



Desert Orthopedics Center, PLLC
7301 E. 2nd St., Ste 310, Scottsdale, AZ 85251
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Patient's Rights & Responsibilities

Participation in Treatment Decisions: Disclosure

Patient's have the right to:

- Participate in decision about your care
- Set the course of your treatment
- Refuse treatment

To make informed decisions about treatment, patients will be given full and accurate information in a manner that you can understand.

Respect, Safety, and Nondiscrimination: Respect

Patient's have the right to respectful care.

Respect means valuing the patient's

- Needs
- Desires
- Feelings
- Ideas

DOC will respect the patient's

- Cultural and personal values, beliefs, and preferences
- Right to privacy
- Right to effective communication
- Right to pain management

Respect, Safety, and Nondiscrimination: Respect Into Action

We put our respect for patient rights into action by:



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- Treating each patient in a respectful manner that supports his or her dignity
- Involving each patient in his or her care, treatment, and services
- Accommodating religious or other spiritual services

We treat patients with common courtesy. For example:

- Knock and wait before entering a patient's room.
- Respond politely to patients
- Listen to patients
- Remain compassionate.

Respect, Safety, and Nondiscrimination: Safety

Patients have the right to safety and security.

We do our part to ensure a safe environment of care for our patients.

We have rigorous policies for:

- Environmental safety
- Infection Control
- Security

We will also report to proper authorities if:

- We think a patient may be a victim of abuse
- A patient asks for protection from abuse.

Respect, Safety, and Nondiscrimination: Nondiscrimination

All patients have the right to fair and equal healthcare.

This true regardless of:

- Race
- Ethnicity
- National origin



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- Religion
- Political affiliation
- Level of education
- Place of residence or business
- Age
- Gender
- Marital status
- Personal appearance
- Mental or Physical disability
- Sexual orientation
- Genetic information
- Source of payment

Grievances

Patients have the right to complain about the quality of their care. Although at DOC we attempt to perform flawlessly, problems occur. Common causes for complaints include:

- Wait times
- Operating times
- Conduct of staff
- Adequacy of staff

Many patients complaints can and will be addressed quickly. Please contact us with any concerns and we will endeavor to take care of all concerns expediently.