

Copied directly from <https://www.cheyenneregional.org/patients-visitors/standards-for-privacypatient-rights-responsibilities/> on November 9, 2021.

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Patient Rights & Responsibilities

Patient Privacy

At Cheyenne Regional Medical Center (CRMC), we take your privacy very seriously. You can rest assured that we will take every step necessary to ensure your privacy. You may ask for a copies of our “*Notice of Privacy Practices*” and “*HIPAA*” brochures for detailed information.

Standards for Privacy of Protected Health Information

According to the “Health Insurance Portability and Accountability Act” (HIPAA) (a section of laws enacted by the federal government), you have specific rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information. Protected health information may be released to other covered healthcare providers without patient authorization if used for treatment, payment, healthcare operations, or for public good purposes as permitted by state and federal laws. However, any disclosures of protected health information for use outside treatment, payment and/or healthcare operations requires patient authorization. If you would like one of your family members to be able to discuss your care with your providers, you will need to list that person (or persons) on the HIPAA forms.

While receiving care in the hospital, you may ask that your name not be included in the hospital directory (you will be a ‘privacy patient’) which will mean that people calling or asking for you will be told “I have no information about this patient.” If you want to receive deliveries of cards and flowers, then you will want your name to be included in the hospital directory. If you include your name in the hospital directory, your name will also appear on a list for clergy members of your faith, should you be interested in a visit. For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices that is given to you at registration. You may also request a copy at any time.

Do You Have a Question or Concern?

At CRMC, we are committed to providing quality healthcare and patient satisfaction, and your comfort, safety and well-being are our highest priority. Our Patient Relations team is here to assist patients and families and ensure that your hospital experience is a positive one. The Patient Relations team serves as a liaison between our patients, care teams and CRMC, to provide a safe means through which you may express concerns, problems or questions. Each team member is dedicated to listening and meeting your needs, and will respond appropriately to any concerns or problems that may arise during or after your stay. If you have questions or concerns or need assistance regarding your care, please contact our Patient Relations Hotline at (307) 633-7768. We have a member of our team available 24 hours a day, 7 days a week.

Patient Grievance Process

Complaints that cannot be resolved by the Patient Relations Team, will be referred to the leadership team for resolution and follow-up. The member of the leadership team will meet and/or communicate with the patient and/or family member regarding specific concerns. You can reach our leadership team through the hotline by calling (307) 633-7768.

If you feel that your concerns have not been addressed appropriately in-house, you can also contact the Department of Health Office of Health Licensing and Surveys at (307) 777-7123 (2020 Carey Avenue, 8th Floor, Cheyenne, WY 82002), and/or The Joint Commission Office of Quality Monitoring at (800) 994-6610 (One Renaissance Boulevard, Oakbrook Terrace, IL 60171).

We want to hear from you! If you have a question, please ask. If you have a recommendation, we would love to hear it and learn from it. Your feedback about your experience is greatly appreciated.

Pain Management

As a patient in this hospital, we take your pain seriously. We will work with you to provide appropriate solutions for any pain and discomfort you experience during your stay. To learn more, please visit our [Pain Management page](#).

Case Management

Case Management at CRMC is a collaborative effort between physicians and other healthcare providers to assess a patient's physical, emotional, social and economic situations.

Should a patient require services beyond what the hospital directly provides, case management professionals are available to assist a patient and/or a patient's family in coordinating the recommended services supported by the medical healthcare team.

The Case Management Department is here to acquaint patients and families with available community resources such as nursing homes, rehabilitation facilities, other hospitals, home care agencies, Meals on Wheels, homemaker services, medical equipment and much more, to ensure that both quality patient care and outstanding patient satisfaction are achieved while in the hospital and thereafter.

Case Managers are Registered Nurses and Social Workers who work closely with the attending physician, patient, the patient's family and other members of the multidisciplinary team in order to provide the appropriate level of care for each of our patients. There are Case Managers working on every unit. If you desire the assistance of a case manager or have questions that you need answered, please call the Patient Relations Team at (307) 633-7603.

Rapid Response Team

Established in January 2006 as part of the "100,000 Lives" campaign, our Rapid Response Team is made up of clinicians who bring critical care expertise to the bed-side.

The Rapid Response Team helps to identify high-risk patients and those likely to suffer from cardiac or respiratory arrest. If identified in a timely fashion, unnecessary deaths can often be prevented.

This Rapid Response Team empowers patients and their family members to promptly seek help and speak up as needed, since their close proximity may allow them to recognize signs that a patient is deteriorating before physicians and nurses do.

If there are concerns about what needs to be done for patient treatment and care, you can contact the Rapid Response Team by calling extension 7535.

Blood Products

If you will be receiving blood products (i.e. a transfusion, etc.), you will be asked to sign a consent for the administration of blood, after receiving a pamphlet and educational materials, prior to receiving the blood products. For more information, please ask your nurse or physician.

Latex Allergies

The protein in rubber can cause an allergic reaction in some people. This reaction can range from sneezing to anaphylactic shock, which is a serious condition that requires immediate medical attention.

What are the symptoms of latex allergy?

Latex allergy can be mild or severe, with symptoms including:

- Itchy, red, watery eyes
- Sneezing, coughing
- Rash or hives
- Chest tightness
- Shortness of breath
- Anaphylactic shock

The thin and stretchy latex rubber in gloves and balloons has high levels of this protein. It causes a higher number of allergic reactions than products made from hard latex rubber (like tires). In environments where gloves are frequently being put on and taken off, the air may contain many latex particles.

What should I do if I have a latex allergy?

If you have a latex allergy, you should let your healthcare provider (and/or the care team assigned to you) know immediately. Cheyenne Regional is a latex-free facility, however it is still important that you make your latex allergy known to your care team. Please let your family and friends know that you should avoid contact with latex balloons as well.