

Your rights and responsibilities.

Patient rights.

As a patient in our facility, you have the right to:

1. Quality, considerate, respectful care always; regardless of race, creed, color, religion, age, gender, national origin, sexual orientation, veteran status, individual handicap or sources of payment for care and respect for dignity, personal values and preferences.
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. To have your pain assessed and managed safely and appropriately.
4. Effective communication, regardless of language or other barriers, in a manner you can understand. Patients have the right to interpreter, auxiliary aids and/or translation services provided free of charge.
5. Be informed of your condition, diagnosis, and prognosis in a clear and concise manner. You have the right to be involved in your plan of care and treatment, understand what is expected of them, and the right to know any unanticipated outcomes.
6. Give informed consent for all non-emergency treatment and procedures consistent with state and federal statutes. The patient or patient's legal representative has the right to give informed consent regarding participation in research, investigations, or clinical trials. The patient also has the right to refuse treatment as permitted by law and to be informed of the medical consequences of their decisions.
7. Receive care in a safe setting and to be free from mental, physical, sexual and verbal abuse, neglect, exploitation and harassment from staff, visitors, students, volunteers and others. The patient also has the right to privacy and to be treated in a dignified and respectful manner. The patient has the right to be free from humiliation or retaliation.
8. To know the name and role of your care providers and to know which provider is responsible for your care. This includes knowledge of any relationships to other health care providers or educational institutions.
9. Be informed of the hospital rules and regulations on conduct.
10. Know in advance of any experimental, research or educational activities involved in your treatment including filming or recording. You can refuse to participate in any such activity.
11. Be informed of your rights and responsibilities in a simple and easy to understand manner.
12. Seek a medical ethics consultation if ethical issues arise. Ethics Committees can provide assistance through consultation when conflicts of values, principles or interest occur in the clinical setting.
13. To create instructions (Living Will, Medical Durable Power of Attorney or other directive) regarding your wishes for medical treatment. You have the right to have such a directive honored by care providers.
14. Have a designated representative exercise your rights if you are unable to participate in your care or treatment decisions
15. Receive information about the facility's billing process, and customary or estimated charges before starting your care or treatments.
16. Request and receive an itemized and detailed explanation of your total bill for services rendered regardless of the source of payment for your care. You also have the right to timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of your care.
17. Have a family member or representative of your choice and your own physician notified in a timely manner of your admission.
18. 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.
19. Access protective services, information and assistance.
20. Designate a support person, and/or visitors who will receive the same visitation privileges as your immediate family members, regardless of whether the visitors are legally related to you. You also have a right to designate someone to decide on visitations. UCHealth will not deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.
21. Express any complaints and concerns, including those about patient care and safety. You also have a right to file a grievance by calling the Hospital's Patient Representative. Patients can also file a concern with Colorado Department of Public Health and Environment, the Joint Commission or the Department of Regulatory Agencies. Please contact the Colorado Department of Public Health and Environment 303.692.2827 or call toll-free 800.886.7689 ext. 2827 or the Colorado Department of Regulatory Agencies at 303.894.7855 or toll-free 800.886.7675; Office for Civil Rights U.S. Department of Health and Human Services 800.537.7697, or the Joint Commission at 800.994.6610 with your concerns. The organization will not retaliate or bar service to patients/families/significant others because a complaint or grievance was made.
22. See your medical record within a reasonable time as allowed by law.
23. The confidentiality, safety and security of your medical record.

Patient responsibilities.

The patient has the responsibility to:

1. Provide accurate information that facilitates your care, treatment and services.
2. Ask questions when you do not understand the treatment course or care decisions.
3. Follow instructions, policies, rules and regulations in place to respect others and support the care and safety for everyone in the facility.
4. Protect your personal belongings and to cooperate with hospital personnel in providing such protection. The hospital is not responsible for missing or lost property.
5. Respect the property of others.
6. Meet financial commitments and understand your insurance.