

Grand River Hospital District provides the ability for patients to submit grievances 24 hours per day, either orally or in writing, to a member of the hospital staff.

If the grievance is submitted to a staff member other than the Patient Care Advocate, the staff member shall submit the grievance to the Patient Care Advocate by the next working day.

The patient care advocate or designee shall contact the patient within three (3) working days of receipt of the grievance to acknowledge receipt of such grievance.

The patient care advocate or designee shall investigate the grievance and respond to the patient or person submitting the complaint in writing within fifteen (15) working days of the submittal of the grievance.

If the patient is dissatisfied with the report of the patient care advocate, the patient shall be informed that upon request, the patient advocate or designee will either:

- Forward the grievance and the hospital's findings in writing to Centers for Medicare and Medicaid Services (CMS) via the web portal; or
- Forward the grievance to the hospital Administration or designee.

Within ten (10) working days of receiving the forwarded grievance, the Administration or designee shall investigate the grievance and report findings in writing to the patient. If the patient is dissatisfied with the report of the Administration or designee, the patient shall be informed that upon request, the Patient Care Advocate will refer the grievance and the hospital findings in writing to CMS, and that the patient may register the grievance directly with the department.

HOW TO FILE A COMPLAINT/GRIEVANCE

PLEASE CONTACT THE GRAND RIVER HOSPITAL DISTRICT PATIENT CARE ADVOCATE

Phone 970-665-6222
501 Airport Road, Rifle, Colorado 81650
or e-mail patientcareadvocate@grhd.org

COMPLIANCE AND PRIVACY HOTLINE 1-800-425-8109 [HTTPS://GRHD.ALERTLINE.COM](https://grhd.alertline.com)

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

Phone 1-800-727-7086,
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



501 AIRPORT RD | RIFLE CO 81650 | 970.625.1510

Patient Rights and Responsibilities



To promote the patient's right to be informed of, and participate in, the medical care received. To educate patients, in a spirit of mutual trust and respect, as to their responsibilities regarding their care.

Grand River Hospital District (GRHD) and GRHD Medical Staff have adopted the following statement, which shall include but not be limited to, the patient's right to:

Become informed of their rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should they so desire.

Exercise these rights without regard to sex, cultural, economic, educational or religious background or the source of payment for care.

Considerate and respectful care, provided in a safe environment, free for all forms of abuse (mental, physical, verbal, or sexual) neglect, exploitation or harassment.

Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Knowledge of the name of the physician who has primary responsibility for coordinating their care and the names and professional relationships of other physicians and healthcare providers who will see them.

Receive as much information about any proposed treatment or procedure as they may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carryout the procedure or treatment.

Participate in the development and implementation of his or her plan of care and actively participate in decision regarding their medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.

Formulate advance directives regarding their healthcare, and have hospital staff and Practitioners, who provide care in the hospital, comply with these directives (to the extent provided by state and federal laws and regulations).

Have a family member or representative of his or her choice be notified promptly of his or her admission to the hospital.

Visitation by a support person(s) to provide support for the patient in a way that allows quality patient care to promote healing and recovery.

Have their personal physician notified promptly of their admission to the hospital.

Full consideration of privacy concerning their medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in their healthcare.

Confidential treatment of all communication and records pertaining to their care and their stay in the hospital. Their written permission will be obtained before their medical records can be made available to anyone not directly concerned with their care.

Access information contained in their medical record within 48 hours of their request.

Reasonable responses to any reasonable request they may make for service including culturally and linguistically appropriate services for their needs.

Leave the hospital even against the advice of their physician.

Reasonable continuity of care.

Be advised of the hospital grievance process, should they wish to communicate a concern regarding the quality of the care they received or they feel determined discharge data is premature. Notification of the grievance process includes: whom to contact to file a grievance, and that they will be provided with a written notice of the grievance determination that contains the name of the hospital contact person, the steps taken on their behalf to investigate the grievance, the results of the grievance and the grievance completion date.

Be advised if hospital/personal physician proposed to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such research projects.

Be informed by their physician or a delegate of their physician of the continuing healthcare requirements following their discharge from the hospital.

Examine and receive an explanation of their bill regardless of source of payment.

Know which hospital rules and policies apply to their conduct while a patient.

Have all patient's rights apply to the person who may have the legal responsibility to make decisions regarding medical care on behalf of the patient.

As the care a patient receives depends partially on the patient themselves, a patient has certain responsibilities as well. They are as follows:

The patient has the responsibility to provide accurate and complete information concerning their present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.

The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.

The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do including asking for culturally and linguistically appropriate services.

The patient is responsible for following the treatment plan established by their physician, including the instruction of nurses and other health professionals as they carryout the physician's orders.

The patient is responsible for keeping appointments and for notifying the hospital or physician when they are unable to do so.

The patient is responsible for their actions should they refuse treatment or not follow their physician's orders.

The patient is responsible for assuring that the financial obligations of their hospital care are fulfilled as promptly as possible.

The patient is responsible for following hospital policies and procedures.

The patient is responsible for being considerate of the rights of other patients and hospital personnel.

The patient is responsible for being respectful of their personal property and that of other persons in the hospital.

