

SURPRISE BEHAVIORAL HEALTH

Statement of Patient Rights

1. To be treated with dignity, respect, and consideration;
2. not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, diagnosis, or source of payment;
3. to receive treatment that: a. supports and respects the patient's individuality, choices, strengths, and abilities;
- b. supports the patient's personal liberty and only restricts the patient's personal liberty according to an order, by the patient's consent, or as permitted by Arizona Department of Health Services, A.A.C., title 9, Chapter 20: and c. is provided in the least restrictive environment that meets the patient's treatment needs;
4. not to be prevented or impeded from exercising the patient's civil rights unless the patient has been adjudicated incompetent or a court competent jurisdiction has found that the patient is unable to exercise a specific right or category of rights;
5. to submit grievances to SBH staff members and to outside entities and other individuals without constraint or retaliation;
6. to have grievances considered by SBH in a fair, timely, and impartial manner;
7. to seek, speak to and be assisted by legal council of the patient's choice, at the patient's expense;
8. to receive assistance from a family member, designee in understanding, protecting, or exercising the patient's rights;
9. if enrolled by Arizona DHS as an individual who is seriously mentally ill, to receive assistance from human rights advocates provided by DHS, or a designee, in understanding, protecting, and exercising the patient's rights;
10. to have the patient's information and records kept confidential and released only as permitted under DHS Title 9, Chapter 20, R9-20-211;
11. to privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without consent, except for photographing for identification and administrative purposes, as provided by A.D.S. 36- 507(2);
12. to review, upon written request, the patient's own record during agency hours of operation or at a time agreed upon by the Clinical Director, unless the patient's physician determines that the client's review of the patient record is contraindicated and documents the reason for the determination in the patient record.
13. to review the following at SBH or at Arizona DHS: a. Arizona DHS, Title 9, Chapter 20, rules for behavioral health service agencies; b. the report of the most recent inspection of the premises conducted by Arizona DHS, Office of Behavioral Health Licensure; c. a plan of correction in effect as required by Arizona DHS, Office of Behavioral Health Licensure;
14. refund policies and procedures before receiving a behavioral health service, except for a behavioral health service provided to a patient experiencing a crisis situation;
15. to consent to treatment, unless treatment is ordered by a court of competent jurisdiction, after receiving a verbal explanation of the patient's condition and proposed treatment, including the intended outcome and the nature of the proposed treatment, including any procedures and risks involved and any alternatives in the proposed treatment;
16. to be offered or referred for the treatment specified in the patient's treatment plan;
17. to receive a referral to another agency if SBH is unable to provide a behavioral health service that the patient requests or that is indicated in the client's treatment plan;
18. to give general consent and, if applicable, informed consent to treatment, refuse treatment, or withdraw general or informed consent to treatment, unless the treatment is ordered by a court according to A.R.S. Title 36, Chapter 5, is necessary to save the patient's life or physical health, or is provided according to A.R.S. Paragraph 36-512.
19. to be free from; abuse; neglect; exploitation; coercion; manipulation; retaliation for submitting a complaint to Arizona DHS or another entity; discharge or transfer or threat of discharge or transfer for reasons unrelated to the client's treatment needs, except as established in a fee arrangement signed by the client or the client's legal agent;
20. to participate, or if applicable, to have the patient's legal agent participate in treatment decisions and in the development and periodic review and revision of the patient's written treatment plan;
21. to control the patient's own finances except as provided by A.R.S. 36-507(50);
22. to participate or refuse to participate and to consent in writing or to withdraw written consent for participation in research, experimental treatment, or treatment that is not professionally recognized treatment;
23. to refuse to acknowledge gratitude to SBH through written statements, other media, or speaking engagements at public gatherings;
24. to receive behavioral health services in a smoke free facility, although smoking may be permitted outside the facility;
25. to receive, at a time of discharge or transfer, recommendations for any treatment need when the patient is discharged;
26. to refuse to perform labor for an agency, except for housekeeping activities and activities to maintain health and personal hygiene;
27. to participate or refuse to participate in religious activities;
28. to be compensated according to state and federal law for labor that primarily benefit's the agency and that is not part of the patient's treatment plan.