

PATIENT RESPONSIBILITIES

1. Please keep appointments or telephone the Center when you cannot keep a scheduled appointment. Bring with you information about past illnesses, hospitalizations, medications, and other matters relating to your health. Ask questions immediately if you feel you cannot follow the instructions.
2. While practicing in this Center, your doctor is obligated to exercise good medical judgment in order to help you. It is your responsibility to cooperate in the treatment program that your doctor specifies.
3. You are expected to be considerate of other patients, their family members, and the property of other persons.
4. Duly authorized members of your family are expected to be available to other personnel for review of your treatment in the event that you are unable to communicate with the physicians or nurses.
5. You have the responsibility to provide information necessary for insurance processing of your bills, to be prompt about payment of office/center bills, and to ask any questions you may have concerning your bills.
6. It is your right to have advanced directives.

Communications between you and our office team is an important element in good health care. If you are concerned about or displeased with any aspect of your care, we ask that you first discuss the problems with your nurse or physician. If your concern is not alleviated, please contact our office administrator.

If you are not satisfied with the complaint resolution, please feel free to contact the following:

Colorado Department of Public Health and Environment
303-692-2904
Medicare Beneficiary Ombudsman
1-800-medicare
Department of Regulatory Agencies DORA
1-800-886-7675

PATIENT'S BILL OF RIGHTS

1. A Patient has the right to respectful care given by competent personnel.
2. A Patient has the right, upon request, to be given the name of his attending practitioners, the names of all other practitioners directly in his care, and the names and functions of other health care persons having direct contact with the patient.
3. A Patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, treatment, and medical records are considered confidential and shall be handled discreetly.
4. A Patient has the right to confidential disclosures and records of his medical care except as otherwise provided by law or third party contractual arrangement.
5. A Patient has the right to participate in decisions involving his health care except when such participation is contraindicated for medical reasons.
6. A Patient has the right to know what Center rules and regulations apply to his conduct as a patient.
7. The Patient has the right to expect emergency procedures to be implemented without unnecessary delay.
8. The Patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. The Patient has the right to full information, in layman's terms, concerning diagnosis, evaluation, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the person designated by the patient or to a legally authorized person.
10. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure
11. If the patient is unable to give consent, a legally authorized person has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program. The patient or responsible person shall give informed consent prior to participation in the program. The patient or responsible person may refuse to continue in a program to which he has previously given informed consent.
12. A Patient has the right to refuse drugs or procedures, to the extent permitted by status. A practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.

PATIENT'S BILL OF RIGHTS (CONTINUED)

13. A Patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
14. The Patient who does not speak English shall have access to an interpreter of their choice.
15. The Center shall provide the patient, or patient designees, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
16. The Patient has the right to expect good management techniques to be implemented within the Center. These techniques shall make effective use of time for the patient and avoid personal discomfort of the patient.
17. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
18. The Patient has the right to examine and receive a detailed explanation of his bill.
19. A Patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
20. The Patient is informed of his/her right to change primary or specialty physician if another qualified physician is available.
21. The Patient is provided with appropriate information regarding the absence of malpractice insurance coverage.
22. A Patient has the right to be informed of his rights at the time of admission.