



Southwest Hematology Oncology
A PATIENTS'S BILL OF RIGHTS

It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes a new dimension when care is rendered within an organizational structure. Legal precedent has established that the Practice itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

PRACTICE RESPONSIBILITIES

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his/her behalf. He/she has the right to know, by name, the physician responsible for coordinating his/her care.
3. The patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action. The patient has the right to execute an Advanced Directive.
5. The patient has the right to every consideration of his/her privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. Those not directly involved in his/her care must have permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care, including financial records, should be treated as confidential and not released without written authorization by the patient.
7. The patient has the right to expect that within its capacity, this Practice must provide evaluation, and/or referral as indicated by the urgency of the case.
8. The patient has the right to obtain information as to any relationship of this Practice to other healthcare and educational institutions in so far as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.

9. The patient has the right to be advised if this Practice proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable continuity of care. The patient has the right to expect that this Practice will provide a mechanism whereby he/she is informed by his/her physician of the patient's continuing health care requirements.
11. The patient has the right to examine and receive an explanation of his/her bill regardless of the source of payment and to be informed regarding the fees for procedures performed at the Practice. The patient has a right to be informed of third party coverage including Medicare and Arizona Health Care Cost Containment System.
12. The patient has the right to know what Practice rules and regulations apply to his/her conduct as a patient.
13. The patient has a right to request information about the grievance process at the Practice. If a patient has a grievance with the practice, he/she has the right to speak immediately with the Practice Manager or the substitute person assigned to answer to grievances. A formal written grievance may be compiled for further review of the grievance.
14. The patient has a right to be free from chemical, physical and psychological abuse or neglect.

PATIENT RESPONSIBILITIES

1. It is the patient's responsibility to fully participate in decisions involving his/her own health care and to accept the consequences of these decisions if complications occur.
2. The patient is expected to follow-up on his/her doctor's instructions, take medication when prescribed, and ask questions concerning his/her own health care that he/she feels is necessary.
3. The patient is expected to know and understand the rules, policies, and procedures of his/her insurance plan. The patient is expected to obtain appropriate referrals and authorizations for office visits and procedures if necessary.
4. The patient is responsible to meet financial obligations to the Practice in a reasonable time period. The patient is responsible for all co-pays, deductibles and co-insurance as required by his/her insurance plan.

Date: _____ Patient Signature _____ Witness _____