



*Putting HEALTH back in Healthcare!*

# Patient/Client Bill of Rights

We're here to provide you with accessible, affordable, convenient, personal AND professional healthcare.

## **As your healthcare provider, we commit to:**

- Listening to your needs
- Being your healthcare partner; not just provider
- Offering you a choice for your healthcare needs; including the choice to refuse treatment or services
- Treating you with dignity
- Honoring your personal preferences and beliefs
- Respecting your privacy and securing the confidentiality of your health information

## **As our patient/client, we ask that you commit to:**

- Providing us with complete and accurate information about your health
- Ensuring you understand your diagnosis and treatment plan (Ask questions)
- Following your healthcare partner's outlined treatment plan
- Telling your healthcare partner if you want to refuse a treatment
- Treating your healthcare partner and staff with consideration and respect

These commitments apply to our patients/clients and/or their decision-makers.

Our goal is to provide you with a great healthcare experience.

If you have any compliments, concerns, or suggestions to share with us, please call, email, or visit our website to contact us.

Phone: 480-330-3545

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Website: [www.anewdirectionaz.org](http://www.anewdirectionaz.org)