



## PATIENT RIGHTS AND RESPONSIBILITIES

Vail Valley Surgery Center (VVSC) recognizes the patient as an individual with personal values and a belief system that impact his/her attitude to the care provided by Vail Valley Surgery Center. A patient of Vail Valley Surgery Center is entitled to certain rights and privileges.

The following information shows the basic rights and responsibilities of the patient. This information is not an all-inclusive statement of all rights to which a patient may be entitled under federal and state law, but is intended to supplement any other rights under law as they may be applicable to a patient.

Vail Valley Surgery Center will not discriminate based on race, color, creed, religion, age, sex, sexual orientation, national origin, disability, or source of payment.

The patient has the right to:

- be given information and participate in all decisions involving the patient's diagnosis, evaluation, care or treatment, and prognosis except when such participation is contraindicated for medical reasons, and except when such participation is medically inadvisable, in which case the information is provided to a person designated by the patient or to a legally authorized person.
- be informed about whether the health care entity is participating in teaching programs, to provide informed consent prior to being included in any clinical trials relating to the patient's care, and to refuse to participate in research.
- refuse any drug, test, procedure, or treatment and to be informed of risks and benefits of this action.
- care and treatment, in compliance with state statute, that is respectful, considerate, recognizes a person's dignity, cultural values and religious beliefs, and provides for personal privacy to the extent possible during the course of treatment.
- know the names, professional status, credentials, and experience of the staff that are providing care or treatment to the patient.
- receive, upon request:
  - o prior to initiation of care or treatment, the estimated average charge to the patient for non-emergent care.
  - o the health care entity's general billing procedures and payment procedures.
  - o an itemized bill that identifies treatment and services by date.
- give informed consent for all treatment and procedures regarding risk, benefits, alternatives and expected outcomes before treatment or procedures are performed.
- be communicated with in the language or manner primarily used by the patient, if reasonable.
- be free of abuse, neglect, or harassment.
- be free of the inappropriate use of restraints.
- only be accepted for care and services when the facility can meet their identified and reasonable anticipated care, treatment, and service needs, except in emergent situations.
- care delivered by the health care entity in accordance with the needs of the patient.
- confidentiality of medical records.
- receive care in a safe setting.
- change providers if other qualified providers are available.
- disclosure of physician financial interest or ownership in VVSC.
- disclosure as to whether referrals to other providers or entities in which the health care entity has a financial interest.
- receive written information regarding policies on advanced directives, including a description of applicable state health and safety laws, and if requested, official state advance directive forms.
- formulate advance directives and have the health care entity comply with such directives, as applicable and in compliance with applicable state and federal statutes and VVSC policy.

- register complaints or grievances without being subjected to discrimination or reprisal. Written complaints may be submitted to the Administrator at Vail Valley Surgery Center, P.O. Box 1270, Vail, CO 81658.
- register complaints or grievances without being subjected to discrimination or reprisal. Written complaints may be submitted to the Accreditation Association for Ambulatory Health Care, 5250 Old Orchard Road, Suite 200, Skokie, IL 60077.
- request the address of the Colorado State Board of Medical Examiners and the Colorado Podiatry Board, from the patient advocate. These boards, however, are prohibited from arbitrating or adjudicating fee disputes between licensees or between a licensee and any other party, pursuant to various sections of the Colorado Revised Statutes.
- make a formal complaint to the state, without being subjected to discrimination or reprisal, by contacting them at: Complaint Intake Coordinator, Colorado Department of Public Health and Environment, 4300 Cherry Creek Drive South 2A, Denver, CO 80222. Telephone: (303) 692-2829. Additional resources may be found at the website for the Office of the Medicare Beneficiary Ombudsman: <https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

A designated surrogate or proxy decision-maker may exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent, or is a minor. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

As a patient you have the responsibility to:

- ask questions if you do not understand what you have been told by physicians and staff.
- promptly voice your concerns.
- be considerate to staff members and other patients.
- refrain from bringing any legal or illegal drug/medication into the VVSC unless requested to do so by staff.
- provide complete and accurate information to the best of your ability about your health, any medication, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- understand and honor financial obligations related to your care and accept personal financial responsibility for any charges not covered by your insurance.
- follow your agreed upon treatment plan and to do as much for yourself as is compatible with your illness.
- follow facility rules.
- secure your valuables/belongings and/or arrange for these to be taken home by a friend or family member.
- respect property that belongs to the facility or others.
- inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- provide a responsible adult to transport you home from the facility and remain with you for 24 hours, unless not required by your provider.