PATIENT RIGHTS

As a patient, you have certain rights and responsibilities. Our primary responsibility is to give you the best possible health care. We encourage you to understand, cooperate and participate in your health care. Your questions, comments and suggestions are welcome. We will make every effort to protect your rights as a patient.

Notice of Program Accessibility and Nondiscrimination

Vail Health Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, sex or gender identity in its programs, services or activities or on any other basis prohibited by federal, state or local law. Our facility and all of its programs, services, and activities are accessible to and usable by individuals with disabilities, including persons who are deaf, hard of hearing or blind, or who have other sensory impairments.

You have the right …

• To receive kind and respectful care, regardless of your personal values and beliefs, age, sex, race, color, religion, national origin, culture, language, disability, sex, sexual orientation, gender identity or payment source. No one will be denied examination for treatment for an emergency medical condition because of their ability to pay.
• To get complete, current information about your diagnosis, treatment and prognosis from your physician in terms you can understand.
• To know, by name, the physician responsible for your care and/or the physician providing procedures or treatments for you.
• To participate in decisions about your care, and to receive from your physician information necessary to give informed consent before the start of any procedure and/or treatment. Except in emergencies, information should include the specific procedure and/or treatment, the medically significant risks involved, the likely length of disability and medically significant alternatives.
• To refuse treatment to the extent permitted by law, and to be informed of the medical consequences if you do refuse treatment.
• To give or to withhold informed consent to produce or use recordings, films or other images of patients for purposes other than their care.
• To be told if your care involves human research or experimental treatment and to refuse to participate in such projects.
• To name a decision-maker for the times when you may not be able to make decisions for yourself, to receive information about formulating or revising an Advance Directive and expect it to be followed when the care is medically appropriate, within the facility’s capacity and relevant laws and regulations.
• To be told about pain and pain relief measures, and to participate in the development and implementation of a pain management plan.
• To be free from restraints that are not medically necessary.
• To express spiritual beliefs and cultural practices, as long as these do not harm others, interfere with treatment or interfere with hospital processes.
• To be involved in ethical questions that come up during your care and to ask for help from the Ethics Committee, which is available to help patients make difficult decisions. Some ethical questions may include refusing CPR, or other life prolonging actions, or stopping life-sustaining treatments, such as a breathing machine or feeding tube.

You have the responsibility …

• To provide information that facilitates your care, treatment and services.
• To ask questions or acknowledge when you do not understand the treatment course or care decisions.
• To follow instructions, policies, rules and regulations in place to support quality for patients and a safe environment for all individuals in the hospital.
• To support mutual consideration and respect by maintaining civil language and conduct in your interactions with staff and licensed independent practitioners.
• To meet financial obligations.

Patient Grievance Process

We will do our best to address your patient care, patient rights and safety concerns. If, after working with your caregiver and department director, the resolution is not satisfactory, you may contact the patient advocate or hospital management. The house supervisor is available to assist you after hours and on weekends. Hospital management contacts include:

Vail Health Hospital
Hospital Management: 970-476-2451
Patient Advocate: 970-477-3121
TTY Phone: 711
Fax: 970-477-4200
Email: patient.advocate@vailhealth.org
Mailing Address: PO Box 40,000, Vail, CO 81658

You also have access to the state, federal and quality organizations listed below:

Colorado Department of Public Health and the Environment
Health Facilities Division
4300 Cherry Creek Drive South
Denver, CO 80222
CDPHE Complaints, 303-692-2827
cdphe.hfdintake@state.co.us

Department of Regulatory Agencies (DORA)
1560 Broadway, Suite 1350
Denver, CO 80202
Phone: 303-894-7855 Toll-Free: 800-886-7675
Fax: 303-894-7885
www.dora.colorado.gov

Office for Civil Rights, Washington D.C.
(For HIPAA Privacy and Discrimination Issues)
https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019; 800-537-7697 (TDD)
Complaint forms: http://www.hhs.gov/ocr/ffile/index.html

Colorado Office of Behavioral Health
1524 West Princeton Circle
Denver, CO 80236
303-866-7400
www.colorado.gov/achs

The Joint Commission
At www.jointcommission.org, using the
“Report a Patient Safety Event” link in the “Action Center” (see Figure 2) on the home page of the website
Fax: 630-792-5636
Office of Quality and Patient Safety, The Joint Commission,
One Renaissance Boulevard, Oakbrook Terrace
IL 60181

Beneficiary and Family Centered Care - Quality Improvement Organization
(BFCQ-GIO)
Medicare beneficiaries have the right to request a review by the state peer review organization, KEPRO, for quality of care, Medicare written Notice of Noncoverage, or premature discharge concerns. This can be arranged through our patient representative or one of our care managers.
KEPRO
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-844-430-9504
TTY 1-855-843-4776
www.keprojo.com

Natural parents and/or legal guardians of babies and children have the same rights and responsibilities as other patients while we are providing care and treatment for a minor child unless otherwise restricted.