



## PATIENT RIGHTS AND RESPONSIBILITIES

Valley View Hospital Association (Valley View) will provide a foundation for understanding and respecting the rights of patients and their families. We will provide care that is sensitive to cultural, racial, religious, or other differences. Valley View complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or source of payment.

A designated surrogate or proxy decision-maker may exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

### Your Patient Rights

As a patient at our Valley View, you have the right to . . . .

### Information about Your Care

- Receive care in a considerate, dignified manner that is respectful of personal values and beliefs.
- Know the identity and professional status of individuals providing service to you and to know which physician or other practitioner is primarily responsible for your care, and the right to know when they are students, residents or other trainees.
- Receive information in a way you can understand, including interpreter services, at no cost to you, when you do not speak or understand the language, as well as have communication aides for deafness, blindness, etc.
- Receive complete and current information about your diagnosis, treatment and prognosis in terms you can understand and to be informed about the results of your care, including any unexpected outcomes.
- Have access to all information contained in your medical record.
- Have an explanation of any proposed procedure, drug or treatment in terms that you can understand.
- Accept or refuse any procedure, drug or treatment and to be informed of the consequences of any such refusal.
- Choose who may visit you while you are at the hospital, to change your mind about who may visit, and to an explanation of the circumstances under which we may restrict visiting.
- Designate a support person to make decisions about visitors for you if you are unable to make or communicate those decisions.
- Know about the options of organ, tissue or eye donation, if applicable to your situation.
- Know if your care involves research or experimental treatment. You have the right to consent to this or refuse to participate.



- Expect reasonable continuity of care and to be informed by caregivers of realistic patient care options when hospital care is no longer appropriate. You have the right to participate in the discharge planning process.
- Examine your bill and receive an explanation of the charges, regardless of the source of payment for your care.
- Ask about the hospital's ownership interests in organizations to which you are referred.
- Be informed of any hospital policies, procedures, rules or regulations that apply to your care.

### **Participation in Your Care**

- Participate in the development and implementation of your plan of care.
- Formulate advance directives for treatment and expect that these will be honored.
- Support a surrogate decision-maker to make health care decisions for you in the event that you lose the capacity to make these decisions.
- Have assistance in obtaining a consultation with another doctor regarding your care. This consultation may result in additional charges to you.
- Request a consultation with a member of the hospital's Ethics Resource Committee concerning ethical issues involved in your care.
- Be transferred to another facility at your request or when medically appropriate and legally permissible. You have the right to complete explanation about the need for a transfer and alternatives to such a transfer. The facility you will be transferred to must first accept you as a patient.

### **Privacy Regarding Your Care**

- Personal privacy. Discussions about your care, consultations, exams and treatments will be conducted as discreetly as possible.
- Expect that all communications and records related to your care will be treated confidentially.

### **Safety, Protection and Comfort During Your Care**

- Have a family member or representative of your choice and your own doctor notified promptly of your admission to the hospital.
- Receive safe, quality care.
- Receive care in a safe setting that is free of abuse (mental, physical, verbal or sexual), neglect, exploitation or harassment.
- Be free from seclusion and restraints unless they are clinically necessary.
- Have access to protective services.



- Expect supportive care even if you are dying or have a terminal illness, including appropriate management of pain; treatment of uncomfortable symptoms; and support of your psychological and spiritual needs.

### **Voice a Complaint about Your Care**

- Voice a complaint about an unresolved or safety issue concerning your care, without fear of retribution or changes in your care. You can expect the hospital to respond as well as provide a reasonable resolution when possible.
- For assistance resolving concerns about care you received at Valley View, contact
  - a Valley View House Supervisor by calling 970-618-6735;
  - the Valley View Patient Grievance Hotline 970-384-8156;
- You may also choose to directly contact the following outside organizations:

*For concerns over care for safety that are not resolved by the hospital to the patient's satisfaction:*

**The Joint Commission**  
Office of Quality Monitoring  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
800-994-6610  
[www.jointcommission.org](http://www.jointcommission.org)

#### **Colorado Department of Public Health and Environment HFEMSD-A2**

Attention: *Hospital* Complaint Intake  
4300 Cherry Creek Drive South  
Denver, Colorado 80246-1530  
303-692-2827  
[www.cdphe.state.co.us](http://www.cdphe.state.co.us)

*For quality of care issues about the care provided by license/certified professionals*

**Colorado Department of Regulatory Agencies (DORA)**  
1560 Broadway, Suite 1550  
Denver, CO 80202  
303-894-7855 or 800-886-7675  
[www.dora.state.co.us](http://www.dora.state.co.us)

*For Medicare patients with concerns about being discharged from the hospital too soon or quality of care:*

**KEPRO the Medicare Quality Improvement Organization**  
844-430-9504

*For concerns regarding behavioral health or substance abuse care:*

**Colorado Office of Behavioral Health**  
303-866-7400  
Or  
**Patient Advocacy for Individuals with Mental Illness**  
303-722-0300



## **Your Responsibilities as a Patient**

To foster mutual trust, respect and cooperation in meeting your health care needs, we want you to understand your responsibilities as a patient.

**As a patient at our Valley View, it is your responsibility to . . . .**

- Provide correct information. You have the responsibility to give your doctor and other hospital staff any information they need to provide you with the best care.
- Follow your treatment plan.
- Follow all hospital rules, such as the tobacco-free policy and visitor guidelines for adults and children.
- Respect other patients, doctors, and hospital staff.
- Be fully involved in your discharge plan.
- Consent to a blood test if any health care worker comes in contact with your blood.
- Provide any information needed to process your bill and promptly meet any financial obligations.