

Respect and Dignity

All patients have the right to:

- Be treated with respect and dignity by staff, other patients and health care providers.
- Receive services regardless of race, color, sex, religion, age, nationality, linguistic preference, handicap status, marital status, sexual preference, genetic information, and physical or mental handicap.

Confidentiality and Privacy

All patients have the right to:

- Have privacy during medical visits, appointments and treatments.
- Have privacy and protection of their health information.
- Have access to their medical records, or children's medical records, as allowed by law.
- Correct their own medical records, as allowed by law.
- Submit a compliment and/or complaint in writing.

Treatment Decisions

All patients have the right to:

- Talk to their health care provider about their own health care.
- Ask questions and receive information about treatments.
- Refuse treatment as permitted by law. When refusal of treatment prevents the provision of appropriate care, in accordance with professional standards, the patient/health care provider relationship may be terminated upon 30-day notice.
- Be involved in decisions about their own health care.
- Request a second opinion at one's own expense.

Other

All patients have the right to:

- Itemized and detailed explanation of the bill for services rendered.
- Access to advance directives (Living Will and Durable Health Care Power of Attorney), as mandated by Arizona statute. This includes how to have medical decisions made for you if you are not able to make them for yourself.

Respect

Each patient is responsible for the following:

- Reading and following these rights and responsibilities.
- Treat other patients, all CCHCI staff, and health care providers with respect and dignity.
- Controlling the noise and actions of minor children.

Follow Instructions

Each patient is responsible for the following:

- Following their health care provider's instructions and treatment plans and requesting clarification if the provider's explanations are not clear.
- Bringing medications to each visit.
- Bringing the child's immunization records to appointments until the child becomes 18 years of age.
- Turning off cell phone when entering the clinic.

Share Information

Each patient is responsible for the following:

- Providing accurate and complete health care history to the best of one's ability.
- Reporting changes of address, phone number, or insurance information to CCHCI.
- Giving a copy of one's Living Will to one's health care provider.

Appointments

Each patient is responsible for the following:

- Making an appointment when possible.
- Keeping appointments.
- Arrive 15 minutes before appointment to allow check-in time.
- Calling the office, at least 24-hours in advance, if one must cancel an appointment.
- Paying co-payment for private insurances, Self-Pay and Sliding Fee Discount Program at the time of service.
- Notifying the front desk staff if one has waited longer than 30 minutes.
- Contacting the billing office to arrange payment of any unpaid balance.