

Patient Rights and Responsibilities

You have rights related to your medical care at our facilities. You have a right to be protected from discrimination and to receive treatment regardless of your race, color, national origin, disability, age, religion, or sex. These rights also include being treated with consideration and respect; receiving privacy in treatment and recovery activities, and being fully informed regarding a procedure or treatment.

It is your doctor's duty to ensure informed consent and document it.

Informed consent includes, but is not limited to, the following:

- The recommended treatment or procedure in layman's terms and in a form of communication understood by you or your legal representative,
- The risks and benefits of a treatment or procedure; the probability of success and serious side effects; the alternatives with the risks and benefits of these alternatives,
- The probable or likely consequences if no treatment is pursued,
- The recuperative period, which includes a discussion of anticipated problems and the anticipated length of the recuperative period.

You or your legal representative may withdraw consent and discontinue participation in any drug test, procedure, or treatment at any time.

You or your legal representative have the right to access your medical records in accordance with state law and the federal Health Insurance Portability and Accountability Act (HIPAA).

You or your legal representative have the right to be informed of the Practice's billing procedures prior to the initiation of treatment.

Upon request by you or your legal representative, the Practice shall disclose the estimated charge(s) for the procedure(s), and, based upon insurance information supplied by you, provide assistance in obtaining an estimate of any co-payment, deductible, or other charges that will not be covered by a third party payer and must be paid by you or your legal guardian.

You have the right to submit complaints or grievances orally or in writing to Practice personnel during normal business hours. After hours, it may be called in and left as a voicemail, or sent by fax or U.S. mail. The address is:

Marianne Scott

Director of Patient Relations
The Pain Center of Arizona
5281 North 99th Avenue
Suite 100
Glendale, AZ 85305
Phone: 623-241-6105
Fax: 602-445-9201

The Director of Patient Relations will review and investigate your complaint, and respond to you within 10 calendar days of receiving it. You will be informed of the appropriate action(s) to be taken, or any delays required to resolve it.

If you have a complaint against a physician or other licensed professional, the Practice staff will inform you of the address of the appropriate board.