



VAIL VALLEY SURGERY CENTER

PATIENT RIGHTS AND RESPONSIBILITIES

Vail Valley Surgery Center, LLC respects the rights of patients and their families. We will not discriminate based on race, color, creed, religion, age, sex, sexual orientation, national origin, disability, or source of payment.

As a patient, you have the right to...

- Receive care in a considerate, dignified manner that is respectful of personal values and beliefs.
- Have a family member or representative and your own personal physician notified promptly of your admission to the Surgery Center.
- Receive current and understandable information concerning diagnosis, evaluation, treatment, and prognosis before a treatment or procedure is performed. You also have the right to be informed about the results of your care, including any unexpected outcomes. When it is medically inadvisable to give you this information, it will be provided to a person you designate or to a legally authorized person.
- Receive interpreter services when you do not speak or understand the language, as well as have communication aides for deafness, blindness, etc.
- Give informed consent for all treatment and procedures with an explanation of...
 - o The recommended treatment or procedure and associated risks/benefits involved.
 - o The alternatives and consequences if you are not treated.
 - o An explanation of recuperation/recovery period, and possible length of the recovery period.
- Know the names and professional status of your caregivers.
- Participate in all aspects of your care plan, treatment, and discharge plan, (except when such participation is contraindicated for health reasons), involving family as necessary. You may also refuse any drug, test, procedure, or treatment to the extent permitted by law, and be informed of the medical consequences of such a decision.
- Formulate advance directives, including a living will, medical durable power of attorney or CPR directive.
- Be provided privacy during the course of treatment.
- Be provided confidentiality. All communications and records pertaining to your care will be treated as confidential. Each patient may approve or refuse the release of such information except when release is required by law or third party contract.
- Change your provider if other qualified providers are available.
- Receive appropriate assessment and management of your pain.
- Review the records pertaining to your medical care and to have the information explained or interpreted, as necessary, except when restricted by law.
- Be free from all forms of abuse, neglect or harassment, and have access to protective services.
- Be informed if your proposed care includes research, experimental methods, and/or clinical trials. You have the right to consent or refuse to participate in such activity.
- Be informed of surgery center charges and available payment methods.
- Receive care in a safe and secure environment.

- Request to be transferred to another facility when medically indicated, legally permissible, and accepted by the receiving facility.
- Be free from restraints and seclusion that is not medically necessary.
- Participate in ethical issues surrounding your care.
- Receive pastoral/spiritual care services.
- Voice complaints, without being subjected to discrimination or reprisal. Written complaints may be submitted to the Administrator at Vail Valley Surgery Center, P.O. Box 1270, Vail, CO 81658.
- Request the address of the Colorado State Board of Medical Examiners and the Colorado Podiatry Board, from the patient advocate. These boards however, are prohibited from arbitrating or adjudicating fee disputes between licensees or between a licensee and any other party, pursuant to various sections of the Colorado Revised Statutes.
- Make a formal complaint to the state, without being subjected to discrimination or reprisal, by contacting them at: Complaint Intake Coordinator, Colorado Department of Public Health and Environment, 4300 Cherry Drive South 2A, Denver, CO 80222. Telephone: 303-692-2829. Additional resources may be found at the website for the Office of the Medicare Beneficiary Ombudsman - <http://www.cms.hhs.gov/center/ombudsman.asp>.

A designated surrogate or proxy decision-maker may exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent, or is a minor. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

As a patient you have the responsibility to...

- Ask questions if you do not understand what you have been told by physicians and staff.
- Promptly voice your concerns.
- Be considerate to staff members and other patients.
- Refrain from bringing any legal or illegal drug/medication into the WVSC unless requested to do so by staff.
- Provide complete and accurate information to the best of your ability about your health, any medication, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Understand and honor financial obligations related to your care and accept personal financial responsibility for any charges not covered by your insurance.
- Follow your agreed upon treatment plan and to do as much for yourself as is compatible with your illness.
- Follow facility rules.
- Secure your valuables/belongings and/or arrange for these to be taken home by a friend or family member.
- Respect property that belongs to the facility or others.
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.