Status **Active** PolicyStat ID **18346719**

Origination	11/19/2014	Owner	Shannon Zsiros: PROJECT SPECIALIST
Last Approved	6/11/2025	Area	Patient Rights
Effective	6/11/2025	Applicability	All HonorHealth Entities
Last Revised	6/11/2025		
Next Review	6/11/2027		

Patient Rights Policy

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POLICY:

HonorHealth strives to recognize, respect, and support each patient's human, civil, constitutional, ethical and statutory rights and to foster positive communication between and among patients and members of the healthcare team.

As a recipient of Federal financial assistance, HonorHealth does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, sex, sexual orientation, gender identity or expression, national origin, religion, marital status, socio-economic status, use of illegal drugs, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by HonorHealth directly or through a contractor or any other entity with which HonorHealth arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at 45 Code of Federal Regulations Parts 80, 84, and 91.

It is the policy of HonorHealth to not deny or restrict access to services based on an individual's age (unless age is a factor necessary to normal operations or the achievement of any statutory objective).

Our goal is to individualize and personalize patient care and to improve patient outcomes by respecting each patient's rights and conducting business with patients and the public in an ethical manner. The policies and processes which address HonorHealth's efforts to respect patient rights will:

- Promote consideration of patient values, including decisions to discontinue care
- Recognize responsibilities under law
- Inform patients of their responsibilities in the care process

- Establish and monitor the appropriate structures that will support patient rights

REFERENCES:

American Hospital Association Patient's Bill of Rights
Arizona Administrative Code Title 9 Chapter 10 Condition of Participation 42 CFR §482.13 and CFR §484.10
DNV NIAHO Standards
Title VI of the Civil Rights Act of 1964
Section 504 of the Rehabilitation Act of 1973
Age Discrimination Act of 1975
Section 1557 of the Patient Protection and Affordable Care Act

PROCEDURES:

1. A copy of the Patient's Rights and Responsibilities is available to all inpatients and outpatients of HonorHealth. Each patient, or patient's representative, is presented the Patients' Bill of Rights and Responsibilities during the registration process.
2. Additional information given at registration includes the "Notice of Privacy Practices" and Conditions of Admission" documents.
3. In order to provide the patient with the best possible information, access to alternative language documents and communication methods are provided, including language and translation services and assistive devices.
4. The patient and/or patient representative have the right to express concerns about any aspect of their care and to file a written or oral complaint or grievance with HonorHealth. Concerns and grievances will be handled according to the HonorHealth grievance process. The Patient's Bill of Rights and Responsibilities includes the address and contact information to assist the patient and family in notifying the Arizona State Department of Health Services, in the event that concerns or grievances cannot be resolved and regardless of whether the patient has first used the grievance process.
5. Employees will receive education on patient rights during new employee orientation and annually through Health Stream assigned learning.
6. An extensive list of patient rights and responsibilities are outlined in the attachments to this policy. Patient Rights and Responsibilities are posted in visible locations at the points of registration in HonorHealth facilities.

Policy #: AD1424

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All Revision Dates

6/11/2025, 12/27/2022, 10/6/2021, 9/16/2020, 12/5/2016, 8/18/2015, 11/19/2014

Attachments

- 60621 PT rights poster Span 03.25.pdf
- 60622 PT rights poster Eng 03.25.pdf
- Patient Rights Hospital Poster former Steward ENGLISH.pdf
- Patient Rights Hospital Poster former Steward-SPANISH.pdf
- PT Pain Clinic 60633 01.05.24 ENG.pdf
- PT Pain Clinic 60634 01.05.24 SPANISH.pdf
- PT Rights Poster MG 2022 English (60633).jpg
- PT Rights Poster MG 2022 Spanish (60634).jpg

Approval Signatures

Step Description	Approver	Date
Management Review	Rebecca Katt: AVP - Regulatory Accreditation Environmental Healt	6/11/2025
	Shannon Zsiros: PROJECT SPECIALIST	6/11/2025

Applicability

Deer Valley Medical Center, Florence Medical Center, HonorHealth Foundation, HonorHealth Network Services, John C. Lincoln Medical Center, Mountain Vista Medical Center, Osborn Medical Center, Physician Network/Outpatient Sites, Shea Medical Center, Sonoran Crossing Medical Center, Tempe Medical Center, Thompson Peak Medical Center