

PATIENTS BILL OF RIGHTS

You have the right to:

RESPECT & DIGNITY: The patient of Navajo Health Foundation has the right to health care that is considerate, respectful and sensitive to his or her culture and benefits.

PRIVACY AND CONFIDENTIALITY: The patient has the right to privacy and confidentiality concerning case discussions, examinations, assessments, medical records and other information.

PERSONAL SAFETY: The patient has the right to be free from restraints and seclusion, except in emergencies or when medically necessary to protect the patient or others.

SAFE ENVIRONMENT: The patient has the right to receive care in a safe environment free from abuse, harassment, exploitation, or neglect.

NO DISCRIMINATION: Hospital cannot discriminate based on age, diagnosis, race, color, ethnicity, national origin, religion, sex, gender identity/ expression, sexual orientation, immigration status, marital status, genetic information, disability of either the patient, the patient's surrogate, patient's family or support person or the source of payment in compliance with applicable federal, state, and local laws and regulations

EQUITY OF CARE: Patients have the right to be treated with respect and dignity, and to exercise their rights without regard to their source of payment.

IDENTIFY: The patient has the right to request that another provider consume his/her primary care, with the exception of services provided in the emergency department.

CONSULTATION: The patient at his or her own expense has the right to consult with a private specialist.

COMMUNICATION: The patient has a right to receive communication that is tailored to their needs, regardless of their language, age, or ability to understand. This includes access to interpretative and translation services or aids to meet your needs.

ADVANCED DIRECTIVE: The patient has the right to create an advanced directive (a living will, health care durable power of attorney) and appoint someone to make health care decisions for you if you are unable. We will honor your wishes regarding organ donation. If you do not have an advanced directive, we can provide you with information and help you complete one.

VIDEO, PHOTOGRAPH AND PATIENT CONSENT: The patient has the right to refuse any recording of their likeness with their explicit, informed consent, meaning a healthcare provider cannot take photos or videos of them for any purpose without their permission, as this is considered a violation of their privacy under HIPAA regulations.

RIGHT TO DESIGNATE A SUPPORT PERSON: Patients have the right to choose a support person to be present with them unless their presence would infringe on the rights of others or is medically or therapeutically contraindicated. A support person can be a friend, family member, or other individual.

SPOUSAL SHARED ROOMS: The patient shall be entitled to privacy for visits and, if married, to share a room with his or her spouse if both are patients at SMH and where both patients consent, unless it is medically contraindicated and so documented by a physician.

RIGHT TO CHOOSE VISITORS: Patients can choose who visits them, including friends, family, clergy, or traditional healers. Hospitals must allow patients to designate visitors regardless of their relationship to the patient.

RIGHT TO REFUSAL OF TREATMENT: The patient has the right to refuse treatment to the extent provided by law. If care is refused, he/she must be informed of the risks incurred by doing so. If the patient is a minor and has recognized guardian and/or family must be told of risks incurred if treatment is refused. The patients who are eligible beneficiary under IHS contract has the right, when care is requested, to receive services provided by Sage

Memorial Hospital. When services are not available at Sage Memorial Hospital, the patient and or his/her family will be informed about the availability of specialized services at another hospital. When a patient needs to be transferred to another hospital, the patient must first give his/her permission and know the alternative to such transfer. The patient has the right to accept reasonable continuity of care for his/her illnesses or condition.

INFORMED CONSENT: The patients have the right to be educated about the risks, benefits and alternatives of a medical procedure or intervention, and to make a voluntary decision about whether to undergo it. Informed consent is a legal and ethical obligation of medical providers.

CULTURAL RIGHTS: The patient has the right to respectful care that considers a patient's cultural values, beliefs, and preferences.

PATIENT RESPONSIBILITIES, COMPLIANCE WITH INSTRUCTION: A patient is responsible for following the treatment plan recommended by the medical provider, including the instructions of nurses and all health personnel. The patient is responsible for keeping appointments and when unable to do so, notifying the clinic.

HOSPITAL RULES AND REGULATIONS:

The patient is responsible for being considerate of the rights of other patients and hospital personnel.

Patients are responsible for respecting other patients' privacy.

Assist in the control of noise,

Observe the no smoking policy.

Observe SMH's visitor policy.

Patients/visitors are asked to control their children.

Patients/visitors should not leave children unattended in their vehicles.

The patient is responsible for being respectful of the property of other patients and of the Sage Memorial Hospital.

PAIN MANAGEMENT

You have the right to:

- Have the pain prevented or controlled adequately
- Have your pain and pain medication history taken
- Ask how much pain is to be expected and how long it may last
- Have your pain questions answered
- Develop a pain management plan with your doctor
- Know what medications, treatments, or anesthesia will be given
- Know the risk, benefits and side effects of treatment
- Have your pain assessed on an individual basis
- Have your pain assessed using the numerical pain scale:
 - 0=No pain to 5=Moderate to severe pain, and/or facial expression pain scale
- Ask for changes in treatment if pain persists
- Receive caring and compassionate care
- Receive pain medication on timely basis
- Request a change or stop the recommended treatment plan
- Request a second opinion or request a pain care specialist
- Include your family in decision making
- Remind those who care for you that pain management is part of your diagnostic medical and surgical care

PATIENT COMPLAINT/GRIEVANCES: Sage Memorial Hospital is committed to providing the highest-quality healthcare available. We want you to be satisfied with the service we provide. If you have a concern or complaint about your care, please direct your comments first to your nurse or doctor. If you are not satisfied with the response you receive to your concern, contact the Patient Advocate for assistance.

The Patient Advocate can be reached by dialing (928) 755-4828. The Patient Advocate is available Monday through Friday, 8am to 5pm, and can assist in directing, handling, and resolving patient complaints and grievances.

Grievance may include, but are not limited to, abuse of rights, harassment, discrimination, premature discharge or quality of clinical patient care. Patient complaint/grievance forms are available at patient care areas.

If you need assistance in completing the form, an SMH staff will be able to assist you.

The process of Concern/Complaint/ Grievance form is as follows and Submitted to the Patient Advocate.

The process of Concern Complaint form is as follows:

1. The name of the complainant
2. Patient involved (if different)
3. Date/Time/Place of Incident
4. Formal Description of Complainant
5. Complaint received by and Date
6. Resolution: Person investigating complaint: Provide outcome evaluation, or recommendation and/or solutions on how the event can be improved to provide quality customer service. (As approximate or necessary). Response to complaints must be completed within 7 working days.
7. Signature of investigator/date.

If you feel your concern or complaint was not resolved, you may also report it to the Joint Commission or Arizona Department of Health Services through the following methods.

Website: <http://www.jointcommissions.org>

Mail: Office of Quality Monitoring
Joint Commissions
One Renaissance Boulevard
Terrace, IL 60181

Mail: Arizona Department of Health Services
Public Health Licensing
150 N 18th Avenue, Suite 400
Phoenix, Arizona
(602) 364-2536

RELIGIOUS NEEDS: Spiritual and religious needs of the patient and/or his/her family can be arranged by contacting the nurse of his/her unit. Permission for leaving the hospital for traditional Ceremony may be obtained from the patient's medical provider.

**NAVAJO HEALTH FOUNDATION
SAGE MEMORIAL HOSPITAL
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