

Community Hospital supports and protects patients' inherent rights to be informed, to have choices, to have their privacy protected, and to be treated with dignity and respect. This document details those rights within our facility, as well as the responsibilities patients have in being an active partner in their own health care.

### PATIENT RIGHTS

At Community Hospital, every patient or his/her legal representative making decisions for the patient, has the right to:

1. Impartial access to treatment, regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability. We will respect and support each patient's dignity, individuality, preferences, and cultural, psychosocial, spiritual and personal beliefs within the limits of Community Hospital's Mission and Values.
2. Be fully informed in advance, and to make informed decisions about care or treatment and to actively participate in the planning of his/her care. This includes the right to obtain information, in a manner easily understood, about the health status, diagnosis, treatment, prognosis, the risks and benefits of treatment or procedures, the alternatives to care, and the length of recuperative period expected.
3. Accept or refuse any medical or surgical treatment and to be informed of the consequences of such a decision. This includes the right to forgo or withdraw life-sustaining treatment, or to withhold resuscitative (CPR) services.
4. Request specific treatment. This right does not mean that the hospital will agree to provide treatment or services that are determined to be medically unnecessary or inappropriate.
5. Receive pain relief and to obtain information regarding pain management.
6. Freely voice complaints and recommended changes without being subjected to coercion, discrimination, or retaliation.
7. Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
8. Be accommodated for pastoral and other spiritual services.
9. Exercise his/her rights without coercion, discrimination, or retaliation.
10. Receive care in a safe environment. This includes encouraging the patient's active involvement in his/her own care as a safety strategy.
11. Be informed of his/her rights in advance of furnishing or discontinuing care, whenever possible.
12. Be fully informed of and consent to or refuse to participate in any unusual, experimental, or research project without compromising his/her care and services. The patient's acceptance of, or refusal of, treatment will be upheld to the extent permitted by law. The patient shall be informed of any unusual or experimental procedures.
13. Know the professional status of any person providing his/her care or services. All employees will introduce themselves to the patient and their families when performing duties related to patient care.
14. Know the reason for any proposed changes in professional staff responsible for the patient's care.
15. Access information contained in his/her clinical records. Upon written request, a copy of the patient's medical record can be provided for a fee.
16. Be free from restraints and seclusion of any form that are not medically or behaviorally necessary. Restraints will not be used as a means of coercion, discipline, convenience, or retaliation.
17. Be free from mental, physical, sexual and verbal abuse or harassment, and from neglect or exploitation.
18. Be accorded every consideration of privacy. Every reasonable effort will be made to ensure the patient's privacy during interviews and examinations throughout his/her hospital stay.
19. Have the confidentiality of his/her clinical records maintained by the facility. Access to the medical records shall be limited to the patient, individuals directly involved with the patient's care, individuals monitoring the quality of patient care and those individuals authorized by law or regulatory agency.
20. Exercise advance directives in accordance with federal and state laws, and to have hospital staff and practitioners who provide care in the hospital comply with these directives. The patient will be provided written information about advance directives upon admission, and will receive education and assistance as needed in the execution of advance directives. The patient will also have the right to informed consent regarding organ and tissue donations. The existence or lack of advance directives does not, however, determine an individual's access to care, treatment, and services; individuals are not required to have an advance directive.
21. Be informed of the need for his/her transfer either within or outside the facility. If the patient requests



- or requires medical care in a different setting, he/she will be transferred to the appropriate setting where his/her needs can be met. This also includes the right of the patient to collaborate in all decisions pertaining to care after discharge. Discharge planning services will be provided as needed.
22. Obtain information regarding the relationship of Community Hospital to other persons or organizations participating in the provision of the patient's care. This information will be made available to the patient upon request.
  23. Access cost information, itemized when possible, of services rendered within a reasonable amount of time. Each patient may request an itemized bill of charges through the Business Office (970-257-6200). The Business Office and Patient Representative (970-256-6291) are available to clarify billing issues at the patient's request.
  24. Be informed of the source of the facility's reimbursement for the patient's care and any limitations which may be placed upon his/her care.
  25. Access information about or register complaints regarding Advance Directives with the Colorado Palliative Care Partnership:  
PO Box 50888  
Colorado Springs, CO 80949  
Phone: (719) 594.9233  
Email: [Info@ColoradoPalliativeCare.org](mailto:Info@ColoradoPalliativeCare.org)  
Website: [www.ColoradoPalliativeCare.org](http://www.ColoradoPalliativeCare.org)
  26. Have a mechanism to resolve potential or actual issues arising in regard to patient care and safety. Patients and their families will have access to a patient representative (970-256-6291) during and after their hospital stay to help address any problems or concerns related to their care at Community Hospital. Concerns may be submitted orally or in writing to the patient representative, or to any employee. If patients or their families feel that hospital staff has not addressed a concern, they are encouraged to contact the hospital's President and Chief Executive Officer (CEO). The Hospital President/CEO will provide a response to the patient within seven business days. If the patient feels concerns cannot be resolved through Community Hospital, patients and their families may contact the Colorado Department of Public Health and the Environment (CDPHE), Health Facilities Division, 4300 Cherry Creek Dr. South, Denver, CO 80246-1530, Attention: Complaints Department. The toll-free number for the CDPHE is: 1-800-886-7689; press 1, then option 5. Patients or their families may also contact the Joint Commission at 1-800-994-6610, or [www.jointcommission.org](http://www.jointcommission.org).
  27. As a Medicare patient, file a complaint with a Medicare Quality Improvement Organization (QIO) regarding the care received at Community Hospital or the discharge process. In Colorado, the QIO is the Colorado Foundation for Medical Care (Health Insight) at 1-800-727-7086, extension 704 or (303) 695-3333 or TTY 1-800-486-2048. Information regarding Medicare rights and the complaint process is given to all Medicare patients during their hospital stay.

### PATIENT RESPONSIBILITIES

1. Patients and families, as appropriate, are requested to provide Community Hospital with, to the best of their knowledge, accurate and complete information about current health concerns, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families are requested to report perceived risks in their care and unexpected changes in their condition.
2. Patients and families, as appropriate, are urged to ask questions if directions, procedures, or any aspect of clinical care is not understood. The Patient Representative (970-256-6291) or any clinical care provider is available to assist in getting answers to questions that patients and families may have.
3. Patients and their families are asked to be considerate of other patients and to assist in the control of noise and number of visitors. Patients and their families share in the responsibility of assuring a pleasant stay for themselves and others by helping to create an environment that promotes healing.
4. The patient is requested to provide Community Hospital with the necessary information for insurance processing and for making arrangements for payment of hospital bills. The patient is responsible for providing full and accurate insurance information at the time of hospital admission. Prompt payment of all financial obligations not covered by insurance is the responsibility of the patient.
5. Patients and their families should follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. Community Hospital makes every effort to adapt the plan to the specific needs and limitations of each patient. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives, and of not following the proposed course.
6. Patients and their families are responsible for the outcomes in the event of refusal of treatment or refusal to follow the care, treatment, and service plan.
7. Patients and their families are requested to be considerate of Community Hospital staff and property, and of other patients and their property.
8. Patients and their families are requested to follow Community Hospital rules and regulations, such as smoking regulations, as appropriate.
9. The patient is responsible for valuables brought to the hospital and not placed in the hospital safe.