

Patient Rights

Patients have the right to:

1. Participate in all decisions involving your care, treatment and services including the right to have own physician promptly notified of admission to the hospital.
2. Be informed and give consent to care and access of your medical records and access, request amendment to, and obtain information on disclosures of health information in accordance with law and regulation.
3. Be informed and give consent prior to care by students and others involved in teaching programs prior to the care.
4. Information and to provide informed consent prior to being included in any clinical trials.
5. Refuse any drug, test, procedure, or treatment and to be informed of risks and benefits of this action.
6. Be treated with respect regarding your right to and need for effective communication
7. To care and treatment that is respectful, recognizing your dignity, cultural and personal values, beliefs and preferences. Receive accommodation for religious and other spiritual services.
8. To care that provides for personal privacy to the extent possible during the course of treatment.
9. To know the names, professional status and experience of the staff that is providing your care.
10. Receive upon request, prior to initiation of care or treatment, the estimated average charge for non-emergent care. This includes deductibles and copayments that would not be covered by your insurance or payment source. The information also includes known variables that may alter the estimated charges.
11. Knowledge of general billing procedures including receipt of an itemized bill that identifies treatment and services by date. The itemized bill will be made available either within 10 business days of the request or 30 days after discharge for inpatients or 30 days after the service is rendered, whichever is later.
12. Give informed consent for all treatment and procedures. It is the responsibility of the licensed independent practitioner and other health professionals to obtain the consent for procedures that they provide.
13. Register complaints with The Memorial Hospital at Craig (970-824-9411) or Colorado Department of Public Health and Environment (800-886-7689) or Colorado Department of Regulatory Agencies (DORA) (303-894-7800) and to be informed of the procedures for registering complaints, including contact information.
14. Be free of abuse and neglect. Be free of inappropriate use of restraints. Receive care in a safe setting.
15. To pain management.
16. To care delivered in accordance with your needs as a patient and confidentiality of your medical record.
17. To disclosure regarding referrals to agencies that The Memorial Hospital d/b/a Memorial Regional Health has a financial interest.

18. To formulate an advanced directive and have The Memorial Hospital d/b/a Memorial Regional Health comply with such directives as applicable with state statute. To be referred to resources for assistance for formulating an advanced directive if needed.
19. To voice concerns about care or service without affecting that care or service.
20. Receive visitors, subject to his/her consent, whom he or she designates, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend, and his or her right to withdraw or deny such consent at any time.
21. To have present a family member, friend, or other individual to be present with the patient for emotional support during the course of the stay. The presence of the individual shall not infringe on others' rights safety, or be considered medically or therapeutically contraindicated.
22. Be informed of his/her visitation rights including any clinical restriction or limitation upon such rights, in advance of furnishing care whenever possible.
23. Be free of discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
24. To be informed or have a patient-surrogate/power-of-attorney/proxy informed by hospital about unanticipated outcomes of care, treatment, and services that relate to sentinel events considered reviewable by the organization's accrediting body.
25. To be informed or have a patient-surrogate/power-of-attorney/proxy informed by practitioner or person responsible for managing care, treatment and services about unanticipated outcomes of care, treatment, and services related to sentinel events when not already aware of the occurrence or when further discussion is needed.