

## Comments and Concerns

Should you have an immediate comment or concern, please notify a staff member.

We may ask you to complete a patient satisfaction survey after your service. Please take the time to complete this survey and feel free to make comments about the services that you have received.

*If you wish to file a complaint, please contact the Quality Department at 406-683-3190. We will attempt to resolve your concerns within 7 days, however, some concerns may take up to 30 days to address.*

*You may also contact the Montana Department of Public Health & Human Services, Quality Assurance Division, PO Box 202953, Helena, MT 59620-2953 (406-444-2037).*

*Medicare patients also have the right to contact the KEPRO Quality Improvement Organization (1-888-317-0891) for complaints regarding quality of care, disagreement with a coverage decision, or appeal of a premature discharge.*

## Emergency Screening

If you have a medical emergency or are in labor, you have the right to receive, within the capabilities of this hospital's staff and facilities:

An appropriate medical screening examination; Necessary stabilizing treatment (including treatment for an unborn child) and; If necessary an appropriate transfer to another facility, even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.

## Nondiscrimination Policy

As a recipient of Federal financial assistance, Barrett Hospital & HealthCare does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Barrett Hospital & HealthCare directly or through a contractor or any other entity with whom Barrett Hospital & HealthCare arranges to carry out its programs and activities.

*In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact the Barrett Hospital & HealthCare Compliance Officer at 406-683-3190.*

*You may also file a complaint with:  
The Office for Civil Rights  
Department of Health and Human Services  
Room 1426, Federal Office Building  
1961 Stout Street  
Denver, Colorado 80294-3538  
Telephone: (303) 844-4774/TOO (303) 844-3439  
FAX: (303) 844-2025*

## No Pueden Leer Inglés?

Usted tiene derecho a recibir competentes traducción oral de materiales escritos. Por favor, pida un funcionario de asistencia.



600 Hwy 91S • Dillon MT • 59725  
406-683-3000

# Patient Rights

**OUR VALUES:**  
**Kindness**  
**Adaptability**  
**Teamwork**  
**Excellence**  
**Respect**  
**Integrity**

## *Our Mission*

*Improving lives by providing local healthcare.*

## PATIENT RIGHTS & RESPONSIBILITIES

### *Patients at Barrett Hospital & HealthCare have the right to:*

- ...access emergency healthcare services.
- ...be informed of his or her rights in a language or by a method he or she can understand.
- ...participate in the planning and delivery of his or her care.
- ...be informed of his or her health status and make informed decisions regarding his or her care, including the right to refuse treatment.
- ...complete advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives in accordance with Federal Rules and Regulations.
- ...have a family member or representative of his or her choice and his or her own physician notified of his or her admission to the hospital.
- ...personal privacy.
- ...receive care in a safe environment.

...be free from abuse, neglect, or harassment from staff, other patients, and visitors.

...the confidentiality of his or her clinical records.

...access information contained in his or her clinical records within a reasonable time frame.

...be free from any physical or chemical restraints imposed for the purposes of discipline or convenience and not required to treat medical symptoms.

...be represented by parents, guardians, family members, or other conservators when he or she is unable to fully participate in treatment decisions.

...considerate, respectful, nondiscriminatory care from all members of the health care industry at all times and under all circumstances.

...a fair and prompt process for resolving concerns.

...consent to receive the visitors whom he or she designates and withdraw or deny such consent at any time, unless clinically contraindicated.

...communication assistive devices or language assistance services free of charge.

### *Patients at Barrett Hospital & HealthCare have the responsibility to:*

- ...practice healthy habits, such as exercising, not smoking, and eating a healthy diet.
- ...become involved in specific health care decisions and work with health care providers to develop and carry out agreed-upon treatment plans.
- ...disclose relevant information and clearly communicate wants and needs.
- ...avoid knowingly spreading disease.
- ...recognize the risks and limits of medical care and the human nature of the health care professional and be aware of a health care provider's obligation to be reasonably efficient and fair in providing care to other patients and the community.
- ...show respect for other patients and healthcare workers.
- ...make a good-faith effort to pay hospital bills and follow hospital, insurance, and Government health benefit program procedures.
- ...report error and fraud to appropriate person or legal authorities.