

Patient's rights include the following:

- To be treated with consideration, respect, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care needs;
- To be free from all forms of abuse or harassment
- To be free from chemical, physical and psychological abuse or neglect;
- To refuse or withdraw consent for treatment or give conditional consent for treatment
- The right to exercise his or her rights without being subject to discrimination or reprisal
- To have medical and financial records kept in confidence and the release of such records shall be by written consent of the patient or the patient's representative except as otherwise required or permitted by law;
- To be informed of the following:
 - Proposed surgical procedure and risks involved;
 - Policy on advance directives;
 - Services available at the facility and cost of services prior to obtaining services or prior to a change in rates, charges, or services;
 - Notice of third-party coverage, including Medicare and Arizona Health Care Cost Containment System coverage; and
 - The patient grievance process
 - Provision for after-hours and emergency care
 - Patient's right to refuse to participate in experimental research
 - The credentials of health care professionals

Patient's responsibilities include:

- To be considerate of other patients and personnel;
- To respect the property of others and the facility;
- To report whether he or she clearly understands the planned course of treatment and what is expected of him or her; and to follow the treatment plan.
- To keep appointments and, when unable to do so for any reason, to notify the facility and physician;
- To provide caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalization, medications, unexpected changes in the patient's condition or any other patient health matters.
- To observe prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting their right to care at the facility and being responsible for the outcome;
- To promptly fulfill his or her financial obligation to the facility.
- Provide a responsible adult for transportation and care if required by provider.

Pain MDs ASC is committed to providing excellence in patient care. If you have any concerns or suggestions, we would like to know about them. Please address your concerns in writing to:

Pain MDs Ambulatory Surgical Center
Attn: Kirsten DeLuna, RN
Director of Nursing
16222 N 59th Ave. Suite A115
Glendale, AZ 85306
(623) 298-1820

We encourage you to resolve issues with us first, however you may file a complaint or concern anytime with:

Arizona Department of Health Services
150 North 18th Ave
Phoenix, AZ 85007
(602) 364-3030
www.azdhs.gov

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at: www.cms.hhs.gov/center/ombudsman.asp.