

# Your Rights and Responsibilities as a Patient at Denver Health



## As a Denver Health patient you have the right to:

- A. Receive a written statement and have your rights explained to you when you are admitted, enrolled, or any time you request.
- B. Receive care and treatment that is respectful, recognizes your dignity, cultural and personal values and religious beliefs, provides for your personal privacy to the extent possible during the course of treatment, and promotes a positive self-image.
- C. Receive care and access to Denver Health programs and activities without regard to race, color, national origin, sex, sexual orientation, gender identity or expression, disability, or age.
- D. Effective communication, in a manner you understand (including free interpreting and translation services) regardless of the language spoken, impairment, or disability.
- E. Be informed of your medical status, diagnosis, prognosis, and outcomes of care provided, including unanticipated outcomes.
- F. Participate in the development and implementation of the treatment, pain management, and discharge plans.
- G. Make informed decisions for all treatments and procedures. This includes the right to consent to, request, or refuse treatment, drugs, tests, or procedures, and to be informed of the risks and benefits of that action.
- H. Know the name, professional status, and experience of:
  - i. The physician or other health care provider who has primary responsibility for your care, treatment, and services, and
  - ii. The other physicians or health care providers who will provide your care, treatment, and services.
- I. Care delivered in accordance with your needs.
- J. Know that Denver Health is a teaching facility and some care may be provided by health care providers in training.
- K. Choose whether or not to participate in research or clinical trials and have your rights respected during the research.
- L. Have a person of choice and a personal physician notified upon your hospital admission or when your illness worsens.
- M. 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 pertaining to health information.
- N. Expect that Denver Health will follow its policies and procedures and laws relating to the confidentiality and access of medical records. This includes the right to:
  - i. Receive a Notice of Privacy Practices that explains how Denver Health protects your health information and your rights with regard to your health information.
  - ii. Access, request amendment to, and obtain information on disclosures of your personal health information.
  - iii. Access information contained within your medical records within a reasonable time frame, except in certain cases, which will be explained.
  - iv. Give or withhold consent for Denver Health to make or use pictures, recordings, or other images of you for purposes other than your care.
- O. Receive billing information upon request, including:
  - i. Prior to receiving care or treatment, the estimated charge for non-emergent care. The estimated charge may be based on an average patient with a similar diagnosis.
  - ii. Help applying for insurance or financial aid programs.
  - iii. Assistance with determining charges such as deductibles and co-pays.
  - iv. A copy of Denver Health's general billing procedures.
  - v. An itemized bill.
  - vi. Answers to questions about a bill for services.
- P. Request access and receive help in seeking protective services such as guardianship and advocacy services, conservatorship, and child or adult protective services.
- Q. Receive care that is free from neglect, exploitation, verbal, mental, or physical abuse, or conditions that are not safe.
- R. Except for persons in custody, be free from the use of seclusion and restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation.
- S. Have your personal wishes followed for life support and organ gifts.

- T. Create Advance Directives. 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.
- U. Have persons providing care comply with Advance Directives when they are valid, apparent, and available and be informed when an advance directive cannot be followed. If you are undergoing anesthesia or invasive procedures and have a CPR Directive, a decision should be reached with you prior to the procedure as to whether the CPR status will be temporarily suspended during the procedure. If no clear decision as to CPR status is reached prior to the procedure, the CPR Directive will be suspended during anesthesia/the procedure and during immediate recovery, but typically not longer than 24 hours following the procedure.
- V. Voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care.
- W. Receive information about Denver Health's complaint resolution process and file a concern with:
  - i. A Denver Health Patient Representative by calling (303) 602-2915 or writing to 777 Bannock St., MC 0255, Denver, CO 80204. The patient has the right to have the concern reviewed and to receive a response that includes the name of the hospital contact person, the steps that were taken to investigate the complaint, and the outcome.
  - ii. The Colorado Department of Public Health and Environment by calling (303) 692-2800 or writing to 4300 Cherry Creek Drive So., Building A, 2nd Floor, Denver, CO 80206.
  - iii. KEPRO, for Medicare beneficiaries with concerns about quality of care, coverage decisions, and to challenge a discharge by calling 1-844-430-9504 or faxing 1-844-878-7921.
  - iv. The Joint Commission by calling (800) 994-6610 or writing to the Quality Monitoring Office, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
  - v. Denver Health's Office of Patient Representatives, for complaints regarding access to services or discrimination on the basis of disability, by calling (303) 602-2915 or writing to 777 Bannock Street, MC 0278, Denver, CO 80204. The patient can also contact the U.S. Department of Health and Human Services, Office for Civil Rights by calling (303) 844-2024 (TDD 303-844-3439) or writing to 999 18th Street, Suite 417, Denver, CO 80202.
  - vi. DORA- Department of Regulatory Agencies by calling (303)894-7855 or toll-free at (800)886-7675 or writing to 1560 Broadway Suite 110, Denver, CO 80202. [dora.registration@state.co.us](mailto:dora.registration@state.co.us)

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### As a Denver Health patient you have the responsibility to:

- A. Treat Denver Health staff, patients, and visitors with courtesy, dignity, and respect.
- B. Follow Denver Health rules that include Denver Health's non-smoking and visitors policies.
- C. Consider the rights of other patients and staff and to help control noise and number of visitors.
- D. Upon request, give Denver Health copies of records needed for registration, financial screening, and billing purposes.
- E. Give Denver Health copies of any advance directives you have created and any guardianship papers or other court documents needed to show authority to consent for care and treatment.
- F. Pay the required share of the bill and co-payments on time.
- G. Give correct and complete information about your:
  1. Present symptoms;
  2. Past illnesses;
  3. Other hospitalizations;
  4. Current medications;
  5. Other pertinent health care questions.
- H. Keep appointments and be on time.
- I. Accept the results if treatment is refused or care provider instructions are not followed.
- J. Take part in the care provided.
- K. Tell care providers or patient advocates about care concerns.
- L. 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.*