



PATIENT'S RIGHTS AND RESPONSIBILITIES

Colorado Springs Pregnancy Center provides you with quality care, both in terms of treatment and patient experience. We respect your rights as a patient and want you to understand your responsibility as a partner in your care.

Patients' Rights

Colorado Springs Pregnancy Center is committed to providing you with respectful care as we meet your needs. For this reason, we provide the following summary of your rights as a patient:

- You have a right to be treated with respect, consideration, and dignity and to be free from all forms of abuse or harassment by staff, other patients, or visitors.
- You have the right to participate in the development of your plan of care.
- You will not be denied access to care due to race, creed, color, national origin, sex, age, sexual orientation, or disability.
- You have the right to information about your diagnosis, condition, and treatment in terms that you can understand.
- You have the right to make or have a representative of your choice make informed decisions about your care.
- You are entitled to be free from any forms of physical restraint or seclusion And may end your appointment and exit the premises at any time.
- You are entitled to information about rules and regulations affecting your care or conduct.
- You have the right to know the names and professional titles of the Colorado Springs Pregnancy Center Medical Director and Health Care Professionals.
- You have the right to change your physician or practitioner if other qualified physicians or practitioners are available.
- You have the right to personal privacy and to receive care in a safe environment.
- You have the right to a prompt and reasonable response to any request for services within the capacity of Colorado Springs Pregnancy Center's scope of services.
- You have the right to express concerns or grievances regarding your care to Colorado Springs Pregnancy Center's personnel without discrimination or reprisal.
- You have the right to your medical and personal records being confidential.
- You have the right to see your medical record within the limits of the law and dispute information in your medical record.

Patient's Responsibilities

This is a summary of your responsibilities as a patient of **Colorado Springs Pregnancy Center**. It is your responsibility to provide accurate and complete information about all matters pertaining to your health, including medications and past or present medical problems.

You are responsible for following the instructions and advice of Colorado Springs Pregnancy Center's Team.

- It is your responsibility to notify a member of Colorado Springs Pregnancy Center's Care Team if you do not understand information about your care and treatment.
- You are responsible for reporting changes in your condition or symptoms, including pain, to a member of Colorado Springs Pregnancy Center's Care Team.
- It is your responsibility to act considerately and cooperatively and to respect the rights and property of others. Verbal and/or physical threats and/or behavior that becomes disruptive to other patients appointments will not be tolerated.
- You are responsible for following the rules and regulations of Colorado Springs Pregnancy Center.
- You are expected to keep your scheduled appointments or to cancel them in advance if possible.
- You are responsible for ensuring that a responsible adult provides transportation home and remains with you as directed by the physician/surgeon or as indicated on the discharge instructions.
- You are responsible for providing a copy of your Advanced Directive to Colorado Springs Pregnancy Center for placement in your medical record. The Advanced Directive will be suspended while being cared for at Colorado Springs Pregnancy Center. If an adverse event occurs, we will call 911, and they will transport you to the local hospital. Information regarding Advanced Directives is available at www.nia.nih.gov. Click on the topic "Advance Care Planning."

Questions or Concerns?

You and your family should feel that you can always voice your concerns. If you share a concern or complaint, your care will not be affected. The first step is to discuss your concerns with the Center Location Assistant Director, Nurse Manager or Pregnancy Services Director:

3700 Galley Rd.
Colorado Springs, CO 80909

97 Widefield Blvd.
Colorado Springs, CO 80911

3925 Centennial Blvd.
Colorado Springs, CO 80907

7165 Meridian Road
Peyton, CO 80831

Should you continue to remain concerned after contacting the Medical Director, you may contact:
Colorado Department of Public Health & Environment

4300 Cherry Creek Drive South
Denver, CO 80246-1523
(303) 692-2000

The National Institute of Health
<https://www.nih.gov>