

PATIENT RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT...

- To be informed of your rights in advance of receiving or discontinuing care and to participate in the development and implementation of your plan of care.
- To request medically necessary and appropriate care and treatment.
- To be informed of your health status; to be involved in all decisions involving your care or treatment and to give informed consent for all treatment and procedures.
- To an examination to determine if you have an Emergent Medical Condition, treatment, and, if necessary, transfer to another facility if you have a medical emergency or are in labor, regardless of your ability to pay.
- To have a family member or representative notified promptly of your admission to a Hospital.
- To receive care or treatment that is courteous and respects your dignity.
- To privacy to the extent possible during your treatment.
- To be informed of clinic's policies and procedures.
- To be free from all forms of abuse or harassment.
- To receive care in a safe setting.
- To be informed if the clinic is participating in teaching programs, research and/or experimental programs.
- To request and receive, prior to the initiation of non-emergent care or treatment, the charge(s), or an estimate of the charges for routine, usual, and customary services and any co-payment, deductible, or non-covered charges, and the clinic's general billing procedures.
- To receive information from your physician concerning the recommended treatment or procedure, the risks and benefits of such treatment or procedure, the probability of success, mortality risks, serious side effects, the recuperative period, and consequences of no treatment.
- To confidentiality of your health information.
- To have an appropriate assessment and management of pain.
- To be informed of the clinic's grievance procedures and whom to contact to file a grievance or complaint.

YOU HAVE THE RESPONSIBILITY...

- To ask questions and promptly voice concerns.
- To be considerate of other patients and hospital personnel.
- To keep all appointments.
- To give full information as it relates to your care.
- To report all health changes.
- To follow instructions and the treatment plan recommended by your physician.
- To secure your belongings.

TO FILE A CONCERN, COMPLAINT OR GRIEVANCE

Please bring any concern, complaint or grievance to the immediate attention of the Clinic's Manager. As an alternate, a confidential hotline has been established and may be accessed at www.ethicspoint.com or by calling 866-ETHICS-P (866-384-4277).

If concerns are not resolved by the clinic to the patient's satisfaction you may also contact:

The Colorado Department of Public Health & Environment

Located at 4300 Cherry Creek Drive South, Denver, CO 80246-1530, (800) 886-7689 or (303) 692-2100

The Colorado Board of Medical Examiners (for concerns about physician services)

Located at 1560 Broadway, Suite 1350, Denver, CO 80202, (303) 894-7690

The Joint Commission (for concerns over care or safety)

Located at One Renaissance Boulevard, Oakbrook Terrace, IL 60181, (630) 792-5000

GOVERNMENTAL IMMUNITY NOTICE

Medical care or treatment at the University of Colorado School of Medicine health care delivery sites may be provided by individuals who are considered public employees by the Colorado Governmental Immunity Act. The Colorado Governmental Immunity Act, Article 10 of Title 24 of the Colorado Revised Statutes, limits the amount of damages recoverable from public employees and entities, requires a formal notice of claim, and places a 180-day time limit on the period for filing such a notice of claim.