

Chiricahua Community Health Centers, Inc.

♥ The Clinics with a Heart ♥

Patient Rights and Responsibilities

Patient Rights:

1. Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin or sources of payment for care.
2. The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity.
3. The patient has the right, within the law, to personal and informational privacy as manifested by the following rights:
 - a. To refuse to talk with or see anyone including visitors and persons officially or unofficially connected with the clinic, including those directly or indirectly involved in his/her care.
 - b. To wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.
 - c. To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for the accomplishment of the medical purpose for which the patient was asked to disrobe.
 - d. To expect that any discussion or consultation involving his/her case will be conducted discreetly and that individuals not directly involved with his/her care will not be present without his/her permission.
 - e. To expect all communications and other records pertaining to his/her care including the source of payment for treatment to be treated as confidential.
 - f. To have his/her medical records viewed only by individuals directly involved in his/her treatment or in the monitoring of its quality. Other individuals can read a patient's medical record via written authorization, by the patient. The patient's legally authorized representative also has access to the medical record.
 - g. The patient, at his/her own request and expense, has the right to second opinions.
4. The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon 30-days notice.
5. Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the clinic. Such explanation will include the reasons for the decisions and the procedures available for appealing them.
6. The patient should be informed of the clinic's rules and regulations applicable to his/her conduct as a patient. Patients are entitled to information about the clinics mechanism for the initiation, review and resolution of patient complaints (Grievance Policy).
7. It is the policy of CCHCI to provide patients with information and assistance in formulating advance directives as desired by the patient and mandated by Arizona statute.

Patient Responsibilities:

1. Each patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications and other matters relating to his/her health. He/She has the responsibility to report unexpected changes in his/her condition to the responsible practitioner.
2. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
3. A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for her/his own care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable clinic rules and regulations.
4. The patient is responsible for keeping appointments and when he/she is unable to do so for any reason, is responsible of notifying the clinic 24-hours in advance of their appointment date & time.
5. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
6. A patient is responsible for being considerate of the rights of other patients and clinic personnel and for assisting in the control noise and actions of the minor children in their company.
7. A patient is responsible for Primary Care Physician changes to (or from) a CCHCI provider to assure insurance (or AHCCCS) payment.