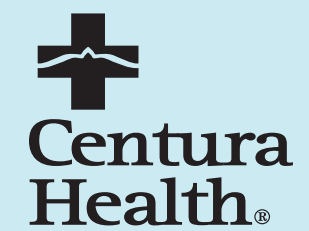


Patient Bill of Rights



Patient Rights:

Centura Health hospitals support the rights of all patients across the lifespan including geriatric, adult, adolescent, pediatric, infant and neonatal populations. These rights may be exercised through the patient individually or through their surrogate decision maker or legal representative.

You have the right to . . .

1. Be informed of your patient rights in advance of receiving or discontinuing care when possible.
2. Have impartial access to care. No one is denied access to treatment because of sex, disability, national origin, culture, age, color, race, religion, or sexual orientation. No one is denied examination or treatment of an emergency medical condition because of their source of payment.
3. Give informed consent for all treatment and procedures with an explanation in layman terms of:
 - Recommended treatment or procedure.
 - Risks and benefits of the treatment or procedure.
 - Likelihood of success, serious side effects, and risks including death.
 - Alternatives and consequences if treatment is declined.
 - Explanation of the recovery period.
 - Whether physicians or qualified medical providers other than the operating physician will be performing important parts of the surgery or administering the anesthesia.
4. Participate in all areas of your care plan, treatment, care decisions, and discharge plan.
5. Have appropriate assessment and management of your pain.
6. Be informed of your health status/prognosis.
7. Be treated with respect and dignity.
8. Personal privacy, comfort and security to the extent possible during your stay.
9. Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.
10. Have access to visitors, telephone calls, mail, etc. Any restrictions to access will be discussed with you and you will be involved in the decision when possible.
11. Have access to interpreter services at no cost to you when you do not speak or understand the language, as well as communication aides, at no cost, for the deaf, blind, speech impaired, etc., as appropriate.
12. Have access to pastoral/spiritual care.
13. Receive care in a safe setting.
14. Be free from all forms of abuse or harassment.
15. Have access to protective services (e.g., guardianship, advocacy services, and child/adult protective services).
16. Request medically necessary and appropriate care and treatment.
17. Refuse any drug, test, procedure, or treatment and be informed of the medical consequences of such a decision.
18. Consent to or refuse to participate in teaching programs, research, experimental programs, and/or clinical trials.
19. Receive information about advance directives. Set up or provide advance directives and have them followed. Designate a surrogate decision-maker (legal representative) as permitted by law and as needed.
20. Participate in decision-making regarding ethical issues, personal values or beliefs.
21. Have a family member or representative of your choice and your physician promptly notified of your admission to the hospital.
22. Know the names, professional status and experience of your caregivers.
23. Have access to your clinical records within a reasonable timeframe.
24. Be examined, treated, and if necessary, transferred to another facility if you have an emergency medical condition or are in labor, regardless of your ability to pay.
25. Request and receive information prior to initiation of non-emergency care regarding the hospital's charges for routine, usual and customary services or estimated charges for services based on patients with a diagnosis similar to your tentative or preliminary admission diagnosis.
26. Request and receive information prior to the initiation of non-emergency care regarding co-payments, deductibles, or other charges that may not be covered by your insurance.
27. To request and receive information regarding the hospital's general billing procedures.
28. Be informed of the hospital's complaint and grievance procedure and whom to contact to file a concern, complaint or grievance.

Note: If you have financial issues or questions, please contact Centura Consumer Operations at 303-715-7000.

- a. In order to improve your patient experience, it is important to provide prompt responses to your concerns. Please contact staff who are caring for you or contact the hospital operator by dialing "0." Ask for the Patient Representative; Patient Safety Representative; the Department Manager; or an RN Administrative manager:
 - b. You may also contact The Health Facilities Division of the Colorado Department of Public Health and Environment directly regardless of whether you first used the hospital's complaint and grievance process.
Mail: Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South, Denver, CO 80222-1530
Telephone: 303-692-2827
 - c. If after speaking with the hospital or system representative your complaint remains unresolved, you may contact The Joint Commission:
Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Telephone: 1-800-994-6610 or 630-792-5276
E-Mail: complaint@jointcommission.org
Fax: 630-792-5636
Website: www.jointcommission.org
 - d. You also have the right to file a complaint with the Colorado Board of Medical Examiners, the State Board of Dental Examiners and the Colorado Podiatry Board if you have concerns with your physician, dental or podiatric patient care services, excluding fee disputes.
29. Patients have the right to receive a complete copy of the hospital's Notice of Privacy Practices.

Patient Responsibilities:

You have the responsibility to . . .

1. Ask questions and promptly voice concerns.
2. Give full and accurate information as it relates to your health, including medication.
3. Report changes in your condition or symptoms, including pain, and request assistance of a member of the health care team.
4. Participate in the planning of your care, including discharge planning.
5. Follow your recommended treatment plan.
6. Be considerate of other patients and staff.
7. Secure your valuables.
8. Follow facility rules and regulations.
9. Respect property that belongs to the facility or others.
10. Understand and honor financial obligations related to your care, including understanding your own insurance coverage.