



Patient Rights

1. Be treated with dignity, respect, and consideration
2. Not be subjected to abuse, neglect, exploitation, coercion, manipulation, sexual abuse or assault, restraint or seclusion (subject to R9-10-1012(B)), retaliation for submitting a complaint to the Department or another entity, or misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student.
3. Not be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis.
4. Receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities.
5. Receive privacy in treatment and care for personal needs.
6. Review, upon written request, the patient's own medical record.
7. Receive a referral if the outpatient treatment center is not authorized or able to provide certain health services needed by the patient.
8. Participate or have the patient's representative participate in the decisions concerning treatment. Refuse treatment to the extent allowed by law.
9. Receive assistance by the patient's representative or other individual in understanding, protecting, or exercising the patient's rights.

Administrators Shall Ensure That:

10. A patient or the patient's representative either consents to or refuses treatment, except in an emergency.
11. A patient or the patient's representative may refuse or withdraw consent before treatment is initiated.
12. A patient 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, except in emergencies.
13. A patient or the patient's representative is informed of the outpatient treatment center's policy on health care directives and the patient complaint process.
14. A patient consents to a photograph before taken, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes.
15. A patient provides written consent to release information in the patient's medical record or financial records, except as otherwise permitted by law.

Patient Responsibilities:

16. Providing us with honest, complete information about matters that relate to your care.
17. Showing respect and consideration for the rights of fellow patients, our staff and our property.
18. Complying with the rules of our facility, including our visitor and smoke-free environment policies.

Patient Comment or Complaint Process:

1. Ask to speak with the center's Director of Therapy or Director of Behavioral Services.
2. Any patient or patient's representative has to right to report any concerns to:
 - Danielle Rincon, Director of Therapy
Danielle.Rincon@ebsclubhousecenters.com
 - Robyn Marian, Director of Behavioral Services
Robyn.Marian@ebsclubhousecenters.com



This document contains an unofficial version of the new rules in
9 A.A.C. 10, Article 10, effective October 10,2019

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