

HOW TO FILE A COMPLAINT

Grand River Hospital District
Phone 970-625-6431

501 Airport Road, Rifle, Colorado 81650
or email jdearmin@grhd.org

**For Medicare Patients in Colorado,
Colorado Foundation for Medical Care
(Health Insight)**

Phone 1-800-7227-7086,
extension 704 or TTY 1-800-486-2048

Department of Regulatory Agencies (DORA)

Phone 303-894-7855 or 800-886-7675
Fax 303-894-7885
<http://cdn.colorado.gov>

**Colorado Department of Public Health
and Environment For Hospitals**

Phone 303-692-2827 or 800-886-7689, ext 2827
Fax 303-753-6214
www.cdphe.state.co.us



your life.
your health.
our mission.

501 AIRPORT ROAD | RIFLE, COLORADO 81650
970.625.1510

Your Patient Rights and Responsibilities



your life.
your health.
our mission.

The Patient/Designated Power of Attorney or Family Member has the right to:

1. Be treated with dignity and respect as an individual and to have respect for your psychosocial, spiritual and cultural values.
2. Receive treatment without regard to sex, cultural, economic, educational or religious background or the source of payment for care.
3. Receive effective communication regardless of language or other personal barriers. All patients are encouraged to ask questions about their plan of care, medications, or any aspect of their treatment. Translators will be arranged with an on-line translation service.
4. Participate in their care plan and treatment process.
5. Know the identity and professional status of all persons that provide care to them.
6. Consent to and be informed of their condition, tests/treatments to be performed, risks and benefits of such treatments and any alternations involved and the likelihood of success.
7. Be informed, upon request, prior to the initiation of non-emergent care or treatment for the average charge of that service they are about to receive.
8. Receive a copy of the bill, upon request, and an explanation of charges from Patient Financial Services.⁹ Expect that all personal, medical information is held confidential and only disclosed with their permission.
10. A secure environment for as much as can reasonably provided. Please send your valuables home if possible or give them to the nurse for safekeeping. The District cannot be responsible for personal valuables.
11. Refuse any drug, test, procedure or treatment consistent with other state and federal statutes and to be informed of the probable, possible or likely medical consequences of the action. You may request another physician or to be discharged from the hospital at any time after receiving the explanation above. (Exceptions are for those patients declared medically or mentally incompetent or those being held under arrest by a law enforcement agency.)
12. Have an advance directive and be provided with information by the hospital regarding how to establish an advance directive. The hospital will respect the patient's wishes regarding this directive.
13. Have visitation by support persons (see enclosed Visitation and Advance Directives Brochure.)
14. Be informed of the rules and regulations of the Grand River Hospital and Medical Center as they apply to a patient.

The Patient/Designated Power of Attorney or Family Member is Responsible for:

1. Providing accurate and complete information concerning their present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
2. Reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
3. Asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
4. Following the treatment plan established by their physician, including the instruction of nurses and other health professionals as they carry out the physician's orders.
5. Keeping appointments and for notifying the hospital or physician when they are unable to do so.
6. Their own actions should they refuse treatment or not follow their physician's orders.
7. Assuring that the financial obligations of their hospital care are fulfilled as promptly as possible.
8. Following hospital policies and procedures.
9. Being considerate of the rights of other patients and hospital personnel.
10. Being respectful of their personal property and that of other persons in the hospital.