

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.
- Receive 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
- Expect 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 entities 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	

