
Patient Rights & Responsibilities

1. PATIENT RIGHTS

Each patient treated at the Health Center of Auraria has the right to:

1. Be treated with respect, consideration, and dignity.
2. Voice grievances and complaints regarding treatment or care that is (or fails to be) furnished.
3. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
4. Receive care in a safe setting by competent and appropriately qualified personnel.
5. Be free from all forms of abuse or harassment.
6. Be given the name of their provider, the names of all other providers directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
7. Have records pertaining to their medical care treated as confidential.
8. Know what Health Center at Auraria rules and regulations apply to their conduct as a patient.
9. Expect emergency procedures to be implemented without necessary delay.
10. Expect the absence of clinically unnecessary diagnostic or therapeutic procedures.
11. The expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
12. Treatment that is consistent with clinical impression or working diagnosis.
13. Good quality care and high professional standards that are continually maintained and reviewed.
14. An increased likelihood of desired health outcomes.
15. Full information in layman's terms concerning appropriate and timely diagnosis, treatment, and preventive measures; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
16. Accessible and available health services; information on after-hour and emergency care.
17. Receive an informed consent document at the start of a procedure.
18. Be advised of participation in a medical care research program or donor program.
19. Receive appropriate and timely follow-up information of abnormal findings and tests.
20. Receive appropriate and timely referrals and consultation.
21. Receive information regarding "continuity of care"
22. An informed refusal of medical treatment or care.
23. Medical and nursing services without discrimination based upon age, race, color, religion, sex, sexual orientation, national origin, handicap, disability, or source of payment.
24. Have access to interpretive services as required.
25. Be provided with, upon written request, access to all information contained in their medical record with limited exceptions.
26. Accurate information regarding the competence and capabilities of the organization.
27. Change primary or specialty physicians if other qualified physicians are available and when warranted.
28. Health services provided are consistent with current professional knowledge.

2. PATIENT RESPONSIBILITIES

Each patient treated at the Health Center of Auraria has the responsibility to:

1. Show up on time for your appointment or notify the staff within 24 hours of appointment to avoid associated fees.
2. Read and understand all consents you sign. Please ask questions for clarification before signing consents.
3. Be honest, accurate and complete in giving your medical history.
4. Carry identification with you, i.e. Auraria Campus ID.
5. Let us know if you don't understand any part of your treatment. Ask questions and take part in your healthcare decisions.
6. Following the treatment plan established by the provider, including instructions of health care professionals as they carry out the provider's orders.
7. Pay your financial obligations promptly; if there is a hardship, let us know as soon as possible so we may help.
8. Treat staff and others with respect. Regard other patients' medical information as confidential.
9. Let us know when you are having pain or when your pain is not being managed.
10. Respect the Health Center at Auraria's property and equipment.
11. Inform staff about any advance directive that you have in place.
12. Provide the Health Center at Auraria staff with all medical information that may have a direct effect on the care provided.
13. Provide the Health Center at Auraria with all information regarding third-party insurance coverage.
14. Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier and/or Health Center at Auraria policy.
15. Comply with requests regarding public health and/or safety.

3. GRIEVANCE & COMPLAINTS

1. All complaints must be immediately reported to Health Center at Auraria staff.
2. Any complaint received from a patient will be routed to the office manager. The office manager will channel the complaint to the appropriate department if necessary.
3. All alleged violations/grievances relating, but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse, must be fully documented in writing.
4. The Health Center at Auraria will respond to a grievance made by a patient or the patient's representative, regarding treatment or care that is (or fails to be) furnished.
5. Patient complaints will be addressed as soon as possible and every effort will be made to resolve the patient's problem.
6. If the patient is not satisfied with the resolution of the problem, the issue is then escalated to next level of management at patient's request.
7. Patient may contact the Health Center at Auraria by the following means:
Mailing Address: Campus Box 20, PO Box 173362, Denver, CO 80217-3362
Telephone: 303-615-9999
Website: healthcenter1.com