



Pueblo  
Community  
Health Center



# Patient Guide

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



# Welcome to Pueblo Community Health Center



Thank you for trusting Pueblo Community Health Center (PCHC) to be your health care home. Since 1983, we have offered comprehensive and coordinated care to anyone, regardless of their ability to pay. We have 11 locations to serve you in Pueblo County, and one in Huerfano County.

PCHC cares for your entire family: babies, children, adolescents, adults, and seniors. Each patient we serve can expect PCHC to be their partner in achieving and maintaining the best health possible.

Welcome to our clinic. We encourage you to learn more about PCHC by visiting [www.pueblochc.org](http://www.pueblochc.org).

Sincerely,

Donald Moore  
Chief Executive Officer

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

1. To expect quality care and reasonable access to primary health care.
2. To be treated with respect, consideration and dignity.
3. 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.
4. To the assurance of confidentiality when you approve or refuse the release of your medical information.
5. To receive information about Pueblo Community Health Center's services, care providers, and organizational policies.
6. To request a health care provider or to request a change of a provider subject to availability and consistent with standards of care.
7. To have your pain assessed.
8. To participate in all decisions involving your care and treatment, including the right to refuse any drug, procedure, test or treatment.
9. To appoint someone to help you with care decisions if you cannot make those decisions for yourself.
10. To receive information about advance directives, as well as receive help in making an advance directive.
11. To voice complaints about the care provided or about the organization.
12. To know the immediate and long-term financial implications of treatment alternatives, insofar as they are known.
13. To know if your provider is participating in teaching programs, research and/or experimental programs, and to refuse to participate in experimental programs.
14. To have access to your medical records in accordance with Federal and State laws.

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

1. To provide accurate and complete information to the Pueblo Community Health Center's professional staff regarding your health, including medications prescribed or any over the counter products used, and any allergies or sensitivities you may have.
2. To treat the providers and staff of Pueblo Community Health Center with respect and consideration.
3. To inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
4. To follow the instructions and guidelines given to you by those providing your health care.
5. To inform the provider or support staff if you do not understand your diagnosis or treatment plan.
6. To keep Pueblo Community Health Center informed of your current insurance status, home address and telephone number.
7. To pay for services received at Pueblo Community Health Center in a timely manner.
8. 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.
9. To inform Pueblo Community Health Center when you have a complaint or concern.
10. To follow the information listed in Pueblo Community Health Center's Patient Guide.

## **Putting You First**

We want your experience at Pueblo Community Health Center to meet your needs and exceed your expectations. You can help us by sharing your comments, concerns, complaints, or compliments. There are “comment cards” in each reception area.

You can voice your concerns to any staff member. If the staff member with whom you speak cannot address your concern, you will be referred to the patient advocate. The patient advocate will fill out an internal client complaint report form. This form will be given to the manager of the department or departments involved with the complaint. The manager may contact you to discuss and resolve your problem or complaint. If you are not satisfied with the resolution, you may ask to elevate your complaint to a higher level. PCHC’s Chief Executive Officer is the highest level of appeal. The CEO’s decision will be final.

## **Non-Discrimination**

Pueblo Community Health Center does not discriminate or deny benefits against any person on the basis of race, ethnicity, ancestry, color, sexual orientation, national origin, disability, sex, gender identity or gender expression, religious preference, marital status, political beliefs, or age. The Center will not discriminate on any basis prohibited by law in its programs, services, activities, or 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.

## **Reasonable Accommodations**

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

PCHC 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 ask a receptionist, nurse, or other staff person if you need an accommodation to receive services from PCHC.

We welcome service animals in the facility. Owners are responsible for the conduct and well-being of their service animal.

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.

## **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 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, handling it per the process described above. PCHC will not retaliate against you for making a Section 504 complaint or concern known to us. If you are not satisfied with how PCHC 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 or call (303) 844-2024.

## **Health Care Services**

Pueblo Community Health Center offers comprehensive health care services. Our goal is to create a patient-centered medical home (PCMH) that emphasizes a personal relationship with a primary care provider who leads and coordinates care with the help of a multi-disciplinary team of professionals.

PCHC also arranges referrals to other offices for services not provided, such as specialty care and x-rays. A description of services PCHC provides is included in this booklet.

### ***Medical Services***

Physicians, physician assistants, nurse practitioners, and nurse midwives offer the following services:

- Care for acute and chronic illnesses
- Treatment for minor injuries
- Minor surgery
- HIV tests (free)
- Pharmacy
- Laboratory
- Preventive care for adults and children:
  - Check-ups
  - Immunizations
  - Family planning and birth control
  - Cancer screenings

### ***Obstetrical Services***

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

- Pregnancy tests (free)
- Pre-conceptual planning
- Prenatal care and delivery
- Postpartum care
- Newborn care
- Ultrasound and fetal monitoring
- Childbirth classes
- Breastfeeding education and support
- Birth control
- Nurse-Family Partnership

### ***Dental Services***

We encourage our patients to take advantage of the full suite of services here at PCHC. It is preferred that our dental patients become established medical patients before using dental services when possible. Our team of dentists, hygienists, and assistants provide excellent care to patients of all ages. Services include preventive and restorative care such as: preventive cleanings, periodontal treatment, fillings, root canals, extractions, partial dentures, and complete dentures. Services may be referred out for specialty care when appropriate.



### ***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
- Nutrition consultation

### ***Behavioral Health Services***

Licensed behavioral health professionals help our patients experiencing depression, stress, grief, chronic pain, and other issues. Behavioral health providers also assist victims of physical, sexual, or emotional abuse. A referral from your primary care provider is preferred for a behavioral health appointment, but you may contact the behavioral health department to self refer. You must be a registered PCHC patient to access behavioral health services and for psychiatry, you must be engaged in primary care and behavioral health. Available services include the following:

- Individual therapy
- Family therapy
- Group therapy
- Couples therapy
- Psychiatric medication evaluation and management
- Auricular acupuncture (Acudetox)
- Substance abuse treatment services

### ***Care Team Navigation and Patient Support Services***

Pueblo Community Health Center links patients to community resources for which they need to achieve their health goals. Navigation services assist with transitioning from hospital care and facilitate referrals to specialty care.

### ***Special Services***

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

- Language interpretation services
- Sign language interpretation
- Health care services for migrant/seasonal agriculture workers, those that are homeless, or living with HIV/AIDS
- Assistance with advanced directives, living wills, or medical power of attorney

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

## **Enrollment Services**

Regardless of ability to pay, PCHC's mission is to provide primary health care to those in need. All are welcome to establish care with the practice. We accept most commercial insurance coverage, Medicare and Health First Colorado (Colorado's Medicaid program). Additionally, PCHC has programs for those without any health coverage (uninsured) or who have difficulty paying for care even though they have health insurance (underinsured).

### ***How to Apply***

To find out more about becoming a patient and learning about the options and plans available to you and your family, please contact an enrollment representative. They will meet with you, answer questions, review documentation about your financial situation, and help you enroll in the plan that best fits your needs.

Our enrollment process is as follows:

- 1) Call (719) 543-8711 and ask what documents you need to bring to register as a patient.
- 2) Walk into the registration office at 110 East Routt Avenue, 300 Colorado Avenue, or 1301 East 7th Street. Appointments are not necessary.

## **Payment for Services**

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

## **Sliding Fee Discount Program**

The Sliding Fee Discount Program helps you afford visits to Pueblo Community Health Center even if you have insurance. If you must pay a deductible before receiving insurance coverage for services, are unable to make your visit co-payments offered on your insurance plan, or do not have insurance, PCHC may be able to help you through the Sliding Fee Discount Program.

You will be responsible for a fee at each visit for the health care services you receive. The amount you pay depends on your sliding fee rating and the type of service you receive.

The Outreach and Enrollment department can check your eligibility for participation in the program.

## **Pueblo Locations**

For clinic hours, please visit our website  
at [www.pueblochc.org](http://www.pueblochc.org) or call (719) 543-8711

**Colorado Avenue Clinic** - 300 Colorado Avenue

**Pharmacy** - 110 East Routt Avenue

**Administrative Services** - 110 East Routt Avenue

**East Side Clinic - Medical, Dental & Pharmacy** - 1301 East 7th Street

**O'Rourke Dental Clinic** - 2030 Lake Avenue

**Grand Avenue Clinic** - 1008 North Grand Avenue

**Avondale Clinic** - 328 Avondale Boulevard

## **School-Based Wellness Centers** (Follows local school district calendars)

**Central High School** - 216 East Orman Avenue

**Chavez-Huerta Preparatory Academy** - 2727 West 18th Street

**Pueblo County High School** - 1050 35th Lane

**Pueblo Community College** - 900 West Orman Avenue, MT 118

## After-hours and Weekend Care

In an 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.

## Canceling Appointments

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. **Patients who regularly miss appointments without canceling may be removed from PCHC's practice.**

If you need an appointment and your regular provider is not available, we will offer you an appointment with another PCHC provider.

## Privacy

The privacy of your health information is critical. 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 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 call (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.

## **Patient Portal**

As part of our ongoing effort to partner with our patients in their care delivery decisions, we have established online access to portions of your personal health record. You may sign up to securely access the portal by registering online, calling our office, or by asking a staff member at your next visit. A link to the patient portal is available at [www.pueblochc.org](http://www.pueblochc.org).

## **Forms**

Please allow three business days for the completion of forms. Your provider may request that you schedule an appointment, if necessary, to complete the form.

## **Prescription Services**

Pueblo Community Health Center's patient pharmacies accept the following plans: HealthFirst Colorado and some Medicare Part D. Please check the complete list of accepted 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 PCHC patients may use these pharmacies.

### ***Fees***

Pueblo Community Health Center or your insurance plan may require patients to pay a portion of the cost of medication at the time received. Sometimes the total cost to fill your prescription will be less than the amount you would normally be responsible for per your insurance plan or program. In this case, you will only be charged the sliding fee discount. If you have insurance that the pharmacies are unable to use, and your payment is high, you may be eligible to apply for the sliding fee discount for those prescriptions when filled at our pharmacies.

### ***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***

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 when the patient pharmacies are closed, please call (719) 543-8711 and you will be connected to our answering service. If needed, the provider will call your prescription into another pharmacy; however, **it will not be covered by the Pueblo Community Health Center sliding fee discount**. If you like, you can obtain enough medication to last you until the next day the PCHC patient pharmacies are open; you do not need to have the entire prescription filled.

### ***Emergency Room or Non-PCHC Prescriptions***

**Only prescriptions written by a Pueblo Community Health Center provider are accepted at the patient pharmacies.** Prescriptions written by an emergency room doctor or other non-PCHC providers cannot be filled at our patient pharmacies. Please call your PCHC provider at (719) 543-8711 to discuss options for getting your medicine at one of our patient pharmacies.

### ***Refills***

For ALL refills, whether you do or do not have refills remaining on your current prescription, please contact your patient pharmacy (Routt Avenue location: (719) 476-0214; East Side Clinic location: (719) 476-0220) **at least three business 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, PCHC must follow the pharmaceutical company's rules. Your cooperation is appreciated. Pharmacies have a system for re-ordering your medicine from the manufacturer. We will contact you when your re-ordered medicine arrives. If your medicine runs out before the manufacturer sends a refill, you will need to obtain your medications and pay any associated 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 are eligible for the Sliding Fee Discount Program, costs to see a specialist may not be covered.

The specialist's office will bill you for laboratory tests and routine x-rays done in their office. If you have CICP or Sliding Fee Discount Program, laboratory tests ordered by a specialist need to be taken to Parkview Health System for completion. The medical center may bill you for a co-pay for laboratory services provided. If you go to a LabCorp patient service center for blood collection, you will be billed for 100% of the charges for tests performed.

### ***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 are as follows:

- Severe burns
- Chest pain
- Motor vehicle accident
- Broken bone(s)
- Serious bleeding
- Stroke symptoms including sudden confusion or inability to walk or talk
- Severe pain
- Loss of vision

**Call 911 or go to the nearest hospital emergency room if your condition is an emergency.** Remember to follow your insurance company's rules regarding emergency room visits.

Pueblo Community Health Center's Sliding Fee Discount Program does not pay for emergency room visits, hospital bills, laboratory processing fees, or ambulance fees. However, if you are on the Sliding Fee Program, you will likely be able to get help from St. Mary-Corwin Medical Center's financial aid coordinator or Parkview Health System'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. Be sure to take any cards issued by PCHC with you to the hospital. If you have more questions, contact the financial aid staff member at St. Mary-Corwin Medical Center (719) 557-4000 or Parkview Health System (719) 584-4000.

**NOTE:** Pueblo Community Health Center cannot assist with payment of emergency room visits, hospital bills, laboratory processing fees, or ambulance fees.

PCHC's providers DO NOT admit patients to the hospital. If you are admitted, other physicians will provide your care while you are hospitalized. They will provide PCHC with information about your treatment and help set up appropriate follow-up care.

## **Tobacco-Free Facility**

To promote Pueblo Community Health Center's commitment to your health, all PCHC facilities are tobacco-free as of January 1, 2014. Use of the following is prohibited on PCHC property:

- Cigars/cigarettes
- Chewing tobacco/snuff
- Pipes/pipe tobacco
- Any electronic device that delivers tobacco or nicotine
- Any product that contains tobacco or nicotine

For more information about how to quit smoking, please contact your medical provider or access the Quitline at 1-800-QUIT-NOW or 1-800-784-8669.

## **Video and Audio Policy**

To ensure patient confidentiality, video and audio taping is prohibited in PCHC clinics and during visits.

# *Notes*



# 11 Locations to Serve You

(719) 543-8711

## **Colorado Avenue Clinic**

300 Colorado Avenue  
Pueblo, Colorado 81004

## **Administrative Services (patient registration, patient accounts & human resources)**

### **Pharmacy**

110 East Routt Avenue  
Pueblo, Colorado 81004  
(719) 476-0214 (pharmacy)

## **East Side Clinic - Medical, Dental & Pharmacy**

1301 East 7th Street  
Pueblo, Colorado 81001  
(719) 476-0220 (Pharmacy)

## **O'Rourke Dental Clinic**

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

## **Avondale Clinic**

328 Avondale Boulevard  
Avondale, Colorado 81022

## **Grand Avenue Clinic**

1008 North Grand Avenue  
Pueblo, Colorado 81003

## **Walsenburg OB Clinic**

23450 U.S. Highway 160  
Walsenburg, Colorado 81089

## **Administration & Foundation**

112 East Pitkin Avenue  
Pueblo, Colorado 81004

## **Central High School-Based Wellness Center**

216 East Orman Avenue  
Pueblo, Colorado 81004

## **Chavez-Huerta Preparatory Academy School-Based Wellness Center**

2727 West 18th Street  
Pueblo, Colorado 81003

## **Pueblo County High School-Based Wellness Center**

1050 35th Lane  
Pueblo, Colorado 81006

## **Pueblo Community College Student Health Clinic**

900 W. Orman Avenue, MT 118  
Pueblo, Colorado 81004