Patient Complaint and Grievance Process

At Colorado Canyons Hospital & Medical Center, we want our patients to feel comfortable knowing they can voice a complaint or concern.

If a situation arises, please speak to a staff member about your concern. Our professional staff is trained to listen and resolve your concerns quickly. If further discussion is needed, please contact our Patient Advocate.

Patient Advocate
(970) 858-2182
patientadvocate@fhw.org

Our designated representative will contact you as soon as possible and begin an investigation process to ensure the matter is resolved.

If our representative is unable to resolve the issue, you may request the matter be referred to our President/ Chief Executive Officer (CEO) or designee. The CEO (or designee) shall conduct an additional investigation and provide you with the results in writing.

If you are not satisfied with this written report, you may contact the Colorado Department of Public Health and Environment, Health Facilities Division, 4300 Cherry Creek Drive South, Denver, CO 80246, phone 303-692-2800. You may make this contact directly or with assistance of a hospital representative.

Medicare beneficiaries who have concerns regarding premature discharge, Notice of Non-coverage, or quality of care may contact KEPRO, the Quality Improvement Organization that serves Colorado. KEPRO, 5700 Lombardo Center, Suite 100, Seven Hills, OH 44131, phone 1-844-430-9504.

Note: This process does not include Patient Account/Billing issues. These issues should be referred to Patient Resolution Center at 970-858-2196.

SERVICES PROVIDED BY
FAMILY HEALTH WEST

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Colorado Canyons
HOSPITAL
& MEDICAL CENTER

Patient Rights & Responsibilities
Colorado Canyons Hospital & Medical Center

We want to encourage you to speak openly with all members of your health care team, take part in your treatment choices, and know your rights and responsibilities during your time with us.

As our Patient, you have the right to:

- Receive respectful and compassionate care in a safe setting
- A clear explanation of your condition and proposed treatment
- Create advance directives, which includes your wishes related to end-of-life decisions, and have staff comply with them
- Pastoral and other spiritual support services
- Have your pain managed in the safest way possible
- Be told the names of your doctors, nurses and all health care team members providing your care and request an in-network provider
- Participate in decisions about your care and treatment, including the right to refuse treatment to the extent permitted by law
- Communication that you can understand (including interpreting and translation services)
- Be involved in your discharge plan
- Be free from physical restraints in any form that is not medically necessary
- Receive information about your hospital charges and applying for financial aid programs
- Protected Health Information (PHI) being shared only with those who are involved in your care
- Visitation by family and friends, and the right to deny visitation by individuals named by you
- Accept or refuse any medical or surgical treatment, and to be informed of the consequences of this decision
- Personal privacy- every reasonable effort will be made to ensure your privacy during interviews and examinations throughout your time with us
- Be informed of the need for your transfer within or outside of the facility where your medical needs can be safely met
- Make wishes regarding organ or tissue donations which will be honored within the limits of our capability in accordance with laws and regulations
- Have persons of your choice notified of your admission to the hospital
- See your medical records within legal guidelines established in Colorado
- Express any complaint or concern you may have (See our Grievance Process on the other side of this form)

Your Responsibilities as a Patient:

- Provide us with accurate and complete information about your current health, past illnesses, hospitalizations, medicines and advance directives
- Ask questions when you do not understand information or instructions related to your treatment
- Provide accurate information for insurance and billing, and make payments in a timely manner
- Speak up about concerns you may have about the quality of your care
- Act in a respectful and considerate manner toward your health care providers, other patients and visitors
- Follow the no smoking policy