

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Decision Making

You or your representative(s) have the right to:

- Be informed before care is given or discontinued whenever possible.
- Receive accurate and current information regarding your health status in terms you can understand, allowing you to make informed decisions.
- Participate in planning for your treatment, care and discharge recommendations. A Representative of your choice may represent you if you cannot make your own decisions according to state law.
- Receive an explanation of proposed procedure or treatment, including risks, serious side effects and treatment alternatives, including request for second opinion or specific treatment.
- Participate in managing your pain effectively.
- Refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- Receive emergency care or transfer to higher level of care (Hospital) should this be necessary, providing full explanation of the need based on your medical condition & without needing to wait for authorization.
- Have persons of your choice and their physicians promptly notified of hospital admission.
- Write an advance directive and have this advance directive documented in a prominent part of the patient chart.
- Accept, refuse or withdraw from clinical research.
- Choose or change your healthcare provider.

Quality of Care

You have the right to:

- Respectful treatment in a safe setting, which recognizes and maintains your dignity and personal values without discrimination.
- Accurate information about facility where services are received and credentials of health care personnel involved in your care.
- Interpreters and/or special equipment to assist language communication needs.
- Information about continuing healthcare requirements following discharge, including how to access care after hours.

Confidentiality and Privacy

You have the right to:

- Personal privacy and care in a safe setting free from abuse, harassment, discrimination or reprisal.
- Personal information being shared only with those who are involved in your care.
- Confidentiality of your medical and billing records.
- Notification of breach of unsecured personal health information.

Grievance Process

You or your representative has the right to:

- Fair, fast, and objective review of any complaint you have against your health plan, physician or healthcare personnel without fear of reprisal.
- Submit a formal complaint either verbally or in writing as shown below. You will receive a written notice of decision within 15 business days from when the complaint was made known.

Nondiscrimination

Canyon View Ambulatory Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Canyon View Ambulatory Surgery does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

Canyon View Ambulatory Surgery:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreter
- Written information in other formats (large print)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreter
- Information written in other languages

If you need these services contact the Surgery Center Administrator or any staff member.

If you believe that Canyon View Ambulatory Surgery Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Administrator of ASC: Lori Puhl, RN-BC, BSN, MHA 2373 G RD STE 180 Grand Junction Co 81505, 970-773-2350

Colorado Department of Health 303-692-2904 or email: bfdintake@cdphe.state.co.us

Office for Civil Rights Complaint Portal, <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 are available at <http://www.hhs.gov/ocr/office/file/index.html>.

CMS Ombudsman, <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

CMS 1-800-MEDICARE (1-800-633-4227)

Office of Inspector General, [Http://www.oig.hhs.gov/hotlineoperations.html](http://www.oig.hhs.gov/hotlineoperations.html)

OIG 800-447-8477 or OIG Department of Health & Human Services, Attn: Hotline P.O. Box 23489

Washington D.C. 20026

Accreditation Association of Ambulatory Health Care www.aaahc.org

PATIENT RIGHTS AND RESPONSIBILITIES

Access to Medical Records

You have the right to:

- Speak privately with health care providers knowing your health care information is secure.
- Review and receive a copy of your Medical Records (including electronic format) upon written request and received within 30 days by secure transmission.

Seclusion and Restraints

You have the right to:

- Be free from seclusion or restraint for behavioral management unless medically necessary to protect your physical safety or the safety of others.

Billing

You have the right to:

- A complete explanation of your bill and payment policies.
- Payment privacy when you choose to opt out of insurance coverage, in accordance with federal regulations

PATIENT RESPONSIBILITIES

Providing Information

You have the responsibility to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, current use of prescribed or OTC medications, and nutritional supplemental products and other health-related matters.
- Report perceived risks in your care and unexpected changes in your condition.
- Provide an Advanced Directive if you have one.
- Provide accurate and updated demographic and contact information for insurance and billing.

Involvement

You have the responsibility to:

- Participate in your plan of care and follow the recommended treatment plan.
- Ensure you have a designated responsible adult to provide transportation and assist with your care for 24 hours.

Respect and Consideration

You have the responsibility to:

- Act in a respectful and considerate manner toward healthcare providers, other patients, and visitors; physical or verbal threats or conduct which is disruptive to business operations will not be tolerated.
- Be respectful of the possessions or property of others.
- Be mindful of noise levels.

Insurance Billing

You have the responsibility to:

- Know the extent of your insurance coverage.
- Know your insurance requirements such as pre-authorization, deductibles and co-payments.
- Call the billing office with questions or concerns regarding your bill.
- Accept personal financial responsibility for any charges not covered by your insurance as promptly as possible.

Your physician may have a financial interest in this Surgery Center.

Name of any physician investor with > 5% ownership.

Canyon View is a joint venture between Community Hospital and GJASC Physician Investors, LLC.

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Signature: _____ Date: _____