

Patient Bill of Rights and Responsibilities

Except where medically contraindicated, these rights apply to all adults, neonates, children and adolescents treated at Scottsdale Healthcare and their parents and/or guardians.

You Have the Right...

- Not to be denied participation in all treatment services based on the grounds of race, color, creed, sex, sexual orientation, national origin, disability, diagnosis, religion, age or socio-economic status.
- To considerate and respectful care.
- To reasonably expect, from staff members responsible for your care and welfare, complete and current information concerning your condition.
- To know by name and specialty, if any, the staff members responsible for your care.
- To reasonable consideration of your privacy and to be treated with respect and full recognition of your dignity, individuality, and reasonable cultural needs.
- To expect a reasonable response to your requests.
- To expect reasonable safety insofar as the hospital practices and environment are concerned.
- To be free from all forms of abuse or harassment, neglect or exploitation.
- To be free from restraint and seclusion of any form that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.
- To expect reasonable continuity of care which includes schedules of services and at what times staff and services are available.
- To be reasonably informed prior to or at the time of admission and during your stay, of medical and/or ancillary services available at Scottsdale Healthcare and /or related charges.
- To be afforded the opportunity to participate in planning and implementing your treatment program, to refuse care, treatment or services in accordance with law and regulation, including but not limited to experimental research.
- To the maintenance of confidentiality of your clinical record.
- To access information contained within your medical record, in accordance with hospital policy.
- To have a family member or representative, and your own physician(s), notified promptly upon your admission to the hospital.
- To appropriate assessment and management of your pain.
- To receive information about pain and pain relief measures.
- To have concerned staff committed to pain prevention and pain management.
- To be informed, when appropriate, about the outcomes of care, including unanticipated outcomes.
- To receive visits from family members and significant others.
- To be allowed to send and receive mail without hindrance.
- To conduct telephone conversations with family and friends.
- To receive a full explanation if any restrictions are placed on your visitors, mail and telephone conversations.
- To request consultation at your own expense or to request an in-house review of your treatment plan.
- To have your rights explained to you in a language you understand.
- To be able to effectively communicate with the staff of Scottsdale Healthcare through the use of translation and interpretation services and the provision of appropriate auxiliary aids, free of charge.
- To have an advance directive (Living Will, Healthcare Proxy, Durable Power of Attorney for Healthcare, or DNR order/identification) and to have hospital staff and practitioners comply with these directives.

You Have the Responsibility...

- To be honest about matters that relate to you as a patient.
- To attempt to understand your problems.
- To provide staff with accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.
- To report any perceived risks in your care.
- To report any unexpected changes in your condition to those responsible for your care and welfare.
- To follow the care, service or treatment plan developed.
- To ask questions when you do not understand or have concerns about your plan of care.
- To understand the consequences of the treatment alternatives and not following your plan of care.
- To inform staff of your pain management needs and to report changes in your pain management needs.
- To know the staff who are caring for you.
- To be considerate and respectful of the rights of both fellow patient and staff.
- To honor the confidentiality and privacy of other patients.
- To follow the hospital's rules and regulations concerning patient care and conduct.
- To be considerate of the hospital's property.
- To assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
- To notify the Department of Consumer Relations if you feel your rights are being violated.

Potential Conflict of Rights

Where any person raises a concern that remains unresolved regarding a divergence of opinion regarding the rights or treatment of a neonate, child, or adolescent patient and the rights of their parents and/or guardians, the hospital shall consult with the Arizona Department of Child Protective Services to ensure that the minor's rights are protected.

How to File a Complaint

Any patient or patient's representative that has a concern regarding their visit to a Scottsdale Healthcare facility may submit a written request for resolution to Scottsdale Healthcare, Patient Accounts Department, 5111 N Scottsdale Rd. Scottsdale, AZ 85250.

Verbal requests may be made to the manager of the department by calling the hospital operator and asking for the manager of the department for which there is a concern. In the event the concern is not resolved to the satisfaction of the patient or their representative, they may contact Administration.

Osborn Campus (480) 882-4000 **Shea Campus** (480) 323-3000 **Thompson Peak** (480)324-7000

Scottsdale Healthcare TTY/TDD (480) 882-4848

Any patient or patient's representative has the right to report their unresolved concerns to Arizona Department of Health Services, Medical Facilities, 150 N. 18th Avenue, Phoenix, AZ 85007, (602) 364-3030.

Ethics

Any patient or family member who has a concern of an ethical nature, is encouraged to speak with the physician first. The patient's nurse can also respond to concerns and/or request an Ethics Committee consult.