

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 Behavioral Health 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 (or your designated representative) 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 provider in terms you can understand.
- To know, by name and credentials, the provider responsible for your care and/or the provider providing procedures or treatments for you.
- To participate in decisions about your care, and to receive from your provider information necessary to give informed consent before the start of any procedure and/or treatment, including consent to utilization of telehealth technologies and any special informed consent regarding use of telehealth technologies. 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 any drug, test, procedure, or treatment to the extent permitted by law, and to be informed of the medical consequences and benefits of this action.
- 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 or seclusion 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.
- To privacy and confidentiality about your care and medical records.
- To look at your medical records, request an amendment to them, and have the information explained, except when restricted by law.
- To voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal or unreasonable interruption of care. If you wish to file a formal grievance, you may get information about the patient grievance process from the Patient Advocate during weekdays or the house supervisor on evenings and weekends. You have the right to speak to an administrator regarding a complaint or grievance. Call the main hospital number (970-476-2451) and ask for the house supervisor or administrator on call. You have the right to file a grievance with the State of Colorado or other agencies without going through our internal grievance process.
- To request reasonable accommodation, auxiliary aids or services as needed for individuals with disabilities. Access features include: level access into the first floor with elevator access to other floors, fully accessible offices, restrooms, cafeteria, patient treatment areas, etc. Let the receptionist or your nurse know if you require specific auxiliary aids or services. Complaints regarding discrimination should be directed to the Patient Advocate.
- To be free from abuse or harassment, and to access protective services, including guardianship and advocacy services, and child or adult protective services.
- To have a family member, or representative of your choice, and your own physician, notified of your admission to the hospital promptly upon request.
- To have a family member, friend or other individual (regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression) to be present for emotional support during the course of stay unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be your surrogate decision-maker or legally authorized representative.
- To receive information, at no cost, in a manner you understand including: language interpreters, translation and information written in other languages; and assistive and communication aids including qualified sign language interpreters and readers and written information in other formats (for example, audio, electronic, large print.)
- To an environment that is safe, secure, comfortable, preserves dignity and contributes to a positive self-image.
- To ask for help in setting up community and health services after discharge. Let your nurse know if you want to talk to our case managers/medical social workers.
- To have the same standard of care from your provider no matter the modality of care (in-person or via telehealth technologies).
- To receive, upon request, prior to the initiation of non-emergency care or treatment, the estimated average charge, consistent with all state and federal laws and regulations.
- To receive, upon request, Vail Health's general billing procedures.
- To receive, upon request, an itemized bill that identifies treatment and services by date.
- To be told whether referrals to other providers are to entities in which Vail Health has a financial interest.
- To request an in-network healthcare provider to provide services at an in-network facility, if available.

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.

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 management. Contacts include:

Vail Health Behavioral Health

Kimberly Goodrich, Program Improvement Director
programimprovement@vailhealth.org
Phone: 970-569-7765
Mailing Address: PO Box 1529, 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/office/file/index.html>

Colorado Office of Behavioral Health

3824 West Princeton Circle
Denver, CO 80236
303-866-7400
www.colorado.gov/cdhs

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 (BFCC-QIO)

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.keproqio.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.

