



## **Patient Rights & Responsibilities**

*Your care, your rights—treated with dignity, compassion, and respect.*

### **Your Rights as a Patient**

At Yuma District Hospital and Clinics, we are committed to your health, your dignity, and your legal rights. As a patient, you have the right to:

- **Dignity, Respect & Non-Discrimination**
  - Receive considerate, respectful care at all times, free from discrimination based on:
    - race, color, religion, national origin, sex (including gender identity and sexual orientation), age, disability, veteran status, marital status, language, culture, socioeconomic status, pregnancy-related conditions, or any other status protected by federal, state, or local law.
  - Be treated equitably in-person and during telehealth visits, including care supported by clinical algorithms or AI.
  - You may file a grievance with our coordinator or the U.S. Department of Health and Human Services.
- **Communication & Language Access**
  - Receive information in a language and format you understand.
  - Be provided free interpreter services, auxiliary aids (such as sign language interpreters, large print, audio, or electronic formats), or other assistive services.
- **Visitation & Support**
  - Receive visitors of your choice, including spouses, partners, family members, or friends.
  - Enjoy compassionate visitation rights, even during emergencies, without discrimination or restriction unless medically necessary.
- **Informed Consent & Involvement**
  - Participate in decisions about your care, treatment plan, discharge, and recovery.
  - Be informed of:
    - Diagnosis, treatment options, risks, benefits, and alternatives.
    - Any proposed exams or procedures, including sensitive exams, with the option to provide or withhold consent.
    - Unanticipated outcomes.

- Refuse treatment to the extent permitted by law and understand the consequences.
- Privacy & Health Information
  - Have your personal health information kept confidential in accordance with HIPAA.
  - Access your medical records, request amendments, and receive timely responses per CMS access standards.
- Safety & Supportive Environment
  - Receive care in a clean, safe, abuse-free environment.
  - Expect appropriate use of restraints or seclusion only when necessary and authorized by a physician.
  - Request protective services, including social, legal, and advocacy resources.
- Pain Management & End-of-Life Care
  - Have your pain recognized and managed appropriately.
  - Receive dignified care at the end of life, including palliative and hospice services.
  - Express advance directives (such as a Living Will or Medical Durable Power of Attorney) and expect them to be followed within the law and hospital policy.
  - Learn about Colorado's End-of-Life Options Act, including eligibility and whether your provider participates. You may request a referral to our Ethics Committee or visit: [www.compassionandchoices.org/colorado](http://www.compassionandchoices.org/colorado)
- Financial Transparency
  - Ask for estimates of non-emergency charges and receive itemized bills.
  - Understand that emergency care will be provided regardless of your ability to pay.
  - Access financial assistance and understand your insurance coverage, co-pays, and deductibles.
- Know Your Providers
  - Know the name, credentials, and role of everyone involved in your care.
  - Choose your provider and request second opinions.
- Research, Teaching, & Experimental Treatment
  - Be informed in advance of research or educational activities related to your care and choose whether to participate without penalty.
- Reproductive Health Information Privacy (2024 HIPAA Update)
  - Your reproductive health information (RHI)—including pregnancy, abortion, fertility, contraception, and related care—is protected.
  - We will not disclose RHI to law enforcement or others without your written permission, except as required by law.
  - Our updated Notice of Privacy Practices is available online and in print.
- Complaints & Grievances
  - Voice concerns without fear of retaliation.
  - Contact our Patient Care Advocate or submit a written complaint.

- You may also file directly with:
  - Colorado Department of Public Health & Environment (CDPHE)  
4300 Cherry Creek Drive South, Denver, CO 80246  
1-800-886-7689  
[cdphe.colorado.gov](http://cdphe.colorado.gov)
  - Department of Regulatory Agencies (DORA)  
1560 Broadway, Denver, CO 80202  
(303) 894-7588  
[dora.colorado.gov](http://dora.colorado.gov)

## **Your Responsibilities**

To support your care and that of others, we ask you to:

- Share accurate and complete health and insurance information.
- Ask questions and follow the care plan developed with your provider.
- Respect the privacy, dignity, and rights of other patients and staff.
- Follow hospital rules and safety procedures.
- Take responsibility for decisions made if you decline recommended treatment.
- Meet financial obligations or seek help with our financial assistance program.
- Take personal belongings with you upon discharge (items left behind are kept for 30 days).

## **Contact Us**

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