

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Decision Making

You or your representatives have the right to:

- Be informed of your rights before patient care is given or discontinued whenever possible.
- Receive complete and current information regarding your health status in terms you can understand.
- Participate in care planning treatment and discharge recommendations.
- Receive an explanation of any proposed procedure or treatment, including risks, serious side effects and treatment alternatives.
- Make informed decisions regarding care and treatment.
- Participate in managing your pain effectively.
- Request a specific treatment.
- Refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- Request a second opinion
- Have persons of your choice and your physicians promptly notified of admission.
- Write a Living Will, Medical Power of Attorney, and/or a CPR Directive.
- Accept, refuse or withdraw from clinical research.
- Choose or change your healthcare provider.
- Receive care and/or a referral according to the urgency of your situation. When medically stable, you may be transferred to another facility if recommended by your physician.

Quality of Care

You have the right to:

- Respectful treatment, which recognizes and maintains your dignity and values.
- Care in a safe setting.
- Identification of all healthcare providers.
- Know who is primarily responsible for your care.
- Pastoral and/or spiritual support.
- Interpreters and/or special equipment to assist language needs.
- Information about continuing healthcare requirements following discharge.

Confidentiality and Privacy

You have the right to:

- Personal Privacy
- Personal information being shared only with those who are involved in your care.
- Confidentiality of your medical and billing records.

Grievance Process

You and your representative have the right to:

- Voice a complaint to your healthcare providers and administrators without a fear of reprisal.
- Contact the Management Representative at 970-668-1458 to file a formal grievance. Or, you may contact the State of Colorado to issue a grievance. Their website is <http://www.dora.state.co.us/medical/complaints.htm> or call 303-894-7690. You and your representative also have right :
- Contact the Colorado Department of Health and Human services @ 303-692-2800 Or 1-800-886-7689x2800
- Contact the Medicare Hotline @ 1-800-633-4227 or www.cmc.hhs.gov/center/ombudsman.asp



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PEAK ONE SURGERY CENTER

P.O.BOX 4460

FRISCO CO 80443

PH: 970-668-1458 866 625 6173 FAX: 970-
668 6677

- Receive a timely response with the results of your complaint (if issued to the Surgery Center directly). Unresolved complaints are directed to the facilities director within 3 days and are responded to within 7 days.

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Access to Medical Records

You have the right to:

- Review and get a copy of your Medical Records at any time (Behavioral Health records are an exception).

Seclusion and Restraints

You have the right to:

- To be free of any sort of restraint unless medically necessary.
- Be free from seclusion or restraint for behavioral management unless there is a need to protect your physical safety or the safety of others.

Billing

You have the right to:

- A complete explanation of your bill.
Please know that we support you in meeting your responsibilities during your stay.

PATIENT RESPONSIBILITIES

Providing Information

You have the responsibility to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other health-related matters.
- Report perceived risks in your care and unexpected changes in your condition.
- Understand your treatment plan, and ask questions when needed.
- Provide accurate and updated information for insurance and billing.

Involvement

You have the responsibility to:

- Actively participate in your treatment by following your recommended treatment plan.

Respect and Consideration

You have the responsibility to;

- Act in a respectful and considerate manner toward healthcare providers, other patients, and visitors. Physical or verbal threats are not tolerated.
- Respect the property of others.
- Be mindful of noise levels.

Insurance Billing

You have the responsibility to:

- Know the extent of your insurance coverage.
- Know your insurance requirements such as pre-authorization, deductibles and co-payments.
- Call the billing office with questions or concerns (SBS 1 303 -280-9109)
- For Anesthesia billing questions contact 888-494-9588
- Fulfill your financial obligations as promptly as possible.
- Contact our business office at 970-668-1458 if you have any questions or concerns.