Patient Bill of Rights

Colorado law requires that your health care provider or health care facility recognize your rights while you are receiving medical care. It is also important to understand the health care provider’s or health care facility’s right to expect certain behavior on the part of patients. A summary of your rights and responsibilities follows:

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

- A patient has the right to a prompt and reasonable response to questions and requests.

- A patient has the right to know who is providing medical services and who is responsible for his or her care.

- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

- A patient has the right to know what rules and regulations apply to his or her conduct.

- A patient has the right to be given information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

- A patient has the right to refuse any treatment, except as otherwise provided by law.

- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
• A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

• A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

• A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, sexual orientation, handicap, or source of payment.

• An established patient has a right for appropriate treatment for any non-emergent care that is within scope at practice of our providers here at ICHC.

• A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

• A patient has the right to express grievances regarding any violation of his or her rights, as stated in Colorado law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.