

- Notifying appropriate persons in the institution of those situations where, in your opinion, your rights are not being respected.
- Respecting the rights of other patients who are also receiving treatment in the facility.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Following hospital rules and regulations affecting patient care and conduct, including those related to visiting, smoking, discharge time and the care of valuables.

Language Assistance Services:

If you speak English, language assistance services, free of charge, are available to you. Call 1-602-406-5687 (TTY: 1-800-367-8939).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-602-406-5687 (TTY: 1-800-842-2088).

Díj baa akó nínizin: Díj saad bee yáńíłtí’ go **Diné Bizaad**, saad bee áká’ ánída’ áwo’ déé’ , t’ áá jiik’ eh, éí ná hóló, koji’ hódííłnih 1-602-406-5687 (TTY: 1-800-367-8939).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-602-406-5687 (TTY: 1-800-367-8939).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-602-406-5687 (TTY: 1-800-367-8939).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-602-406-5687 (TTY：1-800-367-8939)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-602-406-5687 (TTY: 1-800-367-8939).

ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-602-406-5687 (ATS : 1-800-367-8939).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-602-406-5687 (رقم هاتف الصم والبكم : 1-800-367-8939).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-602-406-5687 (TTY: 1-800-367-8939)번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-602-406-5687 (TTY: 1-800-367-8939).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-602-406-5687 (TTY: 1-800-367-8939) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-602-406-5687 (телетайп: 1-800-367-8939).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-602-406-5687 (TTY: 1-800-367-8939).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-602-406-5687 (TTY: 1-800-367-8939) まで、お電話にてご連絡ください。

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-602-406-5687 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-367-8939).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-602-406-5687 (TTY: 1-800-367-8939).

Patient Rights and Responsibilities



St. Joseph’s Hospital & Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity. St. Joseph’s Hospital & Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation or gender identity. Each patient is entitled to compassionate and professionally competent care delivered with respect for each individual.

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. To communicate effectively with your care team. Receive free and in a timely manner, aids and services if you have a disability or free language services if your primary language is not English. Qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats), qualified interpreters and information written in other languages. For assistance contact any facility staff member or the Patient Safety Officer.
4. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure, who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
5. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
6. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
7. Request or refuse treatment, to the extent permitted by law. However, you do not have

- the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
8. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
 9. Reasonable responses to any reasonable requests made for service.
 10. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
 11. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
 12. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
 13. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
 14. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
 15. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
 16. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
 17. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
 18. Know which hospital rules and policies apply to your conduct while a patient.
 19. Designate a support person as well as a visitor or your choosing, if you have decision making capacity, whether or not the visitor is related to you by blood, marriage or registered domestic partner status, unless:
 - a. No visitors are allowed.
 - b. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - c. You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, age, religion, sex, gender identity, sexual orientation, or disability.
 20. Have your wishes considered, if you lack decision making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in

the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.

21. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
22. You will not be subject to misappropriation of personal and private property by medical staff, personnel members, employees, volunteers or students.
23. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, educational background, sexual orientation, gender identify, marital status, registered domestic partner status, economic status or the source of payment for care.
24. If you believe that the facility has failed to provide these services or discriminated in another way related to race, color, national origin, age, religion, sex, gender identity, sexual orientation, or disability, you can file a grievance with the Patient Safety Officer. If you want to file a grievance with this hospital, you may do so in person, by writing, emailing, faxing or by calling:
Patient Safety Officer
St Joseph's Hospital & Medical Center
350 W. Thomas Rd., Phoenix, AZ 85013
1-602-406-6200
If you need help filing a grievance, the Patient Safety Officer is available to help you. The grievance committee will review each grievance and provide you with a written response within seven days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).
25. File a complaint with the state Department of Health Services regardless of whether you use the hospital's grievance process.
Arizona Department of Health Services
1-602-364-3030
150 N. 18th Avenue, Suite 450
Phoenix, AZ 85007
26. You can also file a civil rights complaint with the U.S Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone.
US Department of Health and Human Services
200 Independence Ave, SW
Room 509F HHH Building
Washington, D.C. 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/fileindex.html>
27. Contact The Joint Commission if concerns about patient care and safety cannot be resolved by the complaint/grievance process at the hospital.
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
630.792.5000

Patient Responsibilities:

Your general responsibilities are...

- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Reporting unexpected changes in your condition to the responsible practitioner.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Cooperating in the treatment program developed with your doctor or other caregivers. You should express any concerns you have about your ability to follow the proposed course of treatment.
- Accepting the consequences of refusing treatment, failing to follow the recommended course of treatment or using other treatments.