

## 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 Representative at 720-718-1020.

## 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:** [jointcommission.org/report\\_a\\_complaint.aspx](http://jointcommission.org/report_a_complaint.aspx)

**Email:** [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@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

UCHealth encourages patients to speak out and to present grievances without fear of retribution.

## Access to medical records.

Your medical records in the custody of Longs Peak 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.

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.

UCHealth 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 or ancestry, sexual orientation, mental or physical disability, gender variance, genetic information, or veteran status.

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/Hospitality and Guest Services Director at 720-718-1501, the Corporate Compliance Office, or the President/Chief Executive Officer.

Filing a grievance with any of the above listed people does not prevent you from filing a complaint with the:

### Office for Civil Rights

**U.S. Department of Health & Human Services**

999 18th St., Suite 417

Denver, CO 80202

**Office:** 800.368.1019

**Fax:** 303.844.2025

**TDD:** 800.537.7697

### Longs Peak Hospital

1750 E. Ken Pratt Boulevard

Longmont, CO 80504

720-718-7000

### Longs Peak Hospital



## Patient Rights, Responsibilities & Complaints

Access to medical records.

uhealth

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## 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 disability 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. 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 you, 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. 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. 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. UCHHealth 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 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 visit the Joint Commission website at [jointcommission.org/report\\_a\\_complaint.aspx](http://jointcommission.org/report_a_complaint.aspx) or call 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.

