

PATIENT RIGHTS AND RESPONSIBILITIES

MBI Patient Rights and Responsibilities

Location:

These patient rights are made available to patients at any time. The following statements apply to all patients except as otherwise permitted by law. In the event that you are unable to exercise these rights on your own behalf, these rights are applicable to your designated/legal representative. It is our goal to ensure the care we provide is of the highest quality, delivered with exceptional customer service, and aligned with our mission and values as well as applicable laws and regulations.

YOUR RIGHTS

We comply with applicable Federal civil rights laws and affirm that we will deliver high-quality health care to every patient without regard to:
age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, health condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

A patient will not be subjected to: abuse, neglect, exploitation, coercion, manipulation, sexual abuse, sexual assault, or misappropriation of personal and private property by an MBI employee, volunteer, or student. MBI maintains processes to prevent, investigate, and respond to incidents of abuse or neglect.

- Except in an emergency, patients (or their representative) have the right to consent to or refuse treatment. Patients may refuse or withdraw consent for treatment before treatment is initiated.
- Except in an emergency, patients are 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.
- Additional consent is required before a patient is photographed, participation clinical trials, asked to participate or refuse to participate in research or experimental treatment, and other extenuating circumstances.
- You have the right to receive a referral to another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient.
- You have the right to be free from restraint, except when it is temporarily necessary to prevent injury to yourself or others. Such emergency restraint is used in a safe manner and with care and respect.

* Except as otherwise permitted by law, patients can provide written consent to the release of information in their medical record or financial records. Please see MBI's Notice of Privacy Practices (NPP) for the full list of privacy and security of health information/medical record rights.

For more information about MBI, please visit our website at www.mbiaz.com

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PATIENT RIGHTS AND RESPONSIBILITIES

MBI is committed to treating patients with dignity, respect, and consideration.

Considerate care includes:

- Respect and recognition of your individuality and values, and empowerment to play an active role in your treatment plan and decision making. Patients have the right to receive information about risks and benefits of their treatment, participate in decision making, and the right to refuse care.
- A safe environment with consideration in respects to dignity, privacy, and confidentiality. You may ask for (except in emergencies) a person of the same sex to be available for any part of an exam, treatment or procedures performed by a person of the opposite sex. You will not be undressed any longer than needed for the exam, test, procedure, or other reason.

Communication:

- You will be informed of your health status in terms and/or language that you, your family, and caregivers can be expected to understand.
- Patients receive free services of a translator, interpreter, or other necessary services or devices to help you communicate with the Practice in a timely manner.

Representatives and Health Care Directives:

- You have the right to make health care decisions in advance, or to appoint a healthcare agent through an Advance Directive.
- If a patient provides an advance directive, it will be documented in their medical record and MBI will honor the advance directive while providing care that is consistent with MBI values and state and federal regulations and laws. An Advanced Directive is a legal document that should be discussed with your primary care provider or legal representative.
- You may receive assistance from a family member, representative, or other individual in understanding, protecting, or exercising your patient rights.

Payment Information:

- You have the right to receive estimated charges prior to care, and to receive an explanation of the charges for which you are responsible following care.
- You have the right to a schedule of rates according to state law.
- Patients are free from any requirement to purchase drugs, medical supplies, or equipment from any particular source, and receive choice in these types of decisions.

MBI Employees:

- MBI employees and providers involved in your care will introduce themselves, state their role, and wear name tags.
- Employees will make known if they are undergoing training or a student.
- You have the right to request documentation in regard to your safety while in our clinics, such as fire or state health inspections, and staff experience or credentials.

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YOUR RESPONSIBILITIES

Successful care requires ongoing collaboration between the patient and their care team. You as a patient can help contribute to a collaborative effort when you:

- Provide complete and accurate information about your health and any other requested information.
- Let us know any risks, changes, or safety concerns about your care.
- Ask questions when you do not understand what your providers tell you about your medications and treatment. Express your concerns if you anticipate problems in following prescribed treatment and if you are considering alternative therapies.
- Follow the instructions related to your care plan and be responsible for the outcomes if you do not follow your care plan.
- Follow the center's rules and regulations, including weapon-free and smoke-free guidelines.
- Show respect and consideration for the staff, other patients, and their property.
- Provide MBI with a copy of your "Advance Directive" if you have one and want it to apply during your visit.
- Keep and be on time for your appointments, and call as soon as possible if you cannot keep your appointments.
- Keep confidential any information regarding another patient that you may hear or see.
- Leave valuables at home and bring only those items necessary during your visit.

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Questions, Concerns, and Complaints

You have the right to speak to someone about your concerns if you are not satisfied with any aspect of your care and are unable to resolve the situation.

You may discuss concerns with staff members involved, the Center Administrator, or Compliance Department. You can submit complaints in writing or verbally. MBI has review processes in place to ensure your concerns are reviewed, addressed, and produce resolutions in a timely manner. If you request direct follow up, please provide your contact information in the report, and MBI management will contact you following review.

If your concern is still not resolved, you have the right to request a review by the Department of Health:

Local Department of Health Services Office:

Contact information for HHS or OCR:

US. Department U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html> or <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Center Administrator:

Compliance Officer: Sadie Forester, SForester@gowithmbi.com or (208)859-8869.

We will not retaliate against you for filing a complaint with MBI or other entity.

This notice was published and becomes effective on **04/01/2024** for all MBI clinics operating in Arizona, Colorado, California, and Nevada.

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