



Patient Rights and Responsibilities

At Sedgwick County Health Center, we are committed to providing safe, respectful, and high-quality care. As a patient, you have important rights—and responsibilities—that help us work together in your care.

Your Rights as a Patient

Respect, Dignity, and Non-Discrimination

- To be treated with respect, dignity, and compassion
- To receive care in a safe setting that meets professional standards
- To be free from abuse, neglect, harassment, or exploitation
- To receive services without discrimination based on race, color, national origin, disability, religion, marital status, veteran status, sexual orientation, or age

Participation in Your Care

- To be involved in decisions about your care
- To receive clear explanations about your condition and treatment options
- To know the names and roles of the healthcare professionals involved in your care
- To accept or refuse treatment, as allowed by law
- To give informed consent before treatments or procedures, including understanding risks, benefits, and alternatives
- To be informed if your care involves students, trainees, research, or experimental treatments (when applicable)

Privacy and Confidentiality

- To have your personal and medical information kept private
- To receive a Notice of Privacy Practices explaining how your information is used and shared

Access to Your Medical Records

- To review and request a copy of your medical records
- To request corrections if needed

Communication and Language Access

- To receive information in a way you understand
- To request interpreter or communication assistance at no cost

Advance Directives

- To create an advance directive and have your wishes honored in accordance with law

Visitation Rights

- To choose who may visit you, including a support person
- To receive visitors without discrimination
- To limit or refuse visitors at any time

Notification of Others

- To request that a family member, representative, and/or your physician be notified of your admission

Freedom from Restraints

- To be free from restraints unless medically necessary for safety

Billing and Financial Information

- To receive clear information about your bill
- To request an itemized statement
- To receive information about the estimated cost of care, including expected out-of-pocket costs when available
- To receive information about financial assistance
- Financial Assistance:
 - SCHC offers financial assistance programs for eligible patients.
 - Learn more or apply here: [[Link to Financial Assistance Page](#)]

Facility Information

- To be informed of facility policies and rules that apply to your care

Emergency Care

- To receive emergency care regardless of ability to pay

Concerns, Complaints, and Grievances

You have the right to report concerns about your care or safety and to file a complaint or grievance without fear of retaliation. We will review all concerns promptly, fairly, and confidentially.

How to File a Complaint

You may submit a complaint in writing that includes:

- Your name and contact information
- The issue or concern
- The date, location, and description of what happened

Submit Complaints To:

Chief Executive Officer & Compliance Officer

Sedgwick County Health Center

900 Cedar Street

Julesburg, CO 80737

☎ (970) 474-3323

📅 (970) 474-2758

✉ compliance@schealth.org

What Happens Next

- Your complaint will be reviewed and investigated
- You will receive a written response within a reasonable timeframe
- The response may include:
 - Findings
 - Resolution or next steps
 - Corrective actions if needed

Additional Complaint Options

You may also file a complaint directly with:

Colorado Department of Public Health & Environment (CDPHE)

Health Facilities & Emergency Medical Services Division

☎ (303) 692-2000

🌐 <https://cdphe.colorado.gov/complaint>

Your Responsibilities as a Patient

To help us provide the best care possible, we ask that you:

- Provide accurate and complete health information
- Ask questions if you do not understand your care
- Follow your care plan and instructions
- Treat staff, patients, and visitors with respect
- Follow facility policies, including safety requirements
- Work with us regarding payment or financial assistance

Our Commitment to You

We are here to support you. If you have questions, concerns, or need help, please ask—we are here for you.