

# Patient Rights/Responsibilities



HEART OF THE ROCKIES  
REGIONAL MEDICAL CENTER

## Patient Rights

*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, sexual orientation, education background, disability, ancestry, national origin, age, color, race, religion, marital status or source of payment.
3. Give informed consent for all treatment and procedures with an explanation in layman's terms (in a form of communication understood by the patient or surrogate).
4. Participate in all areas of your care plan, treatment, care decisions, discharge, and transfer plans.
5. Have appropriate assessment and management of pain.
6. Be informed of your health status/prognosis.
7. Be treated with respect and dignity. Care and treatment, in compliance with Colorado law, that is respectful, recognizes a person's dignity, cultural values and religious beliefs, and provides for personal privacy to the extent possible during the course of treatment.
8. Personal privacy, comfort and security to the extent possible during your stay.
9. Be free from restraints and seclusion of any form that is not medically necessary.
10. Confidentiality of all communication and clinical records related to your care.
11. Have access to visitors, telephone calls, mail, etc. Any restrictions to access will be discussed with you, and your support person and/or decision maker, who will be involved in the decision when possible.
12. Access to interpreter services when you do not speak or understand the language, as well as communication aides for the deaf, blind, etc., as appropriate.
13. Have access to pastoral/spiritual care.
14. Receive care in a safe setting.
15. Have access to protective services (e.g., guardianship, advocacy services, 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. Formulate advance directives and have HRRMC comply with such directives, as applicable and in compliance with applicable state statute.
19. Participate in decision making regarding ethical issues, personal values or beliefs.
20. Have a family member or representative of your choice and your physician promptly notified of your admission to the hospital.
21. Know the names, professional status and experience of your caregivers.
22. Have access to your clinical records within a reasonable time frame.
23. 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.
24. Request and receive, prior to initiation of non-emergent care or treatment, the charges (or estimate of charges) for routine, usual, and customary services and any co-payments, deductible, or non-covered charges, as well as the facility's general billing procedures including receipt and explanation of an itemized bill.
25. Be informed of the facility's grievance-resolution process.
26. Be informed of and choose whether a student or trainee will be involved in your care.
27. Provide informed consent prior to being included in any clinical trials related to your care.
28. Be informed that, except in emergent situations, patients shall be accepted for care and services only when our facility can meet their identified and reasonable anticipated care, treatment and service needs.
29. Be informed whether HRRMC has a financial interest in referrals to other providers.

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## Patient Responsibilities

*You have the responsibility to:*

1. Ask questions and promptly voice concerns.
2. Be considerate of other patients and healthcare team members.
3. Give full information as it relates to your care.
4. Understand and honor financial obligations related to your care, including understanding your own insurance coverage.
5. Follow your recommended treatment plans.
6. Secure your valuables.
7. Follow facility rules and regulations.
8. Respect the property that belongs to the facility or others.



**Heart of the Rockies Regional Medical Center**

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