As a patient, you have certain rights and responsibilities. Our primary responsibility is to give you the best possible healthcare. We encourage you to understand, cooperate and participate in your healthcare. 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

Our facility does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission or access to, or treatment or employment in, its programs, services or activities, or on the basis of sex (gender) in its health programs and activities.

Our facility and all of its programs, services, and activities are accessible to and useable 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 or ability to pay for the care.
- To know, by name and job title, the pharmacy associate responsible for your care and/or providing pharmacy program services, to speak with an associate's supervisor if you request and to speak with a health professional if you so choose.
- To refuse treatment to the extent permitted by law, and to be informed of the medical consequences if you do refuse treatment.
- To receive information about any patient management programs including philosophy and characteristics, administration information regarding changes in or termination of any pharmacy program.
- To have personal health information shared with any patient management programs only in accordance with state and federal laws.
- To decline participation, revoke consent or dis-enroll at any point in time in a patient management program.
- 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.
- To privacy and confidentiality about your care and medical records.
- To look at your medical records, request an amendment to them, and to have the information explained, except when restricted by law.
- To voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care. If you wish to file a formal grievance, you may get information about the Patient Grievance Process from the Patient Representative during weekdays, or the house supervisor on evenings and weekends. You have the right to speak to an administrator regarding a complaint or grievance. Call the Saint Joseph hospital number and ask for the hospital supervisor or administrator on call. You have the right to file a grievance with the state of Colorado.
regardless of whether you have first used our internal grievance process.

● To request reasonable accommodation, auxiliary aids or services, as needed for individuals with disabilities. Let the pharmacy associate know if you require specific auxiliary aids or services. Complaints regarding discrimination should also be directed to the Patient Representative.

● To be free from abuse or harassment, and to access protective services, including guardianship and advocacy services, and child or adult protective services.

● To have a family member, friend, or other individual (regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression) to be present for emotional support during your visit to the pharmacy unless the individual’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be your surrogate decision-maker or legally authorized representative.

● To receive information in a manner you understand including language interpreting and translation.

● To an environment that is safe, secure, comfortable, preserves dignity, and contributes to a positive self-image.

You have the responsibility...

- To provide accurate information that facilitates your care, treatment and services, and advise of any changes to this information.
- Assist in developing your pharmacy plan of care.
- 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 pharmacy.
- To support mutual consideration and respect by maintaining civil language and conduct in your interactions with staff and licensed practitioners.
- To meet financial obligations.
- To tell your treating provider of your participation in any patient management programs, if applicable

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.