

Know Your Rights

As a patient, you have a right to:

- Be given information about your rights before admission, when possible
- Be involved in all decisions involving your care
- Receive care that matches your needs
- Give informed consent for all treatment and services
- Refuse any drug, test, procedure, or treatment
- Be free of abuse and neglect
- Care that is free from discrimination
- Be free from the improper application of restraints or seclusion
- Expect the facility to which you are admitted to be able to meet your care needs
- Be notified when any referrals have financial benefit for current care facility
- Receive care in the least restrictive setting that meets your needs
- Receive care in a safe setting
- Be informed about any teaching programs involved in your care and to choose whether to consent to or refuse involvement of students or trainees
- Know the names and credentials of those providing services
- Expect compliance with any prior directives you have developed and shared with providers related to your medical and psychiatric care
- Expect prior directives you have shared to become part of your patient record
- Receive, upon request, the estimated cost of care
- Confidentiality of all records
- Know who to contact with complaints related to your care

If you feel your patient rights have been violated:

You can file a complaint with any of the following.

BEHAVIORAL HEALTH ADMINISTRATION

- 🌐 [Online Form](#)
- 🌐 [Online Form \(en Español\)](#)
- ✉️ CDHS_BHA_complaint@state.co.us
- 📞 303-866-7191

COLORADO DEPARTMENT OF PUBLIC HEALTH AND ENVIRONMENT

- ✉️ cdphe.hfdintake@state.co.us
Subject line: [Relevant health care entity type], Complaint Intake
- 📞 See entity below

DEPARTMENT OF REGULATORY AGENCIES (DORA) COLORADO CIVIL RIGHTS DIVISION

- 🌐 [Online Form](#)
- ✉️ DORA_CCRDInvestigations@state.co.us
- 📞 303-894-2997

DEPARTMENT OF REGULATORY AGENCIES (DORA) DIVISION OF PROFESSIONS AND OCCUPATIONS

- 🌐 [Online Form](#)
- ✉️ dora_dpo_licensing@state.co.us
- 📞 303-894-7800

Ambulatory Surgical Center 303-692-2827	Assisted Living Residence 303-691-4045 1-800-886-7689, ext. 4045	Dialysis Center 303-692-2827	Home Care Agency and Hospice 303-692-2910 1-800-842-8826
Hospital 303-692-2827 1-800-886-7689, ext. 2827	Nursing Home 303-692-2442 1-800-886-7689, ext. 2442	Providers and facilities that serve people with intellectual and developmental disabilities 303-692-2926, 1-800-886-7689, ext. 2926	

