

Patient rights

As a patient of Gateway Pain Solutions, you have certain rights and responsibilities. They include:

- Patients have the right to considerate, dignified, respectful and non-discriminatory care from their providers and health care staff, regardless of age, race, religion, nationality, legal status, financial status, type of insurance, diagnosis, sexual orientation or gender identity or expression.
- Patients have the right to be informed about their medical condition and the risks and benefits of treatment and appropriate alternatives and take part in decisions about their care.
- Patients have the right to culturally competent care, accurate and easily understood information about their health, in a manner tailored to the patient's age, language and ability to understand. This may be achieved using language assistance, interpreters or translation services.
- Patients have the right to choose healthcare providers who can give high quality care. Patients have the right to accurate and easily understood information about their health care professionals and organizations. Patients have the right to know the identity of providers, nurses and others involved in their care.
- Patients have the right to every consideration of privacy. Case discussion, consultation, examination and treatment should be conducted to protect each patient's privacy. Patients can talk privately with their health care staff and have their health care information protected. They also have the right to read and obtain a copy of their health care record. Patient disclosures and records are treated confidentially, and except when required by law, patients are given the opportunity to approve or refuse their release. When it is medically inadvisable to give such information to a client, the information is provided to a person legally designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law, and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the health center provides or to transfer their care to another health center. A surrogate decision maker may also be involved when indicated.
- Patients have the right to consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
- Patients have the right to give or withhold informed consent to produce or use recording, films or other images of the patient for purposes other than his or her care.
- Patients have the right to be informed of the policies and practices that relate to patient care, treatment and responsibilities. Patients have the right to be informed of available resources for resolving disputes, grievances, conflict and complaints and the way they may be made.
- Patients have the right to be informed of the existence of business relationships among providers, laboratories, or specialists that may influence the patient's treatment and care.
- Patients have the right to make decisions about care, treatment, or services requested at the end of life. Adelante Healthcare may assist the patient in understanding and formulating their Advanced Directives.
- Patients have the right to be free from neglect, exploitation, and verbal, mental, physical and sexual abuse.

If you are not satisfied with any aspect of the care you receive please contact the Office Manager immediately.

Additionally, you may contact:

Compliance: Amanda Funkhouser, 480-924-7091, email: afunkhouser@gatewaypainsolutions.com

Arizona Department of Health Services
150 North 18th Ave.
Phoenix, AZ 85007
Phone: (602) 542-1025

Patient Responsibilities

Our patients have a responsibility to the provider/health care organization, which include:

- Patients are responsible for keeping appointments and for notifying the office in advance when unable to keep appointments.
- Patients are responsible for giving truthful information about their present complaints, past illnesses, hospitalizations, medication, and other matters related to their health.
- Patients should provide information about their expectations of, and satisfaction with, the organization.
- Patients should ask questions when they do not understand their care, treatment or services, or what they are expected to do.
- Patients are responsible for following their Medical Plan of Care, treatment, or services. As agreed, they should take prescribed medication, keep referral appointments, obtain laboratory and x-ray tests, etc. Patients should express any concerns about their ability to follow the proposed plan of care, treatment or services.
- Patients should accept their share of responsibility for the outcomes of care, treatment, or services if they do not follow the care, treatment, or services plan.
- Patients should be respectful of the practice's providers and staff. Verbal, mental, physical or sexual abuse by patients towards other patients or staff is not acceptable.
- Patients should not use profanity or be disruptive to other patients. Violence or threatening behavior is not acceptable.
- Patients should be respectful of the office's property as well as other patient's property (refrain from damaging, stealing, etc.).
- Patients should meet any financial obligation agreed to with the organization.

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