



Patient Bill of Rights and Responsibilities

Patient's Bill of Rights

Patients have the right to considerate and respectful care, regardless of race, color, creed, socioeconomic status or sexual orientation. Patients are provided appropriate privacy in all areas, including waiting areas and registration areas as well as exam/procedure rooms.

Patients have the right to obtain, from their Provider, complete and current information concerning their diagnosis, treatment, and prognosis in terms that the patient can be reasonably expected to understand. Patients are given the opportunity to participate in their healthcare decisions and are encouraged to be partners in the decision-making process.

Patients have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information and to know the name of the person responsible for that procedure and/or treatment.

Patients have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions.

Patients have the right to privacy consideration concerning their own medical care program.

Patients have the right to expect reasonable continuity of care and right to request a different Provider if one is available.

Patients have the right to expect that, within its capacity, an office-based surgical center must make a reasonable effort to respond to patient requests for services.

Patients have the right to obtain information as to any relationship the Practice has with other healthcare and educational institutions in so far as their care is concerned.

Patients have the right to be advised if the office-based surgical center proposes to engage in or perform human experimentation affecting their care or treatment, and has the right to refuse to participate.

Patients have the right to expect that all communications and records pertaining to their care should be treated as confidential as outlined in the Health Insurance Portability and Accountability Act of 1996.

Patients have the right to examine and receive an explanation of their fees and bill regardless of source of payment.

Please see reverse side of this page.

Patient's Bill of Rights Continued

The patient has the right to know what office-based surgery rules and regulations apply to their conduct as a patient.

The patient has the right to offer suggestions and voice concerns or complaints regarding their care. If resolution is not to the patient's satisfaction, information will be provided on steps to take to file an external appeal.

Patient Responsibilities

Patients are responsible for providing complete and accurate information to the best of their abilities including accurate information for prescription and over-the-counter medications and allergies.

Patients are responsible for answering all relevant medical and financial questions truthfully and to the best of their knowledge.

Patients agree to follow the treatment plan prescribed. This includes carefully following any written and verbal instructions and keeping any scheduled follow-up appointments.

Patients are responsible for contacting their Provider regarding any questions, problems or complications.

If required by the Provider, the patient will provide a responsible adult to transport them home from the Practice and remain with them for 24 hours.

Patients are responsible for informing the Practice of any Living Will, Advance Directives, Medical Power of Attorney or other healthcare directive documents that could affect their care.

Patients are responsible for financial coverage of any charges not covered by their insurance.

Patients are required to treat healthcare providers, staff, and other patients with respect.

Patient Resources

Patients may contact the Practice Administrator to offer suggestions, pose questions, and/or communicate concerns. The Practice Administrator can be reached at 520.795.7729 or info@pimaderm.com.

Arizona Ombudsman: As a Patient, if you feel you have been treated unfairly by a state administrator, if you find yourself in a disagreement or dispute with a state agency, department, board or commission, or if you have disputes with local government agencies regarding public access laws, you can turn to the Ombudsman – Citizens' Aide. For more information please visit: www.azleg.gov/ombudsman.

Arizona Department of Health Services:

150 North 18th Avenue
Phoenix, Arizona 85007

General and Public Information:
Phone: (602) 542-1025