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 usable by individuals with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments.

PATIENT RIGHTS

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.

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 get complete, current information about your diagnosis, treatment and prognosis from your physician in terms you can understand.
- To know, by name, the physician responsible for your care and/or the physician providing procedures or treatments for you.
- To participate in decisions about your care, and to receive from your physician information necessary to give informed consent before the start of any procedure and/or treatment. Except in emergencies, information should include the specific procedure and/or treatment, the medically significant risks involved, the likely length of disability and medically significant alternatives.
- To refuse treatment to the extent permitted by law, and to be informed of the medical consequences if you do refuse treatment.
- To give or to withhold informed consent to produce medical records.
- To an environment that is safe, secure, comfortable, and preserves dignity, and contributes to your recovery.
- To have a family member, friend, or other individual present infringe on others’ rights, safety, or security.
- To be free from abuse or harassment, and to access readers is available at no cost to the patient.
- To follow instructions, policies, rules and regulations in place to support quality for patients and a safe environment for all individuals in the hospital.
- To support mutual consideration and respect by maintaining civil language and conduct in your interactions with staff and licensed independent practitioners.
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- To provide information that facilitates your care, treatment and services.
- 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 hospital.
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Patient Grievance Process

We will do our best to address your patient care and safety concerns. If, after working with your caregiver and department director, the resolution is not satisfactory, you may contact the patient representative or hospital management. The hospital supervisor is available to assist you after hours and on weekends. Hospital management contacts include:
- Hospital Management, 970-298-1950
- St. Mary’s Hospital Patient Representative, 970-298-2447
- You also have access to the Colorado Department of Public Health and the Environment, various oversight boards at the Department of Regulatory Agencies (DORA), the Office for Civil Rights, the Colorado Office of Behavioral Health, The Joint Commission, the Colorado Department of Public Health and the Environment, various oversight boards.
- Colorado Department of Public Health and the Environment Health Facilities Division 4300 Cherry Creek Drive South Denver, CO 80222 CDPP Complaints, 303-692-2827 cdphe.hfdiv@state.co.us
- Department of Regulatory Agencies (DORA) 1560 Broadway, Suite 1350, Denver, CO 80202 Phone: 303-844-7915 Toll Free: 800-886-7675 Fax: 303-844-7885 www.dora.colorado.gov
- Office for Civil Rights Region VIII (for HIPAA Privacy and Discrimination Issues) 999 18th Street South Terrace, Suite 417 Denver, CO 80202 Phone: 303-844-7915 Fax: 303-844-3025 TDD: 1-800-537-7697 www.hhs.gov/ocr
- Colorado Department of Behavioral Health 3824 West Princeton Circle Denver, CO 80236 303-866-7800 www.colorado.gov/cdhs
- The Joint Commission Office of Quality Monitoring 1 Renaissance Oak Brook Terrace, IL 60521 1-800-994-6610 Fax: 630-792-5636 complaint@jointcommission.org
- Beneficiary and Family Centered Care – Quality Improvement Organization (BFCC-QIO) Medicare beneficiaries have the right to request a review by the state peer review and referral beneficiary (KEPRO), for quality of care, Medicare written Notice of Non-coverage, or premature discharge concerns. This can be arranged through our patient representative or one of our care managers.
- KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 1-844-430-9504 TTY 1-855-843-4776 www.keproqio.com
- 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.