



Northwest Medical Center

PATIENT RIGHTS & RESPONSIBILITIES

In caring for the medical problems of patients, Northwest Medical Center strives at all times to respect the patient's individuality, privacy, and other rights.

PATIENT RIGHTS:

1. The patient will receive medically appropriate care regardless of race, color, creed, sex, national origin, age, handicap, or the source of payment for their care.
2. The patient will receive considerate, respectful care. Any sort of abuse, including verbal, physical, psychological, sexual and emotional is prohibited.
3. The patient has the right to obtain from their physician, complete information concerning their diagnosis, treatment, and prognosis in terms the patient can reasonably understand. The patient may also consult with specialist(s) at their own expense.
4. The patient has a right to have an effective pain management program.
5. The patient has the right to obtain the information necessary to participate in treatment decisions and give informed consent before the start of any procedure and/or treatment except in an emergency. If the patient does not understand English, they may have an interpreter. The patient may refuse to participate in research or clinical training programs.
6. The patient has the right to make an advance directive through a living will or power of attorney or to refuse treatment and to be informed of the medical consequences of their actions.
7. The patient has the right to representation by a guardian or legally authorized person who can exercise all rights on behalf of the patient.
8. The patient has the right to know the name and professional status of the physician who coordinates their care and the other individuals who treat them. The patient shall also be informed of any formal relationships between the hospital and any other health care institution or individual practitioner involved in their care.
9. The patient has the right to reasonable continuity of care and to be informed of their continuing healthcare requirements. The patient may also be transferred to another facility when medically appropriate.
10. The patient may expect reasonable personal safety within the hospital.
11. All communications about and records pertaining to a patient are confidential, except as required by law or by the patient's instructions.
12. The patient has the right to every consideration of their privacy during any discussion, consultation, examination, or treatment. Written, verbal, and telephone communications, and visits with family or friends during visiting hours are allowed unless medical conditions make restrictions necessary.
13. The patient has the right to voice complaints without fear of discrimination or reprisal. An administrative representative will respond within 48 hours.
14. The patient may wear religious, other symbolic items, or appropriate clothing as long as they do not interfere with procedures and treatment.
15. The patient has a right to pastoral counseling.
16. The patient has a right to decide which family members will be involved in their care.
17. The patient has the right to know what hospital rules and regulations apply to their conduct as a patient.
18. The patients are informed, by the attending physician or their delegate, of their post-discharge healthcare needs.

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PATIENT RIGHTS & RESPONSIBILITIES (*continued*)

19. The patient has the right to examine and receive an itemized bill for hospital services.
20. The patient has a right to referral to protective services when needed or requested.
21. The patient and family have a right to access the Hospital's Bio-Ethics Committee to resolve ethical issues. A member of the Committee can be reached by contacting the Administrative Supervisor through the Hospital's Operator.

PATIENT RESPONSIBILITIES:

1. Provision of Information

A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, existing advanced directives, and other matters relating to their health. The patient has the responsibility to report changes in their condition and whether they clearly understand instructions.

2. Refusal of Treatment

The patient is responsible for the outcome of their actions if they refuse treatment or do not follow medical instructions.

3. Hospital Charges

The patient is responsible for assuring that the financial obligations of their health care are fulfilled promptly.

4. Hospital Rules and Regulations

The patient is responsible for following hospital rules concerning patient care and conduct.

5. Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors.

COMPLAINTS AND GRIEVANCES:

Northwest Medical Center strives to provide the best possible care during your hospital stay. If you feel that you have not received the best care possible, NMC's Complaint Policy provides you with a mechanism to voice your concerns about patient care and safety. All complaints and concerns are given the utmost attention and courtesy.

If you have any concerns, questions or complaints about your care or treatment, please let your care provider know on the hospital unit where you are receiving treatment. If you have a complaint, we want to resolve it as soon as possible. If during your care at NMC you have voiced a concern to your care provider and feel it has not been resolved, or if you wish to make a formal complaint, please contact NMC's Hospital Administration by calling 469-8100 during business hours. After business hours, please call the Hospital Operator and ask to speak with the Administrative Nursing Supervisor.

If you believe your concern has not been addressed by Northwest Medical Center, you may contact:
Arizona Department of Health Services, 400 West Congress, Suite 116, Tucson, AZ 85701.
Phone: (520) 628-6965, Fax: (520) 628-6991

OR

Joint Commission on Accreditation of Healthcare Organizations,
One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Phone: (800) 994-6610, Fax: (630) 792-5636, E-mail: complaint@jcaho.org

A patient may lodge a complaint directly with the regulatory agencies without first filing an internal grievance with the hospital.

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