



PATIENT RIGHTS AND RESPONSIBILITIES: A GUIDE TO YOUR RIGHTS

As a patient of **Northern Colorado Anesthesia Professionals PLLC** (“NCAP”) you have rights that ensure you receive healthcare services and to the medical information related to the services you’ve received. All of your rights also apply to any person that has legal responsibility to make decisions regarding your medical care. Every NCAP employee is committed to caring for you according to these standards.

You Have the Right To:

- Access to care, treatment, and services
- Access to medical information, as permitted by law
- Respect and dignity, as well as personal safety and security
- Privacy and confidentiality
- Informed consent
- Refusal of treatment
- Information about continuing care upon discharge
- Ability to file grievance or complaint

You Have the Responsibility To:

- Actively participate in your own healthcare
- Provide complete information to your physician and staff about your health
- Follow instructions given by your healthcare team
- Respect the privacy of others
- Provide information necessary for insurance processing and make timely payment for healthcare services

If you have concerns regarding the safety and quality of your care, please speak to your nurse anesthetist or physician. Should you find that any concern or complaint goes unresolved you may contact NCAP’s Compliance Officer with your complaint and/or grievance. All complaints and/or grievances are investigated as NCAP takes patient rights and satisfaction seriously.

Northern Colorado Anesthesia Professionals, PLLC

Attn: Compliance Officer

Address: 3702 Automation Way
Fort Collins, CO 80525

Phone: 970-999-0278

Email: complianceofficer@ncaphealth.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue

SW Room 509F
HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Consumer Civil Rights Notice:

As a recipient of federal financial assistance, NCAP complies with all Federal civil rights laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of sex, race, color, national origin, disability, or age. If you require English language communication assistance, free language assistance services are available to you by calling **866-501-2002**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-501-2002.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-501-2002。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-501-2002. 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-501-2002.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-501-2002.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-501-2002.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-501-2002.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-501-2002.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-501-2002. まで、お電話にてご連絡ください。

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-501-2002.។

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-866-501-2002.

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-866-501-2002.

PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-866-501-2002.

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