

Patient's Rights & Responsibilities

The hospital and medical staff have adopted the following statement of patient rights. These rights include but are not limited to:

1. The right to be informed of your rights in advance of receiving or discontinuing care when possible.
2. The right to care, treatment, and visitation regardless of disability, national origin, culture, age, color, race, religion, gender identity, sexual orientation.
3. The right to give informed consent for all treatments and procedures.
4. The right to be involved or have your representative (as appropriate) involved in the development and implementation of treatment/care plan, discharge plan, and pain management plan.
5. The right to file a complaint with the appropriate oversight boards including the Colorado Medical Board and the Colorado Department of Regulatory Agencies.
6. The right to information regarding the hospital internal grievance process including whom to contact to file a grievance or complaint and the right to have that grievance promptly resolved.
7. The right to make informed decisions regarding care. Including being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment.
8. The right to be examined, treated, and if necessary, transferred to another facility if you present to an Emergency Department or hospital campus with an emergency medical condition or are in labor, regardless of your ability to pay.
9. The right to be informed of physician ownership or physician investment in the hospital.
10. The right to be informed if there is no on-site doctor present.
11. The right to know the names, professional status, and experience of your caregivers.
12. The right to appoint a representative (as appropriate) to make informed decisions.
13. The right to formulate advanced directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives providing there are no limitations.
14. The right to have a family member or representative of your choice and your own physician notified promptly of any admission to the hospital.
15. The right to considerate, compassionate, and respectful care that recognizes your dignity, psychosocial needs, personal beliefs and values and protects your physical and personal privacy to the extent possible during your stay
16. The right to receive care in a safe setting including respect for emotional as well as physical safety.
17. The right to be free from all forms of abuse or harassment.
18. The right to expect confidentiality of clinical records and to have access to information contained in your clinical records within a reasonable time frame.
19. The right to be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation.
20. The right to be free from physical or mental abuse, neglect, or corporal punishment.
21. The right to confidentiality of all communication and medical records related to your care.
22. The right to receive visitors whom you designate, including but not limited to a spouse, a domestic partner, another family member, or a friend. Visitation will not be restricted or limited or otherwise denied base on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
23. The right to be communicated to in a manner you can understand which considers your age, language, and understanding ability. This includes the right to interpreter services and communication aides at no cost.
24. The right to be informed of the complaint and grievance procedure and whom to contact to file a concern, complaint or grievance.

Note: If you have financial issues or questions, please contact financial services at 970.403.1330 or the billing office at 970.385.2373.

- i. Our priority is for you to have a positive patient experience. If you have concerns, please notify your immediate care giver, their department manager or administrative staff. If hospitalized and if your concerns are not being resolved by those you have been in contact with, please call the Director of Performance at 970.403.1317 or ask for any staff member for the administrator on-call.
- ii. If your care was received in a hospital, urgent care, or emergency department you may also contact the following directly regardless of whether you first used the facility's complaint and grievance process.

The Colorado Department of Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530
Phone: 303-692-2827 or 800-886-7689 ext. 2827

The Office for Civil Rights (for discrimination issues)
US Department of Health & Human Service
Room 1426 Federal Office Building
1961 Stout Street
Denver, CO 80294-3538
Phone: 303-844-4774 TDD: 303-884-3439 Fax: 303-844-3439

Colorado Department of Regulatory Agencies (DORA) 303-894-7598
or in writing to dora.state.co.us

The Colorado Foundation for Medical Care (CFMC)
Attention: Beneficiary and Family Centered Care
23 Inverness Way East, Suite 100
Englewood, CO 80112-5708
Phone: 800-727-7086

- iii. You also have the right to file a complaint with the appropriate oversight boards including the Colorado Medical Board, the Colorado Dental and Podiatry Boards and the Colorado Department of Regulatory Agencies. (see *Notice to Patients of Right to Complain or File a Grievance Form* for detailed information).

Patient Responsibilities

You have the responsibility to:

1. Ask questions and promptly voice concerns to staff and providers.
2. Ask questions when you do not understand what has been told to you about your care or what is expected of you.
3. Provide full and accurate information as it relates to your health (past illnesses, hospitalizations, Advance Directives, prescriptions, non-prescription medication, and other matters relating to your health.
4. Report changes in your condition, including pain.
5. Educate your self about medical tests, services, and treatment plans.
6. Follow your treatment plan established by your physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
7. Be considerate of other patients and staff. This includes the behavior of your family, friends, and representative(s).
8. You need to take responsibility for your valuables and belongings. We encourage you to leave valuables at home.
9. Understand and honor financial obligations related to your care. This includes understanding your insurance coverage.

Physician Ownership Disclosure

All patients have the right to a provider and health care facility of their choice. Animas Surgical Hospital is proudly physician owned and operated and meets the definition of a physician-owned hospital under 42 CFR 489.3. A list of physician owners is available upon request.