

PATIENT RIGHTS AND RESPONSIBILITIES

Denova Collaborative Health, LLC

November 2024

Denova Collaborative Health, LLC (Denova) is committed to giving you honest and high-quality healthcare, along with excellent customer service. The "Statement of Patient Rights" applies to everyone who is a patient or client. If you can't speak up for these rights yourself, they also apply to the person you've chosen to represent you legally.

STATEMENT OF PATIENT'S RIGHTS

You have the right to get personalized, kind, and respectful care in a safe place. The people taking care of you will treat you with dignity and respect. They won't treat you differently because of your race, color, religion, gender, age, family status, who you love, where you come from, any health conditions, if you served in the military, or how you pay for the care. Everyone will be treated equally.

You have the right to clear communication you can understand, based on your individual needs. Special services will be given to address your needs, as appropriate. They can relate to your age, how well you understand things, the language you speak, and how well you can see, hear, and talk.

You have the right to be involved in decisions about your care.

- Before and during treatment, whenever medically possible and at discharge.
- To receive information about your diagnosis and help make the plan for your care.
- To be involved in resolving concerns about your care.
- To say no to treatment if the law allows it and to be informed of what might happen to you and your health because of that choice.
- To be a part of the decision of referring you to another healthcare provider if Denova can't give you the care you need.
- To get help from a family member, someone you trust, or another person that you choose to help you understand, protect, and use your rights as a patient.

You have the right to agree to your care. Before agreeing to your care, you will understand:

- Why the treatment is suggested.
- What its possible benefits, risks and side effects are, including what could happen if you say no.
- What other treatments could be used.

If you do not agree to the recommended treatment, the Denova may do one of these things:

- Suggest other ways of treating you and continue to see you.
- Refer you to another healthcare provider to get care if possible.

You have the right to have your pain treated and to be given information about pain and pain relief.

You have the right to know about the staff that treats you.

- All Denova Team Members wear name badges to so you can know who they are.
- All staff providing your care will introduce themselves to you and describe their roles.

You have the right to privacy and to keep things about yourself confidential and secure.

- Your personal information is kept private, and the people taking care of you will follow the law to make sure it's safe. You may say no to allowing observation by anyone not directly involved in your care.
- Your privacy will be respected as much as is possible in a healthcare setting.
- We will make sure that you are safe and secure.

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You have the right to review or obtain a copy of your medical record.

- Your Health Care Provider may review it with you.
- If you do not agree with something in your record, you may ask for the record to be changed in the way allowed by law.
- You have the right to see, ask for changes, and know who has seen your health information, as long as it's allowed by the law.

You have the right to be free from mental, physical, sexual and verbal abuse or assault, neglect and exploitation. Any allegations are explored right away and the correct actions will be taken to keep you safe.

You have the right to access protective services. You may ask the social worker or case manager for information about state protection and places that help protect children and adults or more information to help with issues related to domestic violence.

You have the right to choose take part in research or not. Before you say yes, you will understand how the research will be done, what good things might happen, any discomforts or risks, how your private information will be kept secret and any other relevant information. If you start the study but later change your mind, you can stop anytime. If you decide not to take part or leave the study, your medical treatment won't be affected.

You have the right to make health care decisions in advance or to appoint a healthcare agent through a written statement called an "Advance Directive". This document includes your wishes for your medical treatment. Sometimes, when important decisions need to be made about your health, and you can't make those decisions yourself, someone you trust may be chosen to make them for you. This person is called a "surrogate." Contact your Primary Care Provider for more information.

You have the right to be free from restraint, except for moments when it's necessary to keep you or others safe from getting hurt. If this happens, such restraint is used only in emergencies and will be done safely and with care and respect.

You have the right to have the charges you are responsible for explained to you.

You have the right to speak with someone about your concerns if you are not satisfied with any part of your care and are unable to fix the situation on your own.

- You may discuss it with the staff involved, their supervisor, the Clinic Manager, or your Health Care Provider. If you are still concerned, you may also speak with *the Quality Department* at (602) 230-7373, or quality@denova.com.
- If your concern is not resolved to your satisfaction, you have the right to request a review by:

Division of Licensing Services
AZ Department of Health
150 North 18th Avenue Suite 400
Phoenix, AZ 85007

Or

Department of Health Services Center for Medicare and Medicaid Services (CMS) call 1-800-MEDICARE

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YOUR RESPONSIBILITIES

Denova expects patients and families to act in a reasonable and responsible way at all times.

You have the responsibility to:

- Share complete and accurate details about your health and any other information you are asked for.
- Ask questions when you do not understand what your Health Care Provider or other Team Members tell you about the medicines you are taking and your treatment. If you think you might have trouble following their advice or if you're thinking about trying other treatments, tell them what you're worried about.
- Follow the instructions for your care plan and remember that you are responsible for what happens if you do not follow your care plan.
- Follow Denova's rules and regulations, including smoke-free guidelines.
- Be polite and kind to the Denova staff, other patients, and their families. Remember to treat their belongings with care and respect.
- Make sure to pay any money you owe for the services you receive.
- If you have an "ADVANCE DIRECTIVE", give a copy of it to Denova. If you ever change anything in that document, make sure to tell Denova about those changes.
- Keep appointments, be on time for your appointments and call as soon as possible if you cannot keep your appointments.
- Keep private any information about another patient that you hear or see. Don't tell anyone else what you know about them.