

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

1. HAS THE RIGHT to be informed of the patient's rights at the time of care and in advance of furnishing or discontinuing care.
2. HAS THE RIGHT to receive assistance from a family member, representative, or other individual in understanding, protecting or exercising the patient's rights.
3. HAS THE RIGHT to care in a comfortable environment with respect to privacy, dignity and his/her personal values, beliefs, choices, strengths and abilities under the supervision of competent, qualified, and experienced clinical staff.
4. HAS THE RIGHT to make informed decisions regarding all aspects of his/her care, including the decision to accept, refuse or limit treatment, to the extent permitted by law, to be informed of the possible medical and other consequences of his/her action, and to delegate his/her right to make informed decisions to another person.
5. HAS THE RIGHT to participate in the development, periodic review, and implementation of his/her individualized plan of care/program plan and to be informed of his/her behavioral health status, including diagnosis, treatment and prognosis, in terms that he/she can understand.
6. HAS THE RIGHT to receive from his/her provider information necessary to give specific informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for specific informed consent should include, but not be limited to, the specific procedure(s) and/or treatment, alternatives to the treatment, associated risks, and possible complications.
7. HAS THE RIGHT to be informed about outcomes of care whenever those outcomes differ significantly from the anticipated outcomes.
8. HAS THE RIGHT to be free from restraint or seclusion, of any form, imposed as a means of coercion,
9. HAS THE RIGHT to make an informed decision on whether to participate in an investigative study, research project, experimental treatment, clinical trial or educational activity related to his/her care or treatment. A refusal to participate will not compromise access to service.
10. HAS THE RIGHT to participate and to assist in resolving ethical issues or dilemmas that arise in his/her care (i.e., issues of conflict resolution)
11. HAS THE RIGHT to prompt resolution of a grievance. MHCA will not retaliate against a patient or representative for filing a grievance with either MHCA or Arizona Department of Health Services. Please notify your providers of unmet care needs or care concerns. If your needs or concerns are not met, you may request to speak with a Case Manager at 602-704-2345 and/or file a grievance with the Arizona Department of Health Services, Division of Licensing, Medical Facilities Licensing, 150 N. 18th Ave., 4th Floor, Suite 450, Phoenix, AZ, 85007; phone: 602-364-3030
12. HAS THE RIGHT to receive care in a safe and secure environment and to be free from all forms of discrimination, abuse or harassment from staff, other patients or visitors.

13. HAS THE RIGHT to review the patient's own behavioral health record, as permitted by law. To confidentiality with respect to communications and records regarding his/her care and to access the information, as permitted by law, in the patient record.
 14. HAS THE RIGHT to obtain a schedule of MHCA's rates and charges, examine and receive an explanation of his/her bill regardless of source of payment. You have the right to receive a copy of a reasonably clear and understandable itemized bill and have the charges explained upon request. You have the right to receive, upon request and prior to treatment, a reasonable estimate of charges for your care. For more information about fees and costs associated with your treatment plan, see your Case Manager or call the Billing Department at 602-704-2345 x. 102.
 15. HAS THE RIGHT to obtain information regarding the relationship of MHCA to other healthcare providers, education institutions, and payers, as far as his/her care is concerned.
 16. HAS THE RIGHT to provision of services within the least restrictive environment possible.
 17. HAS THE RIGHT to an individualized treatment or program plan.
 18. HAS THE RIGHT to a periodic review of the treatment or program plan.
 19. HAS THE RIGHT to an adequate number of competent, qualified and experienced professional clinical staff to supervise and carry out the treatment plan.
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