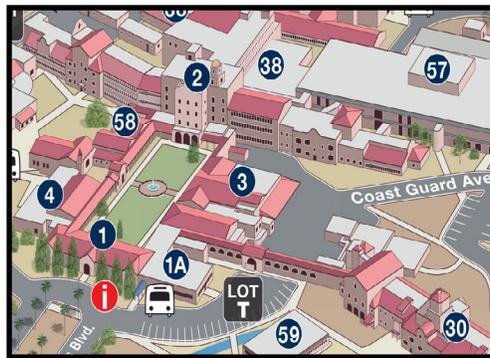


Patient Responsibilities

Being mindful of your responsibilities contributes to your positive experience:

- ★ Be considerate and respectful of other patients and staff.
- ★ Follow SAVAHCS rules and regulations.
- ★ Try to prevent injury to yourself, other patients, staff and visitors.
- ★ Avoid interference with the treatment of other patients.
- ★ Help other patients who need it by alerting staff to their needs.
- ★ Remind friends and family who are with you to be respectful of other patients and staff and to follow SAVAHCS rules and regulations.
- ★ Participate in your treatment and discharge plans. Ask your treatment team questions when there is something that you do not understand.
- ★ Know about your medications, other treatments and appointments.
- ★ Keep all appointments and let staff know when you leave a treatment area or need to cancel or reschedule an appointment.



The Patient Advocate Offices are located in Building 1A, Room 123
(520) 792-1450 Ext. 1-4933

Frances Bishop, LCSW, CPXP
Veteran Experience Program
Manager, Ext. 1-5601

Office Hours:
Monday - Friday,
8:00 a.m. - 4:00 p.m.

For your safety, walk-in service will be suspended while the facility is following CDC guidelines for COVID-19 precautions.

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VA



**U.S. Department
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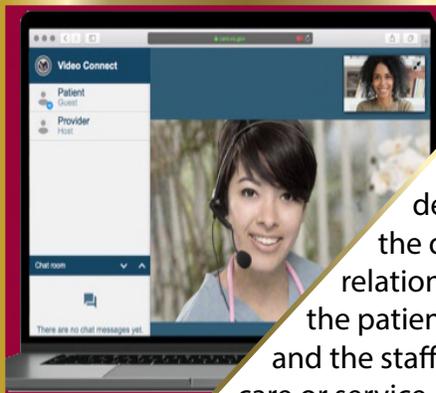
Southern Arizona VA Health Care System (SAVAHCS)

Southern Arizona VA Health Care System (SAVAHCS)

Patient Advocate Services



A division of the
Veteran Experience Program



A positive health care experience is dependent on the quality of the relationship between, the patient, the caregiver and the staff providing your care or service. This relationship is codified in our commitment to Patient Right and Responsibilities.

What to do if you feel your Patient Rights have not been honored?

1. The majority of concerns can be easily corrected by the staff present at the point of service. Explaining your concern and desired outcome to the staff present is the most direct route to a resolution.

2. If staff present cannot resolve your concern, they may raise it to a Service Level Advocate (SLA). The SLA will enter your concern into a database and direct it to the Patient Advocate Office where it will be reviewed, assigned a priority level and referred to the appropriate subject matter expert for resolution.

Priority	Resolution Time
Routine	7 Work Days
Urgent	3 Work Days
Emergent	1 Work Day

3. If you are not satisfied with the resolution, you may contact the Patient Advocate Office. Patient Advocates have authority to investigate details of your concern and interview involved parties to determine if your Patient Rights have been violated.

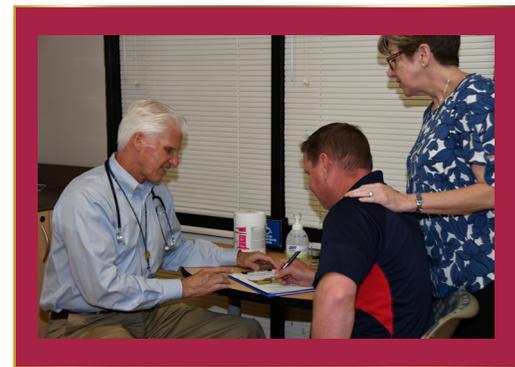
Patient Rights

As a patient you have the right to have your rights protected and your health care wishes respected by your health care team.

- ★ Nondiscrimination, dignity and respect in your health care.
- ★ Health information privacy.
- ★ Involvement in your care and treatment.
- ★ Have concerns and complaints addressed without fear of retaliation.
- ★ Receive information in your preferred language.
- ★ Make advanced treatment decisions by stating or writing an Advance Directive, Living Will, or Durable Power of Attorney for Health Care.
- ★ Participate or refuse to participate in research projects.
- ★ Access to your electronic health record.
- ★ A safe and healing physical environment.
- ★ Receive a copy of your Patient Rights and Responsibilities (available in audio tapes for the visually impaired).

Participate in Your Treatment

Discuss what's important to you and your family.



Share your concerns and ask questions about your care plan.

