



Patient Rights & Responsibilities

YOU HAVE THE RIGHT...

- To be informed of your rights in advance of receiving or discontinuing care and to participate in the development and implementation of your plan of care.
- To quality, considerate, respectful care always; regardless of race, creed, color, religion, age, gender, national origin, sexual orientation, veteran status, individual disability, or sources of payment for care.
- To effective communication, regardless of language or other barriers, in a manner you can understand.
- To an interpreter, auxiliary aids and/or translation services provided free of charge.
- To request medically necessary and appropriate care and treatment.
- To have your pain managed in the safest way possible.
- To be informed of your health status; to be involved in all decisions involving your care and treatment and to give informed consent for all treatment and procedures.
- If unable to be involved in all decision involving my care, have an authorized representative exercise the patient rights.
- To an examination to determine if you have an Emergent Medical Condition, treatment, and, if necessary, transfer to another facility if you have a medical emergency or are in labor, regardless of your ability to pay.
- To have a family member or representative notified promptly of your admission to Lone Tree Surgery Center.
- To receive care or treatment that is courteous and respects your dignity.
- To privacy to the extent possible during your treatment.
- To be informed of facility policies and procedures.
- To be free from all forms of abuse or harassment.

- **To receive care in a safe setting.**
 - A. To be free from restraints of any form that are not medically necessary, including ones that are used as a means of coercion, discipline, convenience, or retaliation by staff.**
- **To be informed if Lone Tree Surgery Center is participating in teaching programs, research and/or experimental programs.**
- **To confidentiality of your health information as outlined in the Notice of Privacy Practices.**
- **To see your medical record within the guidelines established by law.**
- **To request and receive, prior to the initiation of non-emergent care or treatment, the charge(s), or an estimate of the charges for routine, usual, and customary services and any co-payment, deductible or non-covered charges, and the facilities general billing procedures.**
- **To receive information from you physician concerning the recommended treatment or procedure, the risks and benefits of such treatment or procedure, the probability of success, mortality risks, serious side effects, the recuperative period, and consequences of not receiving treatment.**

YOU HAVE THE RESPONSIBILITY...

- **To ask questions and promptly voice concerns.**
- **To be considerate of other patients, their property, and the Surgery Center personnel.**
- **To understand your insurance coverage and requirements such as preauthorization, deductibles, and co-payments.**
- **To provide information to help Lone Tree Surgery center process your bill for insurance. Ultimately, the patient is responsible for paying their bill.**
- **To keep all appointments.**
- **To give full information as it relates to your care.**
- **To tell their doctor or nurse when they have pain and let them know what helps them feel better and what does not.**
- **To report all health changes.**
- **To follow instructions and the treatment plan recommended by your physician.**
- **To secure your belongings.**

TO FILE A CONCERN COMPLAINT OR GRIEVANCE...

Please bring any concern, complaint or grievance to the immediate attention of the Surgery Center Director of Nursing.

Or you may contact the Surgery Center Ethics and Compliance Officer at (303.623.2680) and/or via email privacy@lonetreesurgerycenter.com.

As an alternate, a confidential hotline has been established and may be accessed at (720.739.3711).

If concerns are not resolved by the Surgery Center to the patient's satisfaction you may also contact:

The Colorado Department of Public Health & Environment

4300 Cherry Creek Drive South
Denver, CO 80246 – 1530
303.692.2904

Colorado Medical Board
(for concerns about physician services)
1560 Broadway, Suite 1350
Denver, CO 80202
303.894.7690

Colorado Board of Nursing
(for concerns about nurse services)
1560 Broadway, Suite 1350
Denver, CO 80202
303.894.2430

The Joint Commission
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181