

Sunset Health (SH) delivers comprehensive and preventive primary care in a culturally sensitive, compassionate, and professional manner, ultimately improving the health of our patients and the communities we serve. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding such services.

We encourage all our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their responsibilities with their relationships with our health care providers.

If you have questions or concerns regarding our "Patients' Bill of Rights and Responsibilities," please contact Zonia Pelroy, Chief Operating Officer, at (928) 581-7115.

#### **EVERY PATIENT HAS A RIGHT TO:**

1. Receive high quality care, patient-centered care based on professional standards of practice, regardless of their family's ability to pay for such services. In addition, treatment supports and respects the patient's individuality, choices, strengths, and abilities.
2. Obtain services without discrimination on the basis of race, color, ethnicity, national origin, sex, gender, age, religion, disability, sexual orientation, gender identification, marital status, socio-economic status, or diagnosis/condition according to (45 CFR § 92.101(a)(2)). As SH is a National Health Services Corps (NHSC) approved site and a Federally Qualified Health Center (FQHC), it does not discriminate the provision of services to an individual for the reason that the individual is unable to pay, as payment for such services would be made under Medicare, Medicaid, or CHIP, or based on upon the individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. SH offers a Sliding Fee Discount Program that provides discounts based on household income and family size to ensure no one is denied access to services due to inability to pay or method of payment.
3. Be treated with dignity, compassion, and respect by all SH personnel, at all times, under all circumstances, and in a manner respecting an individual's dignity and privacy.
4. Not be subjected to abuse, neglect, exploitation, coercion, manipulation, sexual abuse, sexual assault, restraint or seclusion, retaliation for submitting a complaint or grievance, or misappropriation of personal and private property by SH personnel, volunteers, or students.
5. Consent to photographs before an individual is photographed, including when an individual may be photographed when admitted to SH for identification and administrative purposes.
6. Consent to receive text messages, emails, phone calls, auto-dialed, prerecorded, or simulated voice messages from SH, independent providers, and their business partners, including account management and collection agencies for the purposes of account service and patient surveys (47 U.S.C. § 227).
7. Receive privacy in treatment and care for personal needs.
8. Access, review and/or copy one's medical records upon request at a mutually designated time (or, as appropriate, have a legal custodian access, review and/or copy such records) and request an amendment to such records according to A.R.S §§ 12-2293, 12-2294, and 12-2294.01.
9. Know the name and qualifications of all individuals responsible for one's health care and be informed of how to contact these individuals.
10. Request a different health-care provider if one's care needs are not being met. SH is committed to ensuring patient satisfaction with health care services.
11. Receive a complete, accurate, and easily understood explanation of any diagnosis, treatment, and/or planned course of treatment, treatment alternatives (including no treatment), and associated risks/benefits in the language of one's preference. Free language assistance is available (45 CFR § 92.11).
12. Access to appropriate auxiliary aids and services to provide information in accessible formats is available free of charge (45 CFR § 92.11).
13. Receive information regarding the availability of support services, including translation, transportation, and education services.
14. Receive sufficient information to participate fully in decisions related to one's health care and provide (or refuse) informed consent prior to services (except in emergencies). If a patient is unable to participate fully, the individual has the right to designate another person(s) to participate in the health care decision-making process, including the development of, or decisions concerning, treatment.
15. Ask questions at any time before, during or after receiving health care services and receive understandable and clear answers to one's questions.
16. Refuse any treatment (except as prohibited by law) and be informed of the

alternatives and/or consequences of refusing treatment, including psychotropic medication or surgical procedures.

17. Obtain another medical opinion prior to any procedure.
18. Receive a referral to another health care institution if SH is not authorized or not able to provide physical health or behavioral health services needed by the patient.
19. Be informed if any treatment is for purposes of experimental research or treatment and be given the opportunity to provide one's informed consent before such experimental research or treatment begins.
20. Develop advance directives and be assured all members of the health care team comply with those directives in accordance with law.
21. Designate a person to make health care decisions if an individual is or becomes incapacitated.
22. Receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patients' rights.
23. Request and receive information regarding one's financial responsibility for health care services. In addition, financial records are made available to the patient and the individual's insurance company with written consent from the patient, except otherwise permitted by law.
24. Right to restrict their health plans' access to information about treatments or medication they paid for in cash.
25. Right to be reached at an alternative location other than home.
26. File a complaint or grievance without fear of retaliation regarding the care received from SH and have it resolved in a fair, efficient, and timely manner.
27. Remain in services while in the process of complaint/grievance resolution and/or appeal.
28. Report grievances to other oversight agencies, not limited to, but including:  
Arizona Department of Health Services, Division of Medical Facilities Licensing  
150 N. 18th Avenue, 4th Floor  
Phoenix, AZ 85007  
Phone: (602) 364-3030  
[https://app.azdhs.gov/ls/online\\_complaint/MEDComplaint.aspx](https://app.azdhs.gov/ls/online_complaint/MEDComplaint.aspx)

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
<http://www.hhs.gov/ocr/office/file/index.html>

#### **EVERY PATIENT IS RESPONSIBLE FOR:**

1. Actively participating in one's health care.
2. Providing accurate personal, financial, insurance, and medical information (including all current treatments and medications) prior to receiving health care services from SH.
3. Behaving at all times in a polite, courteous, considerate, and respectful manner with all SH personnel and patients, including respecting the privacy and dignity of other patients.
4. Supervising his or her children while in SH facilities.
5. Refraining from abusive, harmful, threatening, or rude conduct towards other patients and/or SH staff.
6. Not carrying any type of weapons or explosives into SH facilities.
7. Keeping all scheduled appointments and arriving on time.
8. Notifying SH no later than twenty-four (24) hours prior to the time of an appointment if one cannot keep the appointment as scheduled. Failure to notify SH in a timely manner may result in receiving services by utilizing same-day appointment openings.
9. Participating in and following the care plan recommended by one's health care provider(s), to the extent is able, and working with the care team to achieve desired health outcomes.
10. Asking questions if one does not understand one's diagnosis, treatment, prognosis, and/or planned course of treatment, alternative or associated risks/benefits, or any other information provided to one regarding services.
11. Clearly communicating one's wants and needs to the care team.
12. Informing one's healthcare providers of any changes or reactions to medication and/or treatment.
13. Familiarizing oneself with one's health benefits and any exclusions, deductibles, co-payments, and treatment costs.
14. Making every attempt to meet financial obligations, including promptly paying for services provided.
15. Informing SH of any concerns, problems, or dissatisfaction with the services provided or in the manner in which (or by whom) services are provided.

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