

Patient's Bill of Rights State of Colorado

The U.S. Advisory Commission on Consumer Protection and Quality in the Health Care Industry adopted the Consumer Bill of Rights and Responsibilities in 1998. Also known as the Patient's Bill of Rights.

The Patient's Bill of Rights was created with the intent to reach three major goals:

1. To help patients feel more confident in the U.S. health care system.

The Bill of Rights:

- Assures that the health care system is fair and it works to meet patient's needs.
 - Gives patients a way to address any problems they may have.
 - Encourages patients to take an active role in staying or getting healthy.
2. To stress the importance of a strong relationship between patients and their health care providers.
 3. To stress the key role patients play in staying healthy by laying out rights and responsibilities for all patients and health care providers.

This Bill of Rights also applies to the insurance plans offered to federal employees. Many other health insurance plans and facilities have also adopted these values. Even Medicare and Medicaid stand by many of them.

1. The patient or, where appropriate, patient designated representative has the right to:

(a) participate in all decisions involving the patient's care or treatment;

(b) be informed about whether the health care entity is participating in teaching programs, and to provide informed consent prior to being included in any clinical trials relating to the patient's care.

(c) refuse any drug, test, procedure, or treatment and to be informed of risks and benefits of this action;

(d) to care and treatment, in compliance with state statute, that is respectful, recognizes a person's dignity, cultural values and religious beliefs, and provides for personal privacy to the extent possible during the course of treatment;

(e) know the names, professional status, and experience of the staff that are providing care or treatment to the patient;

(f) receive, upon request:

(i) prior to initiation of care or treatment, the estimated average charge to the patient for non-emergent care.

(ii) the health care entity's general billing procedures.

(iii) an itemized bill that identifies treatment and services by date.

(g) give informed consent for all treatment and procedures.

(h) register complaints with the health care entity and the Department and to be informed of the procedures for registering complaints including contact information.



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Patient's Bill of Rights (cont.)

(i) be free of abuse and neglect.

(j) be free of the inappropriate use of restraints.

(k) except in emergent situations, patients shall only be accepted for care and services when the facility can meet their identified and reasonable anticipated care, treatment, and service needs.

(l) care delivered by the health care entity in accordance with the needs of the patient.

(m) confidentiality of medical records.

(n) receive care in a safe setting.

(o) disclosure as to whether referrals to other providers are entities in which the health care entity has a financial interest.

(p) to formulate advance directives and have the health care entity comply with such directives, as applicable and in compliance with applicable state statute.

2. The health care entity shall disclose the policy regarding patient rights prior to treatment or upon admission, where possible.

3. Each health care entity shall post a clear and unambiguous notice in a public location in the health care entity specifying that complaints may be registered with the health care entity, the Department, and with the appropriate oversight board at the Department of Regulatory Agencies (DORA). Upon request, the health care entity shall provide the patient and any interested person with contact information for registering complaints.

PATIENT RESPONSIBILITIES

The patient will interact with his/her provider(s) in the spirit of mutual trust and respect.

To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/ her health.

To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner.

To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding.

To discuss the plan of care established by his/her provider and other health professionals.

To keep appointments or notifying the facility or provider when he/she is unable to do so.



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Patient's Bill of Rights (cont.)

- To be responsible for his/her actions should he/ she refuse treatment or not follow his/her treatment plan.
- To assure that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- To follow facility policies, procedures, rules and regulations.
- To be considerate of the rights of other patients and PEC personnel.
- To be respectful of his/her personal property and that of other persons in the facility.
- To inform the provider(s) of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in their condition.

Colonoscopy Billing:

You will receive three separate bills for your procedure, these bills include: your **physician/anesthesia**, the **facility**, and you may also receive a **pathology** or **laboratory** bill. Gastroenterology of the Rockies will contact your insurance company about your benefits, however, we also recommend you contact your insurance company directly to verify your specific benefits.

Additional Resources

Inclusions on this list do not imply endorsement by our organization.
National organizations and Web sites* American Hospital Association
o Toll-free number: 1-800-242-2626 Web site: www.aha.org

References

- Centers for Medicare & Medicaid Services (CMS) – HHS
 - o Toll-free number: 1-800-633-4227
 - o TTY: 1-877-486-2048
 - o Web site: www.cms.hhs.gov
- Medline Plus
 - o Web site: www.nlm.nih.gov/medlineplus/patientrights.html
- President's Advisory Commission on Consumer Protection & Quality in the Health Care Industry.
Patient's Rights & Responsibilities.
 - o Available at <http://archive.ahrq.gov/hcqual/>
 - o Accessed December 30, 2012.
- U.S. Office of Personal Management.
 - o Patients' Bill of Rights and the Federal Employees Health Benefit Program.
Available at <http://www.opm.gov>. Accessed December 30, 2012.