

# Patient Rights + Responsibilities

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## RIGHTS

We provide treatment at Pagosa Springs Medical Center without regard to sex, age, race, education, religion, disability or the source of payment for care. As a patient at Pagosa Springs Medical Center, you have certain rights. Understanding your rights will help you to get the best possible care. We will make every effort:

- To treat you with consideration and respect in a safe setting, free from all forms of abuse or harassment. To provide you with protective oversight while in the hospital. Your privacy will be protected.
- To notify a family member or representative, personal physician and/or clergy of choice promptly upon admission if you request.
- To allow you to receive visitors of your choice including but not limited to your spouse or domestic partner, other family members or friends and to allow you to deny access to a visitor at any time.
- To allow you to choose a family member, friend or other individual to be with you for emotional support during the course of your stay.
- To provide all aspects of your care and treatment in a confidential and discreet manner. You have the right to be advised as to the reason for the presence of any individual.
- To keep all communications and records about your care including the source of payment for treatment confidential. In general, you have the right to see all the information in your health records and to receive copies of the record at a reasonable fee.
- To obtain your written permission before your medical records can be made available to anyone, not directly concerned with your care. To assure that your record is read only by individuals directly involved in your treatment and those involved in monitoring quality.
- To ensure access to information in the medical record within a reasonable time frame.
- To clearly explain all hospital rules and regulations.
- To provide clearly written and spoken information in words you can understand.
- To respect your right to actively participate in your plan of care and any decisions regarding your medical care.
- To provide all the information you need to make an informed decision about your care. Except in emergencies, information should include your options, possible side effects, who is providing your care and costs. You have the right to obtain from your doctor, complete and current information regarding diagnosis, treatment and any known prognosis. To respect your advanced directives (living will and/or durable power of attorney for health care), which express your wishes about resuscitation and other end-of-life decisions. You have the right to formulate advanced directives while in the hospital and have staff comply with those directives. You have the right to appoint someone to make health care decisions on your behalf.
- To respect your decision to refuse care. To allow you to leave the hospital even if your physician advises against it.
- To involve you in discharge planning and inform your physician of any health-care requirements when you return home. To inform you of service options that are available and give you a choice of agencies that provide that service.
- To provide effective relief from pain and respect your right to refuse pain control.
- To provide you with freedom from restraints and seclusion of any form that is not medically necessary.
- To know the name and professional status of individuals providing your care including the name of your primary care physician.
- To give you the opportunity to examine and receive an explanation of your bill regardless of source of payment.

- To allow you to express a concern or complaint and receive a prompt response. You also have the right to file a formal grievance if you are not satisfied with the resolution of your complaint. You may file a grievance or complaint verbally or in writing with the Administrator or Quality Improvement.
- To respect your right to associate and communicate privately with persons of your choice, and send or receive your personal mail unopened.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments.
- To allow you, upon request, to move to another room when another patient or visitors in your room are unreasonably disturbing.
- To provide access to an interpreter if you are unable to understand the predominant language of the community.
- To provide, within the capabilities of the hospital/staff, an appropriate medical screening, necessary stabilization and, if needed, an appropriate transfer to another facility without regard to your ability to pay or health insurance status.

## RESPONSIBILITIES

Patients and visitors have responsibilities, and we ask that you make every effort to:

- Follow all hospital rules.
- Consider the rights of others and treat them with respect. Show consideration for the rights other patients and hospital personnel by control of noise, and number of visitors.
- Show respect for your personal property as well as the property of others and that of the organization.
- Ask us for clear explanations and make informed decisions about your care and treatment.
- Relate full information about your health, medical history and insurance.
- Provide us with your advanced directive information.
- Follow the recommended treatment plan and keep your follow-up appointments or notify your doctor when you are unable to do so.
- Accept responsibility for refusing treatment or not following your doctor's instructions.
- Know what medications you are taking, why you are taking them and the proper way to take them according to your doctor's order.
- Inform care providers of your level of pain and the effectiveness of provided treatment.
- Alert your healthcare provider if you have concerns or feel your rights have not been properly respected.
- Pay bills promptly and contact us if you have any questions or financial problems.