



# CHIRICAHUA

COMMUNITY HEALTH CENTERS, INC.

HEALTH FOR ALL

## Patient Rights and Responsibilities

It is the policy of Chiricahua Community Health Centers, Inc. (CCHCI) to clearly outline the rights (as per Arizona Administrative Code Title 9, Chapter 10, Article 10) and responsibilities of our patients.

- A. An administrator shall ensure that:
  1. The requirements in subsection (B) and the patient rights in subsection (C) are conspicuously posted on the premises;
  2. At the time of admission, a patient or the patient's representative receives a written copy of the requirements in subsection (B) and the patient rights in subsection (C); and
  3. Policies and procedures are established, documented, and implemented to protect the health and safety of a patient that include:
    - a. How and when a patient or the patient's representative is informed of patient rights in subsection (C); and
    - b. Where patient rights are posted as required in subsection (A)(1).
- B. An administrator shall ensure that:
  1. A patient is treated with dignity, respect and consideration;
  2. A patient is not subjected to:
    - a. Abuse;
    - b. Neglect;
    - c. Exploitation;
    - d. Coercion;
    - e. Manipulation;
    - f. Sexual Abuse;
    - g. Sexual Assault;
    - h. Except as allowed in R9-10-1012(B), restraint or seclusion;
    - i. Retaliation for submitting a complaint to the Department or another entity; or
    - j. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and
  3. A patient or the patient's representative:
    - a. Except in an emergency, either consents to or refuses treatment;
    - b. May refuse or withdraw consent for treatment before treatment is initiated;
    - c. Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure;
    - d. Is informed of the following:
      - i. The outpatient treatment center's policy on health care directives, and
      - ii. The patient complaint process;
    - e. Consents to photographs of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
    - f. Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
      - i. Medical record, or
      - ii. Financial records.



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C. A patient has the following rights:

1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status or diagnosis;
2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
3. To receive privacy in treatment and care for personal needs;
4. To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
5. To receive a referral to another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
6. To participate or have the patient's representative participate in the development of, or decisions concerning, treatment;
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting or exercising the patient's rights.

D. A Patient has the following responsibilities:

1. Provide information about past illnesses, hospitalization, medication, and other matters relating to your health history to effectively treat your illness.
2. Cooperate with all healthcare facility personnel and ask questions if directions and/or procedures are not clearly understood.
3. Be considerate of other patients and healthcare center personnel. Patients are also expected to be respectful to the property of other persons and the property of the healthcare facility.
4. Help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.
5. Name authorized members of your family to be available to healthcare facility personnel for review of your treatment in the event you are unable to properly communicate with the physicians or medical support staff.
6. Assume the financial responsibility of paying for all services rendered either through third-party payers (e.g., an insurance company) or being personally responsible for payment for any services that are not covered by your insurance policies.
7. Refrain from the use of drugs that have not been prescribed by your attending physician and administered by healthcare center staff.
8. Not complicate or endanger the healing process by consuming alcoholic beverages (unless authorized by your physician) or toxic substances.