

Your patient rights

KAISER PERMANENTE AMBULATORY SURGERY CENTER

Kaiser Permanente is committed to providing you with cost-efficient, high-quality medical care. We are your partner in making informed health care decisions. We respect your rights and responsibilities when it comes to your health care and want to make sure that you get care with dignity, confidentiality, and privacy.

The following rights are honored in this facility. You have the right to:

- participate in all decisions involving your care or treatment.
- receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care.
- know the names, professional status, and experience of the staff who are providing your care, service, or treatment.
- choose your physician—you have the right to select and to change physicians within Kaiser Permanente Health Plan.
- a second opinion by a Kaiser Permanente physician.
- to consult with a non-Kaiser Permanente physician at your own expense.
- know and use member satisfaction resources—you have the right to know about resources such as patient assistance, member services, and grievance and appeals committees, which can help you answer questions and resolve problems.
- to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (*Evidence of Coverage or Membership Agreement*) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
- know if this facility is participating in teaching programs, research, and/or experimental programs.
- refuse any drug, test, procedure, or treatment.
- get care or treatment in a safe setting, free from abuse or harassment; care that is considerate and respectful, recognizes your dignity, and provides for your personal privacy as much as possible during the course of your treatment.
- have a safe, secure, clean, and accessible environment.
- receive care that is free from restraint and seclusion.
- be informed of this facility's rules and regulations as they apply to you.
- be informed of the cost of the services before your care or treatment begins.
- give informed consent for all treatment and procedures.
- expect that all communications about your care will be kept confidential.
- review, amend, correct, and get copies of your medical records, in accordance with Colorado law and Kaiser Permanente policy.
- express grievances about treatment or care that is (or fails to be) provided to you. Call Member Services at **1-800-632-9700 (TTY 711)**, Monday-Friday, 8:00 a.m.-5:00 p.m. Or contact the Department of Regulatory Agencies (DORA) at **1-800-886-7675**.
- be fully informed about treatment or procedure and the outcome that is expected, including unanticipated outcomes before you have the treatment procedure.

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- designate-or to have designated for you someone to act on your behalf (according to Colorado law).
- have no-cost aids and services provided to communicate effectively with Kaiser Permanente.
- have no-cost language services (if English is not your first language).
- exercise your rights and have impartial access to treatment without being subjected to discrimination or reprisal based on race religion, national origin, cultural background, age, disability, financial status, sex, or sexual orientation.

To report unresolved complaints about Kaiser Permanente's Ambulatory Surgery Center:

Medicare Patients

Contact Medicare Beneficiary Ombudsman

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Non-Medicare Patients

Contact Colorado State Agency Representative, Citizens Advocate

Colorado Department of Public Health & Environment

4300 Cherry Creek Drive South, Denver, CO 80246-1530.

303-692-2020 or **www.cdphe.state.co.us/ic/CitizensAdvocate.html**