

PATIENT BILL OF RIGHTS

AZ Department of Health Services R9-10-1008 Patient Rights

PURPOSE:

To ensure all patients/caregivers and Agency staff acknowledge, observe, and implement the patient's rights and responsibilities.

POLICY:

Agency will provide information regarding the Patient Bill of Rights in writing to each patient or legal guardian in advance of furnishing care or during the initial evaluation visit before the initiation of treatment.

PROCEDURE:

An administrator/agency staff 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. Seclusion;
 - i. Restraint, if not necessary to prevent imminent harm to self or others;
 - j. Retaliation for submitting a complaint to the Department or another entity; or
 - k. 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 to 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 the patient’s:
 - i. Medical records, and
 - ii. Financial records.

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 unable to provide physical health services or behavioral health services for 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, representative, or other individual in understanding, protecting, or exercising the patient’s rights.

I have received a copy and an explanation of the Bill of Rights.

Patient or Authorized Representative Signature	Relationship	Date
Agency Representative	Reason patient is unable to sign	Date