



**DENVER  
HEALTH™**  
— est. 1860 —  
FOR LIFE'S JOURNEY

# YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT AT DENVER HEALTH

## AS A DENVER HEALTH PATIENT YOU HAVE THE RIGHT TO:

- A. Receive a copy of your rights as a patient and have them explained to you in a language and manner you understand when you are receiving care or any time you ask.
- B. Receive care and treatment that is respectful, recognizes your dignity, cultural and personal values, and religious beliefs, promotes a positive self-image, and provides for your personal privacy to the extent possible during the course of treatment.
- C. Receive care and access to Denver Health programs free from restrictions based on age, race or ethnicity, color, national origin, religion, culture, socio-economic status, sex, sexual orientation, gender identity or expression, genetic information, or mental or physical disability.
- D. Get information about your medical conditions and care in a manner you understand—regardless of language spoken, impairment, or disability—including receiving auxiliary communication aids or translation services through a qualified medical interpreter as needed.
- E. Be told the status and outcomes of your medical care, including any unanticipated outcomes of care.
- F. Understand and participate in the creation and implementation of your treatment, pain management, and hospital discharge plans.
- G. Make informed decisions about treatments and procedures you may receive as part of your care, including getting information about the potential benefits, risks, and side effects. Your right to make informed decisions about your care also includes the right to request treatment, drugs, tests, or procedures you believe are necessary, to change your mind about having a procedure done, and to refuse treatment.
- H. Choose whether or not to participate in research or clinical trials and have your rights respected during the research.
- I. Know the name, professional status, and experience of physicians or other health care providers who provide your care, treatment, and services.
- J. Know that Denver Health is a teaching facility and some care may be provided by health care providers in training.
- K. Get care that is right for you and your family's emotional, spiritual, and developmental needs.
- L. Have Denver Health notify your physician and/or a person of your choice when you are admitted to the hospital or when your illness worsens.
- M. Have a family member, friend, or other individual with you for emotional support while you are in the hospital, unless it is medically or therapeutically unsafe for either of you or it infringes on others' rights or safety.
- N. Have a personal representative (as allowed under state law) remain informed and make direct care decisions when you are not able to make decisions about your care because of a mental or physical condition. This person may also exercise your rights to access your health information.
- O. Expect that Denver Health will follow the law and its policies and procedures on medical record confidentiality and access, including the following:
  - i. Give you a Notice of Privacy Practices that explains how Denver Health protects your health information and your rights to your health information.
  - ii. Allow you to access, request changes to, and obtain information on disclosures of your personal health information, as described in the Notice of Privacy Practices.
  - iii. Allow you to access information contained in your medical records within a reasonable time frame.
  - iv. Allow you to give or withhold consent for Denver Health to make or use pictures, recordings, or other images of you for purposes other than your medical care.
- P. Receive billing information upon request, including:
  - i. Estimated charges for non-emergent services prior to receiving the care or treatment. The estimated charges may be based on an average patient with a similar diagnosis.
  - ii. Help applying for health insurance or financial aid programs.
  - iii. Help with understanding your share of the cost of medical services, such as insurance deductibles and copays.
  - iv. A copy of Denver Health's general billing procedures.
  - v. An itemized bill.
  - vi. Answers to questions about a bill for services.
- Q. Request access to and have help in getting guardianship and advocacy services, conservatorship, and/or child or adult protective services.
- R. Get care in a safe setting that is free from neglect, exploitation, and verbal, mental, or physical abuse.
- S. Except for persons in custody, be free from the use of seclusion and restraints of any form which are not medically necessary or which are used as a means of coercion, discipline, convenience, or retaliation.
- T. Have your personal wishes followed for life support and organ gifts.
- U. Create an advance directive. An advance directive is a legal document that allows you to give directions about future medical care or to direct another person to make

medical decisions for you if you cannot make decisions yourself. Advance directives include living wills, CPR directives, medical durable powers of attorney, and medical orders for scope of treatment (MOST) forms.

- V. Have your care providers comply with advance directives when they are valid, apparent, and available. You have the right to be informed when an advance directive cannot be followed. If you are undergoing anesthesia or invasive procedures and have a CPR directive, we will ask you prior to the procedure to decide whether to temporarily suspend the CPR status during the procedure. If a clear decision is not reached prior to the procedure, the CPR directive will be suspended during the procedure/ anesthesia and during immediate recovery, but typically not longer than 24 hours following the procedure.
- W. Voice complaints and give feedback freely without fear that it will result in coercion, discrimination, retaliation, or an unreasonable interruption in care.
- X. Receive information about Denver Health's complaint resolution process and file a concern with:
  - i. Denver Health Patient Advocates. Call 303-602-2915 or write to 777 Bannock Street, MC 0255, Denver, CO 80204. You have the right to have your concern reviewed and to receive a response that explains the outcome or resolution of the review, the steps that were taken to investigate your complaint, and the name of the person who investigated on your behalf.
  - ii. Colorado Department of Public Health and Environment. Call 303-692-2800 or write to 4300 Cherry Creek Drive South, Building A, 2nd Floor, Denver, CO 80206.
  - iii. KEPRO (for Medicare beneficiaries with concerns about quality of care or coverage decisions or to challenge a discharge). Call 888-317-0891, fax to 833-868-4062, or visit <https://www.keproqio.com/>.
  - iv. The Joint Commission. Call 800-994-6610 or write to the Quality Monitoring Office, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
  - v. The U.S. Department of Health and Human Services, Office for Civil Rights (for privacy-related or discrimination related complaints). Call 303-844-2024 (TDD 303-844-3439) or write to 999 18th Street, Suite 417, Denver, CO 80202.
  - vi. Colorado Department of Regulatory Agencies (DORA). Call 303-894-7855 or toll-free at 800-886-7675, write to 1560 Broadway, Suite 110, Denver, CO 80202, or visit <https://www.colorado.gov/dora>.

## AS A DENVER HEALTH PATIENT YOU HAVE THE RESPONSIBILITY TO:

- A. Treat all Denver Health staff, patients, and visitors with courtesy, dignity, and respect.
- B. Follow Denver Health rules, including the visitor policy and posted signs. Patients or visitors who violate Denver Health rules and policies may be asked to leave Denver Health property.
- C. Keep your appointments and be on time. If you can't keep your appointment, call the Appointment Center (303-436-4949) as soon as possible to reschedule.
- D. Give correct and complete information about your:
  - 1. Present symptoms;
  - 2. Past illnesses;
  - 3. Other hospitalizations;
  - 4. Current medications.
- E. Take part in your care and follow the treatment plan you and your providers agree on.
- F. Be aware of what will happen if you refuse treatment or do not follow instructions and take responsibility for those actions.
- G. Give Denver Health copies of any advance directives you have created.
- H. Contribute to a safe environment for all patients, visitors, and staff by not making threats or being abusive or violent to others. This includes never bringing unauthorized weapons onto Denver Health property or encouraging others to engage in hostile behavior.
- I. Not smoke (including e-cigarettes) or use tobacco anywhere on Denver Health property, including in public spaces outside the buildings and in the parking areas.
- J. Not use illegal drugs, marijuana, or alcohol on Denver Health property.
- K. Be thoughtful of other patients and staff by helping to control noise or other potential disturbances.
- L. Never take pictures or record videos of staff, equipment, or any non-family members on Denver Health property except with prior permission.
- M. Tell your provider if you want to leave your care area when you are getting care in the hospital, including if you want to refuse treatment and leave or if you want to walk around. Stay with your staff escort if you and your medical team agree that is safe for you to walk around outside your care area while you are getting care in the hospital.
- N. Tell care providers or Patient Advocates about any safety or care concerns.
- O. Upon request, give Denver Health copies of records needed for registration, financial screening, and billing purposes.
- P. For parents, guardians, and legally authorized representatives, provide records to Denver Health upon request that show your authority to consent to care for your child or for the patient you represent.
- Q. Pay the amount you owe for your medical care and services on time.
- R. Ask questions.

Denver Health and Hospital Authority does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, sex, sexual orientation, gender identity or expression, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Denver Health directly or through a contractor or any other entity with which Denver Health arranges to carry out its programs and activities.