



# Patient *G*uide



Pueblo  
Community  
Health Center

[www.PuebloCHC.org](http://www.PuebloCHC.org)



## **Introduction**

Thank you for choosing Pueblo Community Health Center to be your health care home. This booklet describes the services we offer. It also explains how you and our staff can work together to meet your health care needs. Please keep it handy in case you have questions.

## **About Pueblo Community Health Center**

Pueblo Community Health Center is a full-service family practice offering medical, dental, pharmacy, mental health, health education, and many other services. Our mission:

*To provide primary health care to those in need.*

We are a private, 501(c)(3) nonprofit organization. Our high quality services are available to people with and without health insurance in Pueblo County. Some programs are available for people living outside of Pueblo County.

A group of local agencies founded Pueblo Community Health Center in 1983. We started with two staff members and have grown into an organization with more than 200 employees providing health care to more than 20,000 people each year, regardless of income.

## **Patient Rights & Responsibilities**

### **You Have the Right...**

- ...to expect quality care and reasonable access to primary health care.
- ...to be treated with respect, consideration and dignity.
- ...to have all physical examinations, interviews and discussions about your care take place privately, and to have all communications and records about your care handled confidentially.
- ...to the assurance of confidentiality when you approve or refuse the release of your medical information.
- ...to receive information about Pueblo Community Health Center's services, care providers, and organizational policies.
- ...to choose primary health care providers, including the right to refuse care from specific providers.
- ...to have your pain assessed.
- ...to participate in all decisions involving your care and treatment, including the right to refuse any drug, procedure, test or treatment.
- ...to appoint someone to help you with care decisions if you cannot make those decisions for yourself.
- ...to receive information about advance directives, as well as receive help in making an advance directive.
- ...to voice complaints about the care provided or about the organization.
- ...to know the immediate and long-term financial implications of treatment alternatives, insofar as they are known.
- ...to know if the facility is participating in teaching programs, research and/or experimental programs.
- ...to have access to your medical records in accordance with Federal and State laws.

## **You Have the Responsibility...**

- ...to provide accurate and complete information to the Pueblo Community Health Center's professional staff regarding your health, including medications prescribed or over-the-counter products and any allergies or sensitivities you may have.
- ...to treat the providers and staff of Pueblo Community Health Center with respect and consideration.
- ...to inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- ...to follow the instructions and guidelines given to you by those providing your health care.
- ...to inform the provider or support staff if you do not understand your diagnosis or treatment plan.
- ...to keep Pueblo Community Health Center informed of your current insurance status, home address and telephone number.
- ...to pay for services received at Pueblo Community Health Center in a timely manner.
- ...to keep your appointments or notify the Pueblo Community Health Center at least 24 hours in advance if you are unable to keep your appointment.
- ...to inform Pueblo Community Health Center when you have a complaint or concern.
- ...to follow the information listed in Pueblo Community Health Center's Patient Guide.

## **Non-Discrimination**

Pueblo Community Health Center does not discriminate against any person based on their race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.

If you have a complaint or question about your rights under this policy, please contact the Patient Advocate/Section 504 Coordinator at (719) 543-8711 and you will be assisted with concerns.

## **Reasonable Accommodations**

Pueblo Community Health Center and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, blind, or who have other sensory impairments.

Pueblo Community Health Center provides reasonable accommodations at no cost. Examples include ramps, automatic doors, grab bars, accessible offices, meeting rooms, bathrooms, public waiting areas, patient treatment areas, sign language and interpretation, translated written materials, and oral interpretation for non-English speaking people.

Please talk to a receptionist, nurse or other staff person if you need an accommodation to receive services from Pueblo Community Health Center.

If you have a complaint or question about your rights under this policy, please contact the Patient Advocate/Section 504 Coordinator at (719) 543-8711 and you will be assisted with concerns.

## **Health Care Services**

Pueblo Community Health Center offers comprehensive health care services. We also arrange referrals to other offices for services we cannot provide on site, such as specialists and x-rays. A description of the services Pueblo Community Health Center provides is included in this booklet.

### ***Medical Services***

Our Board Certified family practice physicians, physician assistants, nurse practitioners, and nurse midwives offer the following services:

- Care for Acute and Chronic Illnesses
- Treatment for Minor Injuries
- Minor Surgery
- Pharmacy
- Laboratory
- Preventive Care for Adults and Children:
  - Check-ups
  - Immunizations
  - Family Planning and Birth Control
  - Cancer Screening

### ***Obstetrical Services***

A full range of health services is available to women during and after pregnancy. These services include the following:

- Pregnancy Tests (Free)
- Prenatal Care and Delivery
- Postpartum Care
- Newborn Care
- Ultrasound and Fetal Monitoring
- Prematurity Prevention Program
- Childbirth Classes
- Breastfeeding Education
- Birth Control
- Home Visits
- Nurse-Family Partnership

## ***Dental Services***

You must be a medical patient at Pueblo Community Health Center to receive dental care. Our dentists provide basic dental services for pediatric and adolescent patients. Limited dental services are provided for adults.

The sliding fee program helps pay for visits to Pueblo Community Health Center dentists.

Co-payments for dental services are determined when you register for the sliding fee program if you don't have dental insurance. Some services require full payment before the dentist starts the work.

The sliding fee program may help pay for referrals to oral surgeons and specialists. Our dentists consider referrals on a case-by-case basis.

## ***Health Education Services***

Pueblo Community Health Center provides a wide range of health education and wellness services, including the following:

- Diabetes Education
- Weight Management
- Smoking Cessation
- Diet Consultation

## ***Mental Health Services***

You must be a medical patient at Pueblo Community Health Center to receive mental health services. Licensed mental health professionals help our patients experiencing depression, stress, grief, chronic pain, and other challenges. Counselors also help victims of physical, sexual or emotional abuse. A referral from your primary care provider is needed for a mental health appointment. Available mental health services include the following:

- Individual Counseling
- Family Counseling
- Group Counseling

## ***Special Services***

Pueblo Community Health Center works with patients to meet special needs. The following services are available:

- Spanish interpretation
- Sign language interpretation
- Health care services for migrant/seasonal farmworkers, homeless people, and people living with HIV/AIDS
- Assistance with advanced directives, living wills, or medical power of attorney.

If you require any of the above services or have other special needs, please tell our staff when you call for an appointment.

## **New Patients**

We need some basic information before a health care provider sees you. Please help us by following the guidelines below:

### ***Patients with Private Insurance, Medicare and/or Medicaid***

You may be asked to provide your name, address, phone number, insurance information and other information. Arrive fifteen minutes early for your first appointment to fill out a short registration form. Please bring your Social Security number and your private insurance/Medicaid/Medicare card(s).

### ***Patients with No Insurance***

If you do not have health insurance to pay for your health care, you may be able to get help through Pueblo Community Health Center's sliding fee program. This program can help you pay for medical, dental, mental health visits, and prescriptions at Pueblo Community Health Center, as well as referrals to specialists.

Pueblo Community Health Center receives federal, state and local grants to pay part of the cost of the health care provided through the sliding fee program. Patients also make co-payments for the care they receive. Without these co-payments, the program could not exist. Every patient payment helps more people get the health care they need.

## ***How to Apply***

To find out if you qualify for the sliding fee program, you must provide information about your income and family size. You will need to make an appointment with the Registration office to apply. The number to call is (719) 543-8711.

Everyone applying for assistance must bring the following personal identification information to the registration appointment:

1. Social Security number or receipt for SSN application
2. Colorado Driver's License or official picture identification
3. Medicaid card(s) for everyone who has one
4. Child Health Plan Plus card(s) for everyone who has one
5. Medicare card(s) for everyone who has one
6. Private health insurance card(s) for everyone who has one

You will need to bring the following income information to your registration appointment:

1. Proof of household employment income for the month prior to application (paycheck stubs or signed statement on employer letterhead verifying gross income for previous month)
2. Information about income from any other sources (pension, trust, alimony, rental income, social services payment, etc.)
3. Information for any vehicles you own, including the following:
  - Registrations for all vehicles (car, motorcycle, boat, trailer, etc.)
  - Current value of all vehicles
  - How much is still owed on all vehicles
4. Estimate of equity in any business that you own
5. Proof of any medical expenses incurred in the past 365 days

If you do not have any of the income information listed above, please bring the expense information listed below:

1. One current rent receipt or verification of mortgage payment
2. Evidence of child support payments you are paying to someone else
3. Evidence of child care and other monthly household expenses
4. Statement signed by anyone providing you with room or board at no cost
5. Information about any other household expenses

If you qualify for the sliding fee program, we will give you a Pueblo Community Health Center Member Card showing how much your co-payment will be and who in your family is eligible for the program. This program will not pay for medical expenses provided at Pueblo Community Health Center before your eligibility date.

You must renew your card for eligibility each year (see expiration date on your card). If you do not renew your card, you will have to pay 100% of your medical, dental, prescription and specialist bills. Please call at least one week before your card expires to schedule an appointment to renew your card. You must bring in the information listed earlier in this section to the appointment.

If you are unable to keep your registration appointment, please call (719) 543-8711 to cancel or reschedule at least 24 hours in advance. This allows us to schedule an appointment for someone else and keep the waiting time for appointments short.

### ***Covered Services***

The sliding fee program can help you pay for a variety of health care services. These services must be provided at one of our service locations or be authorized by one of our doctors.

Please bring your Pueblo Community Health Center Member Card every time you see a doctor or pick up a prescription. The card shows your eligibility dates and your co-payment amounts.

You pay a portion of the costs for the health care services you receive. The amount you pay depends on your sliding fee rating and the type of service you receive. A description of sliding fee services and the required co-payments follows.

### ***Medical, Dental, Health Education and Mental Health Services***

The sliding fee program helps you afford visits to Pueblo Community Health Center for medical care, dental, health education and mental health services. Co-payments for these visits range from \$5.00 to 100% of the total charges for the services. We charge a co-payment for every visit. Please make your co-payment when you check in for your visit.

## Pueblo Office Hours

### **Colorado Avenue Clinic** at 300 Colorado Avenue:

Monday, Tuesday & Thursday	8:30 a.m. to 9:00 p.m.
Wednesday	9:00 a.m. to 9:00 p.m.
Friday	8:30 a.m. to 5:00 p.m.

### **Park Hill Clinic & Pharmacy** at 1302 East Fifth Street:

Monday, Tuesday, Thursday & Friday	8:30 a.m. to 5:00 p.m.
Wednesday	9:00 a.m. to 5:00 p.m.

### **Pharmacy** at 110 East Routt Avenue:

Monday - Thursday	9:00 a.m. to 9:00 p.m.
Friday	9:00 a.m. to 5:00 p.m.

### **Administrative Services** at 110 East Routt Avenue (Patient Registration & Accounts; Human Resources):

Monday, Tuesday	
Thursday & Friday	8:30 a.m. to 5:00 p.m.
Wednesday	9:00 a.m. to 5:00 p.m.

### **O'Rourke Dental Clinic** at 2030 Lake Avenue:

Monday, Tuesday, Thursday & Friday	8:00 a.m. to 5:00 p.m.
Wednesday	9:00 a.m. to 5:00 p.m.

### **Grand Avenue Clinic** at 1008 North Grand Avenue:

Monday, Tuesday & Thursday	8:00 a.m. to 1:00 p.m.
Friday	8:00 a.m. to 12:00 noon
Wednesday	Closed

### **Avondale Clinic** at 328 Avondale Boulevard, Avondale, CO:

Monday & Friday	8:30 a.m. to 5:00 p.m.
Wednesday	9:00 a.m. to 5:00 p.m.
Tuesday & Thursday	1:30 p.m. to 5:00 p.m.

## **School-Based Wellness Center Office Hours** (Follows local school districts' calendars)

### **Central High School** at 216 East Orman Avenue:

Monday & Friday	7:30 a.m. to 4:00 p.m.
Wednesday	9:00 a.m. to 4:00 p.m.

### **East High School** at 9 MacNeil Road:

Monday & Friday	7:30 a.m. to 4:00 p.m.
Wednesday	9:00 a.m. to 4:00 p.m.

### **Freed Middle School** at 715 West 20th Street:

Monday & Friday	7:30 a.m. to 4:00 p.m.
Wednesday	9:00 a.m. to 4:00 p.m.

### **Risley Middle School** at 625 Monument:

Monday & Friday	7:30 a.m. to 4:00 p.m.
Wednesday	9:00 a.m. to 4:00 p.m.

## **After-hours and Weekend Care**

In a true emergency, dial 911 or go to the nearest hospital emergency room. If you need health care after regular office hours or on a weekend, you may call (719) 543-8711. There is always a medical professional on call to attend to your health needs.

## Appointments

We want to meet your health care needs. The guidelines below explain how soon you can expect a medical appointment.

1. Acute care (injury, fever, infection, etc.) – You can expect to speak with a nurse or receive a return call with your provider's recommendations within one business day. If your provider needs to see you, the nurse will try to give you an appointment on the same or next day.
2. Routine care (follow-up visits, well child care, shots, medication checks, etc.) – Our goal is to provide an appointment within two weeks.
3. Complete physical exams and yearly well woman exams – Our goal is to provide an appointment within four to six weeks.

If you are unable to keep your appointment, please call (719) 543-8711 to cancel or reschedule at least 24 hours in advance. This allows us to schedule an appointment for someone else and keeps waiting time for appointments short. **Patients who continually miss appointments without canceling may be asked to find another health care provider.**

If you need an appointment and your regular provider is not available, we will offer you an appointment with another Pueblo Community Health Center provider.

## Payment for Services

Payment is expected at the time of service. Your insurance or sliding fee co-payment will be collected when you check in for your appointment. If you have difficulty paying your bill, contact the Billing Office at (719) 543-8711 to make payment arrangements.

## Privacy

The privacy of your health information is very important. A description of how we use your health information to deliver services and your rights to access and control your information are explained in our *Notice of Privacy Practices*. Please request

this *Notice* if you have not received one. The *Notice* is posted at each site and you may request a copy at any time. If you have questions about the privacy or handling of your health information, please contact the Patient Advocate at (719) 543-8711.

## **Your Health Care Records**

We respect your right to confidentiality. Pueblo Community Health Center will release information regarding your health care only with written permission from you. If you or an authorized representative (other than your doctor) requests a copy of your health care records, we will copy and mail records to another doctor at no cost to you. You will be charged reasonable copying and/or delivery fees for records released with your permission directly to you or to another party. For current rates, contact Medical Records at (719) 543-8711. It will take approximately 20 working days to process a request for a copy of your health care records. Note: The copying fee is subject to change without notice.

## **Prescription Services**

Pueblo Community Health Center's Patient Pharmacies accept the Pueblo Community Health Center Member Card and the following plans: Medicaid; Child Health Plan Plus; Medicare Part D; and many other plans. Please check the complete list of acceptable plans posted at the Patient Pharmacies or call one of the pharmacies (see phone number on booklet cover) to see if your plan is accepted. Only Pueblo Community Health Center patients may use these pharmacies.

## ***Co-Payments***

### ***Insurance Plans***

Pueblo Community Health Center requires patients to pay co-payments at the time you receive your medicine. There is a co-payment for each prescription filled. Sometimes the cost to fill your prescription will be less than your co-payment. In this case, you will only be charged the actual cost.

### ***Pueblo Community Health Center Member Card Plan***

Pueblo Community Health Center requires patients to pay co-payments at the time you receive your medicine. There is a co-payment for each prescription filled. Your co-payment amount

is indicated on your Pueblo Community Health Center Member Card. Pueblo Community Health Center has an approved list of medications for our member card plan and it is designed to meet the medication needs of our patients. There may be some medicines prescribed for you that are not on the approved list of medications and you will be responsible for the entire cost. Your doctor will work with you to provide medicine that is covered by the approved list of medications. Controlled substances are not on the approved list of medications.

### ***Approved List of Medications***

An approved list of medications is part of pharmacy benefits. You are responsible for the entire cost of your medicine when it is not on your plan's approved list of medications.

### ***Insurance Plans***

Consult your doctor or call the number on your insurance card to obtain information about what is covered on your plan's approved list of medications.

### ***After Hours and Holiday Service***

If you need prescription service while the Patient Pharmacies are closed, please call (719) 543-8711 and you will be connected with our answering service. If needed, the doctor will call your prescription into another pharmacy; however, **it will not be covered by the Pueblo Community Health Center Member Card plan.** If you like, you could obtain enough medicine to last you until the next day the Pueblo Community Health Center Patient Pharmacies are open; you do not need to have the entire prescription filled.

### ***Emergency Room or Non-Pueblo Community Health Center Prescriptions***

**Only prescriptions written by a Pueblo Community Health Center doctor are accepted at the Patient Pharmacies.**

Prescriptions written by an emergency room doctor or other non-Pueblo Community Health Center doctor cannot be filled at our Patient Pharmacies. Please call your Pueblo Community Health Center doctor at (719) 543-8711 to discuss options for getting your medicine at one of our Patient Pharmacies. In some cases, you may have to go to a pharmacy where the Pueblo Community

Health Center Member Card is not accepted.

### ***Refills***

Whether or not you have refills remaining on your current prescription, please contact the Patient Pharmacies (Routt Avenue location: (719) 543-4545; Park Hill Clinic location: (719) 545-5582) **at least three days** before you need the prescription.

### ***Prescription Assistance Program***

You may be required to get your medication(s) through one or more pharmaceutical company's patient assistance program. The program lowers your co-payments. Pueblo Community Health Center Pharmacy technicians must verify your financial information and will submit the applications for you. Pharmaceutical companies will accept or deny the applications. If accepted, Pueblo Community Health Center must follow the pharmaceutical company's rules. Your cooperation is appreciated.

Pharmacies have a system for reordering your medicine from the manufacturer. We will contact you when your reordered medicine arrives. In the event that your medicine runs out before the manufacturer sends a refill, you will need to obtain your medicines on your Pueblo Community Health Center Member card and pay the co-payment.

### ***Non-Compliance***

Pueblo Community Health Center reserves the right to discontinue your participation in the Prescription Assistance Program if you lose eligibility as defined above or do not comply with the program.

## **Specialist Referrals**

Your provider may refer you to a specialist to evaluate your health. Please tell your health care provider what kind of insurance you have so we can follow their rules for specialty referrals. If you have Pueblo Community Health Center member card coverage, all of your costs to see a specialist may not be covered.

The sliding fee program covers part of the cost of specialist visits. In some cases, you may be billed by the specialist for costs not covered by the Sliding Fee Program. You need to take a referral

form from Pueblo Community Health Center to the specialist every time you have an appointment. Please call our office if you need to see the specialist for a follow-up visit.

You will also need to show the specialist's office your Pueblo Community Health Center Member card at each visit. Be sure to make your payment arrangements with the specialist's office. You will be responsible for a portion of the cost of each visit.

When a Pueblo Community Health Center doctor refers you to a medical specialist, we will pay up to \$50 of the cost of your first office visit and up to \$50 of the cost of each procedure performed by the specialist. We will also pay up to \$30 for each follow-up office visit (maximum of 6 visits each calendar year). You pay any fees above these amounts charged by the specialist's office.

A total of six visits per specialist per calendar year are allowed on the sliding fee program. If you need to see a specialist more than six times, you should make arrangements for payment with the specialist's office.

The specialist's office will bill you for laboratory tests and routine x-rays done in their office. We can do the tests for you through our own lab and x-ray services if the specialist gives us the orders. We will send the results to the specialist for you. If we arrange the tests for you, lab and x-ray charges from the hospitals or specialists may be less.

### **Emergency Room and Hospital Services**

An emergency is a condition that may cause lasting harm or loss of life or limb. An emergency requires immediate treatment.

Examples of emergencies follow:

- Severe burns
- Chest pain
- Car accident
- Broken bone(s)

Call 911 or go to the nearest hospital emergency room if your condition is a true emergency. Remember to follow your insurance

company's rules regarding emergency room visits.

Pueblo Community Health Center's sliding fee program does not pay for emergency room visits, hospital bills, or ambulance fees. However, if you are on the sliding fee program, you will probably be able to get help from St. Mary-Corwin Medical Center's Financial Aid Coordinator or Parkview Medical Center's Financial Services Counselor.

Please talk to the Financial Aid staff person at the hospital before you are admitted or as soon as possible after you are discharged from the hospital. You must take your Pueblo Community Health Center Member Card with you so the hospital will know your rating. If you have more questions, contact the Financial Aid staff member at St. Mary-Corwin Medical Center at (719) 560-4000 or Parkview Medical Center at (719) 584-4000.

Note: Pueblo Community Health Center cannot help pay for emergency room visits, hospital bills, or ambulance fees.

Pueblo Community Health Center's providers admit patients to both local hospitals. If you are admitted to St. Mary-Corwin Medical Center, physicians from the Southern Colorado Family Residency may provide your care while you are hospitalized. If you are admitted to Parkview Medical Center, other physicians may provide your care while you are hospitalized. The physicians will consult with your Pueblo Community Health Center provider about your condition to ensure appropriate follow-up care.

## **Putting You First**

We want your experiences at Pueblo Community Health Center to meet your needs. You can help us give you better service by telling us when you have a problem or complaint. There are "Comment Cards" in each reception area.

You can voice a concern to any staff member. If the staff member you talk to cannot solve your problem, that staff member will refer you to the Patient Advocate.

The Patient Advocate will fill out a Client Complaint Report Form. This form will be given to the manager of the department or departments involved with the complaint. The manager will contact you to discuss and resolve your problem or complaint.

If you are not satisfied with the solution, you may ask to take your complaint to a higher level. Pueblo Community Health Center's Chief Executive Officer is the highest level of appeal. The CEO's decision will be final.

## **Section 504 Concerns**

Please contact the Patient Advocate/Section 504 Coordinator if...

- ...you have a concern about your rights to reasonable accommodations due to a disability.
- ...you are having trouble accessing one of Pueblo Community Health Center's facilities or accessing services.
- ...you feel that you have experienced discrimination by Pueblo Community Health Center.

The Patient Advocate/Section 504 Coordinator will help you resolve your concerns in a timely manner and will handle it according to the process described above. Pueblo Community Health Center will not retaliate against you for making a Section 504 complaint or concern known to us. In the event that you are not satisfied with how Pueblo Community Health Center has handled your Section 504 grievance you may contact the U.S. Department of Health and Human Services, Office of Civil Rights, 1961 Stout Street, Room 1426, Denver, Colorado, 80294. (303) 844-2024.

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Pueblo  
Community  
Health Center

[www.PuebloCHC.org](http://www.PuebloCHC.org)

**Colorado Avenue Clinic**

300 Colorado Avenue  
Pueblo, Colorado 81004  
(719) 543-8711

**Park Hill Clinic & Pharmacy**

1302 East 5th Street  
Pueblo, Colorado 81001  
(719) 543-8711

**O'Rourke Dental Clinic**

2030 Lake Avenue  
Pueblo, Colorado 81004  
(719) 564-4823

**Avondale Clinic**

328 Avondale Boulevard  
Avondale, Colorado 81022  
(719) 947-3344

**Grand Avenue Clinic**

1008 North Grand Avenue  
Pueblo, Colorado 81003  
(719) 584-3964

**Pharmacy &  
Administrative Services  
(Patient Registration &  
Accounts; Human Resources)**

110 East Routt Avenue  
Pueblo, Colorado 81004  
(719) 543-4545

**Central High**

**School-Based Wellness Center**  
216 East Orman Avenue  
Pueblo, Colorado 81004  
(719) 253-6156

**East High**

**School-Based Wellness Center**  
9 MacNeil Road  
Pueblo, Colorado 81001  
(719) 549-7730

**Freed Middle**

**School-Based Wellness Center**  
715 West 20th Street  
Pueblo, Colorado 81003  
(719) 253-6310

**Risley Middle**

**School-Based Wellness Center**  
625 Monument  
Pueblo, Colorado 81001  
(719) 549-7915

**Walsenburg OB Clinic**

129 Kansas Avenue  
Walsenburg, Colorado 81089  
(719) 738-2718

**Administration & Foundation**

112 East Pitkin Avenue  
Pueblo, CO 81004  
(719) 543-8711



*Accredited by the*

ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.



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