

YOUR PATIENT RIGHTS

Cobre Valley Regional Medical Center provides medical treatment without regard to race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis. As a patient of Cobre Valley Regional Medical Center, you are entitled to considerate, respectful and dignified care.

As a patient, You have the right to:

- Receive care in a safe setting, free from abuse, neglect, exploitation, coercion, manipulation, sexual abuse, sexual assault, retaliation for submitting a complaint to the Arizona Department of Health Services or another entity, or misappropriation of personal and private property by a hospital personnel member, employee, volunteer, or student.
- Receive treatment free from restraint or seclusion unless clinically necessary to provide acute medical, surgical or behavioral care and in accordance with regulatory requirements.
- Receive treatment that supports and respects your individuality, choices, strengths, and abilities.
- Receive privacy in treatment and care for personal needs.
- Have access to a telephone.
- Receive, upon written request, your own medical record in accordance with regulatory requirements.
- Receive a referral to another health care institution if the hospital is not authorized or not able to provide physical health services or behavioral health services needed.
- Participate or have your representative participate in the development of, or decisions concerning treatment.
- Have pain assessed and managed when admitted and throughout your hospitalization.
- Receive assistance from a family member, your representative, or other individual in understanding, protecting, or exercising your patient rights.
- Visitors, except when clinically or medically necessary to reasonably restrict or limit visitation such as when visitation would interfere with your care and/or the care of other patients.
- Expect that within its capacity and policies, the hospital will make reasonable response to the requests for appropriate and medically indicated care and services. The hospital provides evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
- Ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- Know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees. The patient also has the right to know of the immediate and long-term financial implications of treatment choices, insofar as they are known.
- Upon request, a copy of the schedule of rates and charges can be provided. Or found at <https://price.cvrmc.org/> or <https://price.cvrmc.org/pt-machinereadable.html>

Patients or their representative:

- Except in an emergency, either consent to or refuse treatment.
- May refuse or withdraw consent for treatment before treatment is initiated.
- Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure.

Patients and/or their representative is informed of the following:

- The hospital's policy of health care directives; and the patient complaint process.
- Patients (inpatient or outpatient) have the right to have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and the hospital's policy. We are required to advise you of your rights under state law and hospital policy to make informed medical choices.
- Timely information about the hospital's policy that may limit the ability to implement fully a legally advance directive.
- Your consent is necessary to photograph you before you are photographed, except that you may be photographed when admitted to the outpatient treatment center for identification and administrative purposes.
- Patients have the right to expect that all communications and records pertaining to their care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. Except as otherwise permitted by law, a written consent is necessary for the release of information in your medical or financial record. Patients have the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.

Patient Responsibilities

The collaborative nature of health care requires that patients or their families/representative participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depend in part, on the patient fulfilling certain responsibilities.

As a patient at Cobre Valley Regional Medical Center, you are responsible for:

- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Taking responsibility for requesting additional information or clarification about your health status or treatment when information is not fully understood.
- Ensuring that the health care institution has a copy of your written advance directive if you have one.
- Informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Patients and their families/representative should also be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the communities served. Rules and regulations are designed to help the hospital meet this obligation.

Patients and their families/representative are responsible for:

- Making reasonable accommodations to the needs of the hospital, other patients, medical staff and the hospital's employees.
- Providing necessary information for insurance claims and for working with the center to make payment arrangements when necessary.
- Recognizing the impact of your life-style on your personal health. A person's health depends on much more than health care services

Cobre Valley Regional Medical Center encourages patients to discuss concerns and grievances with the hospital's team to allow us to better collaborate with you on your health care and wellness plan. In those rare cases where our team is not able to resolve your concern or grievance we welcome you to contact Cobre Valley Regional Medical Center's Administrative Offices at (928) 402-1121. We will gladly direct you to the appropriate person to best handle your concern or grievance. You may also contact Arizona Department of Health Services Public Health Licensing, 150 N. 18th Avenue, Suite 400 Phoenix, AZ 85007 or call (602)-364-2536.