



## Patient Rights & Responsibilities

### Patient Rights

1. A patient has the right to respectful care given by competent workers.
2. A patient has the right to know the names and the jobs of his or her caregivers.
3. A patient has the right to privacy with respect to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know.
4. A patient has the right to have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient or as required by law.
5. A patient has the right to request amendments to and obtain information on disclosures of his or her health information, in accordance with law and regulation.
6. A patient has the right to know what facility rules and regulations apply to his or her conduct as a patient.
7. A patient has the right to have emergency procedures done without unnecessary delay.
8. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. A patient has the right to make informed decisions regarding his or her care and has the right to include family members in those decisions.
10. A patient has the right to information from his or her doctor to be able to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis, and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
11. A patient given the option to participate in research studies has the right to complete information and may refuse to participate in the program. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care.
12. A patient has the right to refuse any drugs, treatment or procedures to the extent permitted by law after hearing the medical consequences of refusing the drug, treatment, or procedure.

13. A patient has the right to have help getting another doctor's opinion at his or her request and expense.
14. A patient has the right to care without regard to race, color, religion, disability, sex, sexual orientation, national origin, or source of payment.
15. A patient has the right to be given information in a manner that he or she can understand. A patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter, when possible.
16. Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's doctor only for sound medical reasons. A patient has the right to have information in the medical record explained to him or her.
17. A patient has the right not to be awakened by staff unless it is medically necessary.
18. A patient has the right to be free from needless duplication of medical and nursing procedures.
19. A patient has the right to treatment that avoids unnecessary discomfort.
20. A patient has the right to be transferred to another facility only after care and arrangements have been made and the patient has been given complete information about the hospital's obligations under law.
21. A patient has the right to a copy of his or her bills. A patient also has the right to have the bill explained.
22. A patient has the right to request help in finding ways to pay his or her medical bills.
23. A patient has the right to help in planning for his or her discharge so that he or she will know about continuing health care needs after discharge and how to meet them.
24. A patient has the right to access people or agencies to act on the patient's behalf or to protect the patient's right under law. A patient has the right to have protective services contacted when he or she or the patient's family members are concerned about safety.
25. A patient has the right to be informed of his or her rights at the earliest possible time during his or her treatment.
26. A patient has the right to make advance directives (such as a living will, health care power of attorney and advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
27. A patient has the right to personal privacy and to receive care in a safe and secure setting.
28. A Medicare patient has the right to appeal decisions about his or her care to a local Medicare Review Board. The Facility will provide the name, address, and phone number of the local Medicare Review Board and information about filing an appeal.
29. A patient has the right to be free from all forms of abuse or harassment.
30. A patient has the right to be free from the use of seclusion and restraint, unless medically authorized by the physician. Restraints and seclusion will be used only as a last resort and in the least restrictive manner possible to protect the patient or others from harm and will be removed or ended at the earliest possible time.

31. A patient has the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient.
32. A patient has the right to pastoral care and other spiritual services.
33. A patient has the right to be involved in resolving dilemmas about care decisions.
34. A patient has the right to have his or her complaints about care resolved.
35. A patient and his or her family have the right to request assistance from the Nash Hospitals, Inc ad hoc ethics committee for ethical issues, such as starting or stopping treatments to keep patients alive, differences of opinion or when advance directives cannot be honored.
36. The patient has the right to appropriate pain management.
37. A patient has the right to be free from financial exploitation by the health care facility.

## Children and Adolescents

1. The family/guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision-making as limited by law.
2. A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to his or her age, size, and needs.
3. A child or adolescent patient whose treatment requires a long absence from school has the right to education services. These services will be arranged with the local school system.

## Patient Responsibilities

1. Patients are responsible for providing correct and complete information about their health and past medical history.
2. Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.
3. Patients are responsible for reporting if they do not understand the planned treatment or their part in the plan.
4. Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other health personnel.
5. Patients are responsible for keeping appointments.
6. Patients are responsible for treating others with respect.
7. Patients are responsible for following facility rules regarding smoking, noise, and use of electrical equipment.

8. Patients are responsible for what happens if they refuse the planned treatment.
9. Patients are responsible for paying for their care.
10. Patients are responsible for respecting the property and rights of others.
11. Patients are responsible for assisting in the control of noise and the number of visitors in their rooms.

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**To Report a Patient's Rights Concern, Please Contact:**

**Ethics and Compliance Officer**

Spanish Peaks Regional Health Center  
24500 US Highway 160  
Walsenburg CO 81089  
719-738-4591 Telephone  
719-738-5138 Fax  
888-590-2107 Compliance Hotline  
[compliancesm@sprhc.org](mailto:compliancesm@sprhc.org)

**Huerfano County Ombudsman**

800-288-1376

**Colorado Department of Public Health and Environment**

4300 Cherry Creek Dr S  
Denver CO 80222-1530  
303-692-2000

**Colorado Department of Regulatory Agencies (DORA)**

303-894-7855

**U.S. Department of Health and Human Services**

Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independent Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019 Telephone  
1-800-537-7697 (TDD)  
[hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html](https://hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html)

## Discrimination is Against the Law

Huerfano County Hospital District complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Huerfano County Hospital District does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Huerfano County Hospital District:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, the Ethics & Compliance Officer.

If you believe that Huerfano County Hospital District has failed to provide these services, or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Ethics & Compliance Officer  
23500 US Highway 160  
Walsenburg, CO 81089  
(719) 738-4591 Telephone  
(719) 738-5138 Fax  
888-590-2107 Compliance Hotline  
Email: [compliancesm@sprhc.org](mailto:compliancesm@sprhc.org)

You can also file a civil rights complaint with:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
800-368-1019 Telephone  
800-537-7697 (TDD)  
[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html)

## ATTENTION

If you do not speak English, language assistance services, free of charge, are available to you. Call 1-719-738-4591.

**Español (Spanish)** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-719-738-4591.

**Tiếng Việt (Vietnamese)** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-719-738-4591.

**繁體中文 (Chinese)** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-719-738-4591。

**한국어 (Korean)** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-719-738-4591. 번으로 전화해 주십시오.

**Русский (Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-719-738-4591.

**አማርኛ (Amharic)** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-719-738-4591.

**(Arabic)** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-719-738-4591.

**Deutsch (German)** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-719-738-4591.

**Français (French)** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-719-738-4591.

**नेपाली (Nepali)** ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-719-738-4591.

**Tagalog (Filipino)** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-719-738-4591.

**日本語 (Japanese)** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-719-738-4591。まで、お電話にてご連絡ください。

**Cushite ◇ Oroomiffa (Oromo)** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-719-738-4591.

**Persian (Farsi)** توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرد. 1-719-738-4591.

**Kru Bàsòò-wùdù-po-nyò (Bassa)** Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké ò [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wudù kà kò dò po-poò béìn ò gbo kpáá. Đá 1-719-738-4591.

**Igbo asusu (Ibo)** Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-719-738-4591.

**èdè Yorùbá (Yoruba)** AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-719-738-4591.