



1526 W. Glendale Ave, Suite 109,
Phoenix, AZ 85021
480-447-8857

PATIENTS BILL OF RIGHTS

You Have the Right...

- Not to be denied participation in all treatment services based on the grounds of race, color, creed, sex, sexual orientation, national origin, disability, diagnosis, religion, age or socioeconomic status.
- To considerate and respectful care.
- To reasonably expect, from staff members responsible for your care and welfare, complete and current information concerning your condition.
- To know by name and position the staff members responsible for your care.
- To reasonable consideration of your privacy and to be treated with respect and full recognition of your dignity, individuality, and reasonable cultural needs.
- To expect a reasonable response to your requests.
- To be free from all forms of abuse or harassment, neglect, or exploitation.
- To be reasonably informed at the time of check out of medical and/or ancillary services charges.
- To be afforded the opportunity to participate in planning and implementing your treatment program, to refuse care, treatment or services in accordance with law and regulation.
- To the maintenance of confidentiality of your clinical record.
- To access information contained within your medical record.
- To be informed, when appropriate, about the outcomes of care, including unanticipated outcomes.

You Have the Responsibility...

- To be honest about matters that relate to you as a patient.
- To provide staff with accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters pertaining to your health.
- To report any perceived risks in your care.
- To report any unexpected changes in your condition to those responsible for your care and welfare.
- To follow the care, service or treatment plan developed.
- To ask any questions when you do not understand or have concerns about your plan of care.
- To understand the consequences of the treatment alternatives and not following your plan of care.
- To know the staff who are caring for you.
- To be considerate and respectful of the rights of both fellow patients and staff.
- To honor the confidentiality and privacy of other patients.
- To be considerate of the property of Desert Star Family Planning.
- To assure the financial obligations of your healthcare are fulfilled as promptly as possible.

How to File a Complaint

Verbal complaints can be made by calling the office at 480-447-8857 and asking for the Office Manager or asking in person for the Office Manager while on the premise. Written correspondence addressed to Office Manager will be handled in the same manner. All complaints will be dealt with in a timely manner. In the event that a complaint is not resolved to the satisfaction of the patient or their representative, they may also contact the Medical Director: Dr. DeShawn Taylor by either an email to info@desertstarfp.com or by calling and leaving a message at our main number 480-447-8857.