PATIENT RIGHTS

As a patient, you have certain rights and responsibilities. Our primary responsibility is to give you the best possible health care. We encourage you to understand, cooperate and participate in your health care. Your questions, comments and suggestions are welcome. We will make every effort to protect your rights as a patient.

Notice of Program Accessibility and Nondiscrimination

Your Hope Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, sex or gender identity in its programs, services or activities or on any other basis prohibited by federal, state or local law. Your facility and all of its programs, services, and activities are accessible to and usable by individuals with disabilities, including persons who are deaf, hard of hearing or blind, or who have other sensory impairments.

You have the right ...

- To receive kind and respectful care, regardless of your personal values and beliefs, age, sex, race, color, religion, national origin, culture, language, disability, sex, sexual orientation, gender identity or payment source. No one will be denied examination for treatment for an emergency medical condition because of their ability to pay.
- To get complete, current information about your diagnosis, treatment and prognosis from your physician in terms you can understand.
- To know, by name, the physician responsible for your care and/or the physician providing procedures or treatments for you.
- To participate in decisions about your care, and to receive from your physician information necessary to give informed consent before the start of any procedure and/or treatment. Except in emergencies, information should include the specific procedure and/or treatment, the medically significant risks involved, the likely length of disability and medically significant alternatives.
- To refuse treatment to the extent permitted by law, and to be informed of the medical consequences if you do refuse treatment.
- To give or to withhold informed consent to produce or use recordings, films or other images of patients for purposes other than their care.
- To be told if your care involves human research or experimental treatment and to refuse to participate in such projects.
- To name a decision-maker for the times when you may not be able to make decisions for yourself, to receive information about formulating or revising an Advance Directive and expect it to be followed when the care is medically appropriate, within the facility’s capacity and relevant laws and regulations.
- To be told about pain and pain relief measures, and to participate in the development and implementation of a pain management plan.
- To be free from restraints that are not medically necessary.
- To express spiritual beliefs and cultural practices, as long as these do not harm others, interfere with treatment or interfere with hospital processes.
- To be involved in ethical questions that come up during your care and to ask for help from the Ethics Committee, which is available to help patients make difficult decisions. Some ethical questions may include refusing CPR, or other life prolonging actions, or stopping life-sustaining treatments, such as a breathing machine or feeding tube.

You have the responsibility ...

- To provide information that facilitates your care, treatment and services.
- To ask questions or acknowledge when you do not understand the treatment course or care decisions.
- To follow instructions, policies, rules and regulations in place to support quality for patients and a safe environment for all individuals in the hospital.
- To support mutual consideration and respect by maintaining civil language and conduct in your interactions with staff and licensed independent practitioners.
- To meet financial obligations.

Patient Grievance Process

We will do our best to address your patient care, patient rights and safety concerns. If, after working with your caregiver and department director, the resolution is not satisfactory, you may contact the organization management. Contacts include:

Your Hope Center
Carrie Benway, Executive Director
Teresa Haynes, PsyD, Clinical Director
Phone: (970) 306-4673
Mailing Address: PO Box 2127, Eagle, CO 81631

Eagle Valley Behavioral Health
Kimberly Goodrich, Program Improvement Director
programimprovement@valhealth.org
Phone: 970-569-7765
Mailing Address: PO Box 1509, Vail, CO 81658

You also have access to the state, federal and quality organizations listed below:

Colorado Department of Public Health and the Environment
Health Facilities Division
4300 Cherry Creek Drive South
Denver, CO 80222
CDPHE Complaints, 303-692-2827
cdphe.hdrepresent@state.co.us

Office for Civil Rights, Washington, D.C.
(F or HIPAA Privacy and Discrimination Issues)
https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 559F, HHW Building
Washington, D.C. 20201
1-800-368-1091: 800-537-7697 (TDD)
Complaint forms: http://www.hhs.gov/ocroffice/file/index.html

Colorado Office of Behavioral Health
3624 West Princeton Circle
Denver, CO 80236
303-866-7400
www.colorado.gov/odhs

The Joint Commission
At www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” [see Figure 2] on the home page of the website
Fax: 630-752-5636
Office of Quality and Patient Safety, The Joint Commission,
One Renaissance Boulevard, Oakbrook Terrace
IL 60181

Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO)
Medicare beneficiaries have the right to request a review by the state peer review organization, KEPRO, for quality of care. Medicare written Notice of Noncoverage, or premature discharge concerns. This can be arranged through our patient representative or one of our care managers.
KEPRO
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-844-439-9504
TTY 1-855-843-4776
www.keproqio.com

Natural parents and/or legal guardians of babies and children have the same rights and responsibilities as other patients while we are providing care and treatment for a minor child unless otherwise restricted.