

## Rights - As a patient, you have the right to:

1. Be treated with courtesy, dignity and respect of your personal privacy by all employees of Rocky Mountain Cancer Centers.
  - You may refuse to talk with or receive visits from anyone not directly involved in your care.
  - You may wear appropriate personal clothing and religious or symbolic items as long as they do not interfere with your treatment.
  - You may be interviewed and examined in reasonable privacy.
  - You have the right to have a person of your own sex present during certain parts of a physical examination, and to remain disrobed only as long as is necessary to perform medical procedures.
  - Your medical care will be discussed discreetly. Persons not involved in your health care will not be present at such a discussion or consultation unless authorized by you.
  - Only persons directly involved in your treatment, including those who monitor its quality will read your medical record. Others may read your medical record only with your written permission, or that of your legally authorized representative.
  - Confidential treatment of your condition, medical record and financial information.
2. Receive an explanation of your diagnosis, benefits of treatment, alternatives, recuperation, risks and an explanation of consequences if treatment is not pursued.
3. An explanation of all services provided by Rocky Mountain Cancer Centers, the days and hours of service and provisions possible for emergency care, including telephone numbers.
4. Choose your own physician/caregiver, and know the names, status and experience of the staff.
5. Refuse participation in any protocol or aspect of care including investigational studies, and freely withdraw previously given consent for further treatment.
6. Disclosure of any teaching programs, research, or experimental programs in which Rocky Mountain Cancer Centers is participating.
7. Full financial explanation and payment schedule prior to beginning treatment.
8. Receive expert professional care without discrimination, regardless of age, color, religion, national origin, sexual preference, handicap or sex.
9. Express in advance, treatment preferences and end of life decisions.
  - You also have the right to designate a surrogate decision maker and have your care provider follow your Advance Directives.
  - Information about Advance Directives will be available upon admission or any time you desire it and copies will be given.
10. Be free from seclusions or restraints unless it is medically necessary.
11. Have a person of your choice and your doctor notified promptly that you are being treated by Rocky Mountain Cancer Centers.
12. Receive, before you are transferred to any other facility, a complete explanation of the need of your transfer.
13. Be free of physical/mental abuse and/or neglect by all employees of Rocky Mountain Cancer Centers.
14. Complain or file grievance with Rocky Mountain Cancer Centers' patient representative or compliance department without fear of retaliation or discrimination.
15. Access to your personal records and the ability to obtain copies upon written request.
16. Assistance and consideration in the management of pain.
17. Appropriate arrangements, if needed, to accommodate any disabilities.

## Responsibilities - As a patient, you have the responsibility to:

1. Disclose accurate and complete information related to your physical condition, hospitalizations, medications, allergies, medical history and related items.
2. Participate in developing a plan of care, Advance Directives and a Living Will.
3. Assist in maintaining a safe, peaceful environment by adhering to our policy of no firearms or weapons on our property.
4. Provide new/updated information related to your health insurance to the business office.
5. Contact Rocky Mountain Cancer Centers when unable to keep scheduled appointments.
6. Cooperate in the planned care and treatment developed for you.
7. Request more detailed explanations for any aspect of service you do not understand.
8. Inform your physician and nurses of any changes in your condition or any new problems or concerns.
9. Communicate any temporary or permanent change in your address or telephone number, which might hinder contact with you.
10. Relate your levels of discomfort and/or pain and perceived changes in your pain management to physician.
11. Understand that for the safety and wellbeing of other patients and our staff only service animals are allowed in our medical facilities.
12. Treat our physicians and staff with respect, courteousness and refrain from the use of foul or abusive language.

## Complaints or Grievances:

For any complaints, grievances or disability issues, please contact:

**Rocky Mountain Cancer Centers  
Compliance Department**  
Phone: 303-930-7880

The following agencies may be contacted to file a grievance against a nurse or physician:

**Physician**  
Colorado Board of Medical Examiners  
303-894-7690

**Nurse**  
Colorado Board of Nursing  
303-894-2430

A grievance against a nursing home, hospice or hospital (only after completing any internal hospital grievance procedures) can be filed by contacting:

**Colorado Department of Health**  
Health Facilities Division  
4300 Cherry Creek Drive South  
Denver, CO 80222-1530  
303-692-2800