

DIGESTIVE HEALTH SPECIALISTS ARIZONA PATIENT RIGHTS

- Patients have the right to receive the best care and treatment possible in a safe environment.
- Patients have the right to be treated with consideration, respect, dignity and individuality.
- Patients have the right to be free from chemical, physical, psychological abuse, neglect, and harassment.
- Patients have the right to know by name the physician responsible for coordinating their care. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
- Patients have the right to be provided with current complete information about their diagnosis, indications for tests and procedures, treatment alternatives and prognosis. Patients have the right to participate in decisions involving their health care except when such participation is contraindicated for medical reasons. If it is medically inadvisable to provide this information to the patient, the information should be made available to the patient's next of kin or other legally authorized person, as appropriate.
- Patients have the right to refuse treatment to the extent permitted by law and to refuse or withdraw consent for treatment or give conditional consent for treatment.
- Patients have the right to every consideration of their privacy concerning their own medical care program and personal care needs. Case discussion, consultation, examination and treatment are confidential and are conducted discreetly. Those not directly involved in the patient's care need the permission of the patient to be present.
- Patients have the right to expect that all communications and records pertaining to their care and finances will be treated as confidential. Patients have the right to refuse release of their records, except in cases where reporting is permitted or required by law or 3rd party contractual agreement. Our HIPAA Policy is displayed in DHS offices and copies are available at the patient's request.
- Patients have the right to expect that within its capacity as a medical practice and an ambulatory surgery center, the Center will make reasonable response to the request of a patient for service.
- Patients have the right to know the Center's Policy on Advanced Directives.
- Patients have the right to change physicians if other qualified physicians are available.
- Patients have the right to obtain information as to the relationship of the Center to other health care and educational institutions insofar as their care is concerned.
- Patients have the right to be advised if the Center proposes to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such research project.
- Patients have the right to examine and receive an explanation of their bill regardless of source of payment. They also have the right to know fees for specific services, notice of third-party coverage, including Medicare and Arizona Health Care Cost Containment System coverage.
- Patients have the right to know what provisions the Center has for after-hours and emergency care.
- Patients have the right to know what Center rules and regulations apply to their conduct as a patient.
- Patients have the right to initiate and partake in the patient grievance process. If you would like to report a possible violation of your patient rights, it is your right to file a grievance, please submit your grievance in writing.
- Patients have the right to exercise his or her rights without being subjected to discrimination or reprisal.