**PATIENT RIGHTS**

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

Valhail Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, sex, gender, religion, national origin, culture, language, disability, sex, sexual orientation, gender identity or payment source. No one will be denied examination or treatment for an emergency medical condition because of their ability to pay.

To get complete, current information about your diagnosis, treatment and prognosis from your provider in terms you can understand.

To know, by name and credentials, the provider responsible for your care and/or the provider providing procedures or treatments for you.

To participate in decisions about your care, and to receive from your provider information necessary to give informed consent before the start of any procedure and/or treatment, including consent to utilization of telehealth technologies and any special informed consent regarding use of telehealth technologies. 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 any drug, test, procedure, or treatment to the extent permitted by law, and to be informed of the medical consequences and benefits of this action.

To give or to withhold informed consent to produce or use recordings, films or other images of patients for purposes other than their care.

To be told if your care involves human research or experimental treatment and to refuse to participate in such projects.

To name a decision-maker for the times when you may not be able to make decisions for yourself, to receive information about formulating or revising an Advance Directive and expect it to be followed when the care is medically appropriate, within the facility’s capacity and relevant laws and regulations.

To be told about pain and pain relief measures, and to participate in the development and implementation of a pain management plan.

To be free from restraints or seclusion that are not medically necessary.

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 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 Advocate 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 main hospital number (970-476-2451) and ask for the house supervisor or administrator on call. You have the right to file a grievance with the State of Colorado or other agencies without going through our internal grievance process.

To receive reasonable accommodation, auxiliary aids or services as needed for individuals with disabilities. Access features include: level access into the first floor with elevator access to other floors, fully accessible offices, restrooms, cafeterias, patient treatment areas, etc. Let the receptionist or your nurse know if you require specific auxiliary aids or services. Complaints regarding discrimination should be directed to the Patient Advocate.

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, or representative of your choice, and your own physician, notified of your admission to the hospital promptly upon request.

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 the course of stay 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, at no cost, in a manner you understand including: language interpreters, translation and information written in other languages; and assistive and communication aids including qualified sign language interpreters and readers and written information in other formats (for example, audio, electronic, large print.)

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

To be told when the environmental conditions are not medically or therapeutically necessary.

To provide and maintain all necessary records.

To be advised if the patient is transferred to another care provider.

To have access to treatment in the environment for all individuals in the hospital.

To have your p...