# PATIENT RIGHTS

## Decision Making
You or your representative(s) have the right to:
- Be informed before care is given or discontinued whenever possible.
- Receive accurate and current information regarding your health status in terms you can understand, allowing you to make informed decisions.
- Participate in planning for your treatment, care and discharge recommendations. A surrogate of your choice may represent you if you cannot make your own decisions according to state law.
- Receive an explanation of proposed procedure or treatment, including risks, serious side effects and treatment alternatives, including request for second opinion or specific treatment.
- Participate in managing your pain effectively.
- Receive emergency care or transfer to higher level of care (hospital) should this be necessary, providing full explanation of the need based on your medical condition & without needing to wait for authorization and without any financial penalty.
- Have persons of your choice promptly notified of hospital admission.
- Write a Living Will, Medical Power of Attorney, and/or a CPR Directive.
- Accept, refuse or discontinue a treatment or drug to the extent permitted by law and to be informed of the consequences of such refusal.
- Accept, refuse or withdraw from clinical research.
- Accept, refuse or withdraw from diagnostic or therapeutic procedures.
- Choose or change your healthcare provider.

## Equality of Care
You have the right to:
- Respectful treatment, which recognizes and maintains your dignity and personal values without discrimination on the basis of race, color, national origin, sex age or disability.
- Accurate information about facility where services are received and credentials of health care personnel involved in your care.
- Interpreters and/or special equipment to assist with language needs.
- Information on how to obtain auxiliary aids or services should these be required.
- Information on names and function of persons involved in your direct care.
- Information about continuing healthcare requirements following discharge, including how to access care after hours.

## Confidentiality and Privacy
You have the right to:
- Personal privacy and care in a safe setting free from abuse, harassment, discrimination or reprisal.
- Personal information being shared only with those who are involved in your care.
- Confidentiality of your medical and billing records.
- Notification of privacy practices.
- Notification of breach of unsecured personal health information.

## Grievance Process
You or your representative has the right to:
- Fair, fast, and objective review of any complaint you have against your health plan, physician or healthcare personnel without fear of reprisal.
- Submit a formal complaint either verbally or in writing as shown below. You will receive a written notice of decision within 15 business days from when the complaint was made known.

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**Administrator of ASC serving as Compliance Officer:** 970-668-1458  
**Colorado Department of Health** 303-692-2904 or email: hfdintake@cdphe.state.co.us  
**Department of Registry Agency** 303-894-7800 or email: http://www.dora.state.co.us/medical/complaints.html  
**CMS 1-800-MEDICARE** (1-800-633-4227)  
**Office of Inspector General** https://www.oig.hhs.gov/hotlineoperations  
**OIG 800-447-8477 or US Department of Health & Human Services, Attn:** OIG Hotline Operations, P.O.BOX 23489, Washington D.C. 20026  
**Office of Civil Rights** https://www2.ed.gov/about/offices/list/ocr/docs/howto.html  
**Accreditation Association of Ambulatory Health Care** www.aaahc.org
Access to Medical Records
You have the right to:
- Speak privately with health care providers knowing your health care information is secure.
- Review and receive a copy of your Medical Records (including electronic format) upon written request and received within 30 days by secure transmission.

Seclusion and Restraints
You have the right to:
- Be free from seclusion or restraint for behavioral management unless medically necessary to protect your physical safety or the safety of others.

Billing
You have the right to:
- Information specific to fees for services and payment policies prior to date of services.
- Payment privacy when you choose to opt out of insurance coverage, in accordance with federal regulations.

PATIENT RESPONSIBILITIES

Providing Information
You have the responsibility to:
- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, current use of prescribed or OTC medications, and nutritional supplemental products and other health-related matters.
- Report perceived risks in your care and unexpected changes in your condition.
- Provide an Advanced Directive if you have one.
- Provide accurate and updated demographic and contact information for insurance and billing.

Involvement
You have the responsibility to:
- Participate in your plan of care and follow the recommended treatment plan.
- Ensure you have a designated responsible adult to provide transportation and assist with your care for 24 hours.

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 or conduct which is disruptive to business operations will not tolerated.
- Be respectful of the possessions or 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 including pre-authorization, deductibles and co-payments are expected at time of services.
- Call the billing office with questions or concerns regarding your bill.
- Fulfill your financial obligations as promptly as possible.

This ASC is a Joint Venture with Catholic Health Initiatives (CHI)/Centura Health

Your physician may have a financial interest in this Surgery Center.
Summit Surgical Group physicians:
- Peter Janes, MD
- Jeff Lee, MD
- Clay Pendleton, MD
- Scott Raub, MD

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