

PATIENT CARE PARTNERSHIP
(PATIENT RIGHTS AND RESPONSIBILITIES)

The basic rights of human beings for making choices and for personal dignity are always of great importance. It is a prime responsibility for Yavapai Regional Medical Center to preserve these rights for our patients. In providing care, YRMC has the right to expect behavior on the part of patients, their relatives and their friends, which considering the nature of their illness is reasonable and responsible.

RIGHTS OF EVERY PATIENT

- The right to receive treatment that supports and respects the patient's personal dignity, individuality, choices, strengths, and abilities.
- The right to impartial access to information and treatment regardless of your race, religion, sex, sexual orientation, marital status, ethnic origin, age, diagnosis, or disability.
- The right to be free from all forms of abuse or harassment, neglect, exploitation, coercion, manipulation, and sexual abuse or assault.
- The right of access to an interpreter at no cost to the patient.
- The right to receive or deny visitors.
- The right to consent or deny consent to photograph the patient.
- The right to an individualized treatment plan and the right to participate in the planning of your treatment plan.
- The right to personal privacy, respect and confidentiality of information except when otherwise permitted by law.
- The right to participate in the consideration of ethical issues that may arise in your care and/or have a designated representative as a participant.
- The right to be informed of alternatives to a proposed psychotropic medication or surgical procedure.
- The right to be advised if a treatment is experimental and the right to participate or refuse to participate in experimental treatments.
- The right to refuse student observation during treatment.
- The right to be informed of the risks, side effects and benefits of your treatment and of alternative medical treatment.
- The right to dismiss any physician providing care during your hospitalization. However, it is the responsibility of the patient or patient's representative to locate and initiate the services of a replacement physician with YRMC privileges. Until such time as this replacement assumes care of the patient, the initial physician will continue to provide care.
- The right to receive a referral to another healthcare institution.
- The right to provide written consent to release information unless otherwise permitted by law.
- The right to not be subjected to misappropriation of personal or private property.
- The right to confidential treatment of and access to personal and medical records and to approve or refuse release of records to any individual outside Yavapai Regional Medical Center (YRMC), other than the admitting physician, except as otherwise provided by law.
- The right to make decisions related to your healthcare including the right to accept or refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal and to have a designated representative assist in understanding.
- The right to receive assistance from a designated representative in understanding, protecting, or exercising the rights of the patient.
- The right to formulate written instructions such as Living Will or Durable Medical Power of Attorney and to appoint a surrogate to make healthcare decisions on your behalf.
- The right to be free from restraints unless clinically necessary.
- The right to refuse or withdraw consent for treatment prior to said treatment being initiated.
- The right to present to the hospital concerns regarding the quality of care or other matters and to expect a response that addresses the concerns without retaliation or jeopardizing future treatments.

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RESPONSIBILITIES OF EVERY PATIENT

- The responsibility for providing complete and accurate information related to your medical history, insurance coverage and pertinent financial information.
- The responsibility to participate in your treatment plan and to advise those treating you whether or not you can and will cooperate with the treatment. You are responsible for your actions for refusing to follow the treatment plan.
- The responsibility to notify the treating physician or nurse of any symptoms, changes, occurrences, or previous omissions in your physical condition or in your life which may affect your medical treatment plan.
- The responsibility to be considerate of others including other patients, family members, guests and the healthcare team.
- The responsibility to respect the privacy of others and their property and maintain the confidentiality of information.
- The responsibility for seeking an explanation from any treatment team member regarding any questions you have about your rights and responsibilities as defined above and letting us know of any concerns.
- The responsibility for taking care of the financial obligations for your care as promptly as possible.
- The responsibility for following the rules and regulations of the hospital relating to patient care and conduct, which includes, but is not limited to, control of noise, number of visitors, and maintaining a smoke free environment.

Regarding any questions about YRMC's Patient Care Partnership (Patient Rights and Responsibilities) Policy or a concern related to patient care please contact:

Yavapai Regional Medical Center

Phone: 928.445.2700

OR

Arizona Department of Health Services

150 North 18th Avenue, Suite 450

Phoenix, AZ 85007-3245

Phone: 602.364.3030

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