

Important message from Medicare

Your Rights as a Hospital Patient

- You have the right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health Plan if you are a plan enrollee.
- You have the right to know about any decisions that your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your Plan, or the hospital staff should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home and other kinds of care, if ordered by your doctor or by your Plan. You have the right to be informed about these services, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or your Plan administrator, or talk to other hospital personnel.

As a patient of Aspen Valley Hospital, one of your rights is to file a grievance about the care you received. In addition, you have the right to file a complaint regarding any perceived violation of Section 504 of the Rehabilitation Act.

How to file a grievance with the hospital: Contact the Patient Grievance Committee Representative as noted below.

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Phone 970-544-1186
Fax 970-544-7368

State of Colorado Complaint filing or Joint Commission on Accreditation of Healthcare Organizations complaint filing; you may wish to file your grievance directly with the:

Colorado Department of Health and Human Services at 303-692-2000 or the JCAHO at 1-800-994-6610.

For more information regarding this process please ask for a Patient Grievance Pamphlet.

Signature: _____

Date: _____



Patient Rights and Responsibilities

Patients' Rights

Aspen Valley Hospital has adopted the following statement of patient rights. These rights include but are not limited to the following. For a detailed listing of the rights please ask the discharge planning staff.

- Become informed of his or her rights as a patient in advance of, or when discontinuing, care. The patient may appoint a representative to receive this information.
- Receive care that 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, and activities. For further information about this policy, contact (Elaine Gerson, (970) 544-7684, or by e-mail egerson@aspenhospital.org).
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Access to protective and advocacy services or have these services accessed on the patients behalf.
- Appropriate assessment and management of pain.
- Remain free from seclusion or restraints that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- The name of the physician who has responsibility for his/her care and the name(s) and professional relationships of other physicians and staff who will treat him/her.
- Receive information about his/her illness, course of treatment, outcomes of care and his/her prospects for recovery in terms he/she can understand.
- Participate in the plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes requesting or refusing care.
- Have a family member or representative of his/her choice notified of his/her admission.
- Have his or her personal physician notified of his or her admission to the hospital.
- Reasonable responses to any request he/she may make for service.
- Leave the hospital even against the advice of his/her physician.
- Reasonable continuity of care.
- Know which hospital rules and policies apply to his/her conduct while a patient.
- Access to information contained in his or her medical record. Usually 48 hours.

Patients' Rights and Responsibilities continued.

- Receive as much information about proposed treatments or procedures, in order to give informed consent or to refuse treatment. Except in emergencies, this information shall include a description of the procedure, the risks involved, alternate course of treatment or non-treatment and the risks, and to know the name of the person who will carry out the procedure or treatment.
- Formulate advanced directives regarding his/her healthcare, and have staff and practitioners comply with these directives (to the extent provided by state laws).
- Full consideration of privacy concerning his/her medical care. Elements of care are confidential. The patient has the right to be advised as to the reason for the presence of any individual involved in his/her care.
- Confidential treatment of communications and records pertaining to his/her care. His/her written permission will be obtained before his/her medical records can be made available.
- Receive information in a manner that he/she understands. Communications with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding and the language of the patient. As appropriate, communications specific to patients that are disabled (blind, deaf, etc..) will be appropriate and auxiliary aids and services to ensure effective communication will be provided free of charge.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Examine and receive an explanation of his/her bill regardless of payment source.
- Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse. Refusal to participate or stop participation will not compromise the patients' right to access care, treatment or services.
- Full support and respect of patient rights should the patient choose to participate in research, investigation and/or clinical trials. This includes the patients' right to a full informed consent process as it relates to the research, investigation and/or clinical trial. All information provided to participants will be contained in the medical record or research file, along with the consent forms.

All hospital personnel, medical staff members and contracted staff performing patient care shall observe the patients' rights.

Patient Responsibilities

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, the patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

- Provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matter relating to his/her health.
- Reporting risks in their care and changes to their condition to their practitioner.
- Following the plan of care, including the instructions of nurses and other healthcare staff.
- Keeping appointments or notifying their doctor if unable to do so.
- Responsibility for his/her actions if he/she refuses treatment or does not follow his/her physician's orders.
- Assuring the financial obligations of his/her hospital care are fulfilled promptly as possible.
- Consideration of the rights of other patients and hospital personnel.

Your Hospital Discharge & Medicare Appeal Rights

Date of discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you feel you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for the additional days will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without Financial Risk:

When you are advised of your planned date of discharge, if you feel you are being asked to leave the hospital too soon, you have the right to appeal to your **Quality Improvement Organization** (Also known as QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll free, 24 hours a day, at 1-800-633-4227, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the first day after receiving a non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO denies your appeal. You may file for this review at the address or telephone number of the QIO.