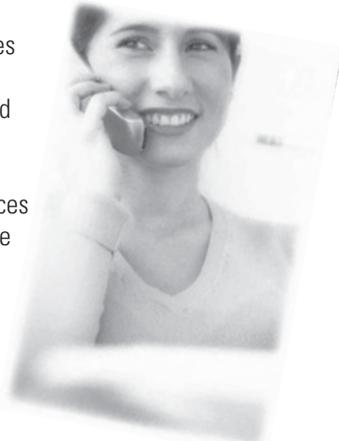


Patient Representative Program

Our Patient Representatives serve as liaisons between patients, the care team and the hospital. They provide a specific way to seek solutions, express grievances or ask questions. If, despite our best efforts, you or your family have problems or questions concerning your hospitalization, please call the Patient Representatives at 970.495.7345.



Patient Grievances

A complaint that cannot be resolved by the Patient Representatives shall be referred to the President/Chief Executive Officer of the hospital. The CEO (or designee) shall conduct an additional investigation and shall provide the complainant with the results in writing within a reasonable time.

If the patient or family member is dissatisfied with the response from the CEO, the complainant may take the issue in writing to the Colorado Department of Public Health and Environment, Health Facilities Division. The complainant may do this directly or with the assistance of the Patient Representative.

Upon receipt of the complaint, the Colorado Department of Public Health and Environment shall notify the complainant and the hospital that an investigation has begun. A written report will be made to the complainant and to the facility with the department's findings and/or recommendations.

Regardless of whether the patient or family member has first used the hospital's grievance system, a complaint may be made to the Colorado Department of Public Health and Environment, Health Facilities Division, by calling 303.692.2800 or writing to 4300 Cherry Creek Drive South, Denver, CO, 80246.

If you have any concerns about patient safety or quality of care, you may contact the Joint Commission:

Web: www.jointcommission.org/GeneralPublic/Complaint/

E-mail: complaint@jointcommission.org

Phone: 1.800.994.6610

Fax: 630.792.5636

Mail: Office of Quality Monitoring,
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Poudre Valley Hospital encourages patients to speak out and to present grievances without fear of retribution.

Access To Medical Records

Your medical records in the custody of Poudre Valley Hospital shall be available to you (or your representative) at reasonable times and upon reasonable notice. You may make requests to inspect or receive copies of your records between 8 a.m. and 4:30 p.m. Monday through Friday, excluding legal holidays.

Before you (or your representative) inspect or receive copies of your records, you must first sign an authorization form. The Medical Records staff requires proof of your identity before permitting you to inspect or receive copies of a medical record. The Medical Records staff shall then provide copies or make your records available for inspection within a reasonable time, not to exceed 30 days (or 60 days if the records are stored offsite).

There is no charge for inspection of a medical record. If you request copies, there will be a small charge for copying expenses.

You have the right to appeal access to records issues to the Colorado Department of Public Health and Environment.

Nondiscrimination Policy

Poudre Valley Hospital provides a broad range of inpatient and outpatient health care services.

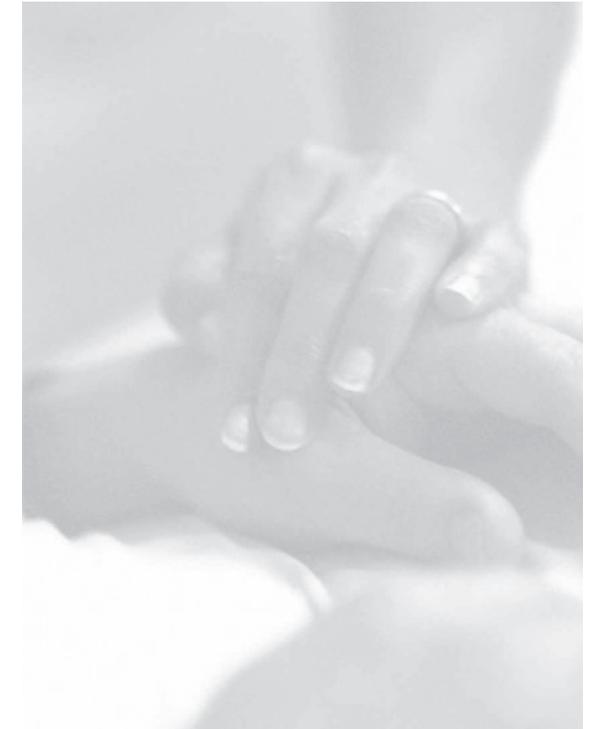
Treatment shall be provided based on the hospital's ability and capacity to care for the patient's health care needs. In compliance with all federal, state and local laws, there shall be no discrimination in services based on the patient's age, sex, race, color, creed, national origin, sexual orientation or disability. Medical treatment shall be provided without regard to the patient's ability to pay for service.

The civil rights statutes that provide protection against unlawful discrimination on the basis of race, color, national origin, disability and age include title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975.

Concerns about discrimination in the provision of services should be directed to the Section 504 Coordinator/Patient Representative (970.495.7345), the Corporate Compliance Officer (970.237.7022), the President/Chief Executive Officer (970.495.7127), or the Regional Manager of the Office of Civil Rights (303) 844-2024.

Patient Rights, Responsibilities, and Complaints

Access to Medical Records



Poudre Valley Hospital

UNIVERSITY OF COLORADO HEALTH

1024 South Lemay Avenue
Fort Collins, Colorado 80524-3998
970.495.7000

65-23456
10/13 E-217



Poudre Valley Hospital

UNIVERSITY OF COLORADO HEALTH

uhealth.org

Patient Rights

When You Are A Patient At Poudre Valley Hospital, You Have The Right To:

1. Receive quality care that is considerate and respectful of your dignity, personal values, beliefs and life philosophy.
2. Express your spiritual beliefs and cultural practices as long as they do not harm or interfere with your medical treatment, or that of another patient.
3. Have your pain managed in the safest way possible.
4. Effective communication, regardless of language or other barriers.
5. Be involved in planning your care and to understand what is expected of you.
6. Refuse treatment as permitted by law and to be informed of the medical consequences of your decisions.
7. Be interviewed, examined, and treated in a safe setting that provides personal privacy.
8. Be free from all forms of abuse or harassment.
9. A clear, concise explanation of your condition and proposed treatment.
10. Know who is responsible for your care (physicians and others) and their role here, including any relationships they may have to other health care providers or educational institutions.
11. Be informed of hospital rules and regulations that apply to your conduct.
12. See your medical record within the guidelines established by law.
13. Request a transfer to a different room if a suitable room for your care needs is available.



14. Know in advance of any experimental, research or educational activities involved in your treatment. You can refuse to participate in any such activity.
15. Be informed of your rights and responsibilities in a simple and easy to understand manner.
16. Seek a medical ethics consultation if ethical issues arise.
17. Create advance directives and have staff comply with them.
18. Transfer to another facility, when medically permissible, if we are unable to meet your request or needs for care.
19. Have an authorized representative exercise your rights if you are unable to participate in your care or treatment decisions.
20. Receive a copy of your bill after you are discharged. You may request an explanation of charges, regardless of who is paying the bill.
21. Have your own doctor and a family member/ representative notified promptly of your admission to the hospital, as requested.
22. Be free from restraints of any form that are not medically necessary, including ones that are used as a means of coercion, discipline, convenience or retaliation by staff.
23. Express any complaints and concerns, including those about patient care and safety. See information about the Patient Representative Program on the other side.
24. Before starting care or treatment, you have the right to request information:
 - About the hospital's general billing procedures.
 - About usual and customary charges or estimated charges.



25. Designate visitors who will receive the same visitation privileges as your immediate family members, regardless of whether the visitors are legally related to you. The hospital will not deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

*** Patients who are being treated for a psychiatric condition have additional rights. For information, call our Mountain Crest facility at 970.207.4800.*

Patient Responsibilities

When You Are A Patient At Poudre Valley Hospital, You Have The Responsibility To:

1. Provide accurate and complete information about your current health, past illnesses, hospitalizations, medicines, advance directives and other matters related to your care.
2. Tell your doctor or nurse when you have pain, and let them know what helps you feel better and what doesn't.
3. Follow instructions for your treatment and hospital rules about your conduct.
4. Be considerate of other patients, help control noise, and limit the number of visitors if needed.
5. Understand your insurance coverage and requirements such as preauthorization, deductibles and co-payments.
6. Provide information to help us process your bill for insurance. Ultimately, you are responsible for paying your hospital bill.
7. Respect the property of others.



Speak Up

1. **S**peak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.
2. **P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
3. **E**ducate yourself about your diagnosis, tests and your treatment plan.
4. **A**sk a trusted family member or friend to be your advocate.
5. **K**now what medicines you take and why. Medication errors are the most common health care mistakes.
6. **U**se a hospital, clinic, surgery center or other type of health care organization that has been carefully inspected. The Joint Commission visits hospitals to confirm that they meet The Joint Commission's quality standards.
7. **P**articipate in all decisions about your treatment. You are the center of the health care team.

Use a hospital, clinic, surgery center or other type of health care organization that has had a rigorous, on-site evaluation against established state-of-the-art quality and safety standards such as that provided by The Joint Commission.