



Patient Rights and Responsibilities

As a Patient at the Telluride Medical Center, you have the right:

- To be treated with dignity and respect.
- To fair treatment, regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, health status, or source of payment for care.
- To have your treatment and other patient information kept private. Only by law may records be released without patient permission.
- To access care easily and in a timely fashion.
- To a candid discussion about all their treatment choices, regardless of cost or coverage by their benefit plan.
- To share in developing your care plan.
- To the delivery of services in a culturally competent manner.
- To information about the organization, its providers, services, and role in the treatment process.
- To information about provider work history and training.
- To information about clinical guidelines used in providing and managing your care.
- To know about advocacy and community groups and prevention services.
- To freely file a complaint, grievance, or appeal, and to learn how to do so.
- To know about laws that relate to their rights and responsibilities.
- To know your rights and responsibilities in the treatment process, and to make recommendations regarding the organization's rights and responsibilities policy.

As a Patient of the Telluride Medical Center, you have the responsibility:

- To treat those giving you care with dignity and respect.
- To give providers the information they need, in order to provide the best possible care.
- To ask your providers questions about your care.
- To help develop and follow the agreed-upon treatment plans for your care, including the agreed-upon medication plan.
- To let you provider know when the treatment plan no longer works for you.
- To tell you provider about medication changes, including medications given to you by others.
- To keep your appointments. You should call your provider as soon as possible if you need to cancel visits.
- To let your provider/billing department know about problems with paying fees.
- To not to take actions that could harm others.
- To report fraud and abuse.
- To openly report concerns about the quality of care.
- To let your provider know about any changes to your contact information. (name, address, phone, etc..)
- To understand and help develop plans and goals to improve your health.