refuse care, treatment and services in the event the patient is unable to.

PATIENT RESPONSIBILITIES:

The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses and hospitalizations, and other matters relating to his/her health.

- The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
- The patient is responsible for following hospital policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.

Patient Signature: _____ Date: _____ Time: _____