

## Patient Rights And Responsibilities

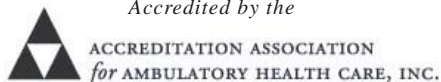
Peak Vista Community Health Centers' staff are available to help you with any concerns you may have regarding Peak Vista's programs or services. If your concern is not resolved to your satisfaction, you have the right to file a complaint with the Colorado State Board of Medical Examiners or the Colorado State Board of Dental Examiners. Upon request, Peak Vista will provide the contact information for these organizations.

To ensure fair and equal treatment of all our members, Peak Vista has "Member Rights and Responsibilities" posted in all centers. **Please take a moment to become familiar with them.** Members may be discharged from our centers if guidelines are not followed. This includes, but is not limited to, inappropriate behavior and missing three appointments. **Please be aware that any missed or late appointments with a specialist counts as two missed appointments.** Language translation, interpretation services and deaf signers are available upon request.

## Statement of Non-Discrimination

Peak Vista Community Health Centers does not discriminate against any person on the basis of race, ethnicity, color, sexual orientation, national origin, disability, sex, religious preference, marital status, political beliefs, age or insurance status, in admission, treatment or participation in its programs, services and activities or in employment. For further information about this policy, contact:

Peak Vista's Corporate Responsibility Manager  
340 Printers Parkway  
Colorado Springs, CO 80910  
719-630-6440 ext. 6506



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ACCREDITATION ASSOCIATION  
for AMBULATORY HEALTH CARE, INC.

### Family Health Centers & \*Dental Centers

Dental Center\*  
2828 International Circle, Colorado Springs  
(719) 475-0783

Family Health Center at Colorado Springs  
2840 International Circle  
(719) 632-5700

Family Health Center at Divide\*  
34 Hybrook Rd. S.  
(719) 687-4460

Family Health Center at Fountain\*  
301 E. Iowa  
(719) 322-0777

Family Health Center at Myron Stratton  
410 Gold Pass Heights, Colorado Springs  
(719) 329-7176

### Immediate Care Center

Immediate Care Center  
2502 E. Pikes Peak, Colorado Springs  
(Corner of Parkside & Pikes Peak, Third Floor)  
(719) 632-5700

### Pediatric Health Center

Pediatric Health Center  
2502 E. Pikes Peak, Colorado Springs  
(Corner of Parkside & Pikes Peak, Fourth Floor)  
(719) 632-5700

### Senior Health Centers

Senior Health Center - South  
2858 International Circle, Colorado Springs  
(719) 329-7169

Senior Health Center at Union & Vickers  
5636 N. Union Blvd., Colorado Springs  
(719) 329-7100

### Women's Health Centers

Women's Health Center  
350 Printers Parkway, Colorado Springs  
(719) 442-2027

### Additional Services

First Visitor at Peak Vista  
2502 E. Pikes Peak, Colorado Springs  
(Corner of Parkside & Pikes Peak, Third Floor)  
(719) 228-6639

Second Sight Vision Services at Peak Vista  
5636 N. Union Blvd., Colorado Springs  
(719) 329-7171



## PATIENT GUIDELINES



*Providing Exceptional  
Healthcare for People  
Facing Access Barriers*

**For more information or to view available  
services online, visit [www.peakvista.org](http://www.peakvista.org)**

PEAK VISTA COMMUNITY HEALTH CENTERS PATIENT GUIDELINES

**Become a Peak Vista member...call 719-632-5700 today!**

**719-632-5700**

# Guidelines to Peak Vista Membership

## 1. Making an appointment:

Providers may have same day appointments available. Call (719) 632-5700 to make your appointment with your medical or dental provider. It is best to visit your provider at least once each year. Center locations are on the back of this brochure.

## 2. Rescheduling or canceling an appointment:

It is very important to arrive on time for your appointment.

- If you are unable to keep your appointment, you must call (719) 228-6699 at least 2 hours before your appointment time or you could lose your membership privileges. To access the Spanish cancellation line, call (719) 228-6698.
- To reschedule your appointment, call (719) 632-5700 at least 2 hours in advance. This will help another member receive the open appointment.

## 3. Arriving ready for your appointment:

- Bring any insurance information with you.
- Bring your co-payment.
- Remember, your sliding scale card expires every year. Call our registration department at (719) 632-5700 to make your renewal appointment at least two months before your card expires.

## 4. Keeping your patient records up-to-date:

- Tell us anytime you change your name, address, phone number or insurance coverage! We need this information to better assist you.
- Call (719) 632-5700 to speak with a receptionist to make changes.

## 5. Being respectful to staff and patients:

In order for everyone to have the best experience possible, please respect both Peak Vista staff and patients.

- If you see someone not respecting another person, please let us know.
- Those not respecting others may be asked to leave and not be allowed to return.

## 6. Taking advantage of Peak Vista's services:

Dental	Health Education
First Visitor	Immediate Care Center
Laboratory	Pharmacy
	Second Sight Vision Services

**Peak Vista Community Health Centers serves over 52,000 members each year. To become a member of Peak Vista, please call (719) 632-5700 to register.**

# Other Services Available

**Dental** - provides dental and periodontal (gum) exams, x-rays, cleanings, cavity fillings and extractions to people of all ages. Call (719) 475-0783 to find a dental center near you.

**First Visitor** - provides helpful information to parents before and after a baby is born. A friendly mentor visits your home and connects you with available community resources and early childhood development materials. Call (719) 228-6639 for more information.

**Health Education** - helps you learn to live with high blood pressure, diabetes, or other chronic diseases. Call (719) 228-6640 for classes.

**Immediate Care Center** - provides same day appointments for people of all ages needing treatment of acute (sudden) minor illness or injury. Call (719) 632-5700 to register or make an appointment.

**Laboratory** - provides a variety of tests, each with different costs. Pregnancy tests are free, require no appointment and offer fast results. No test results can be given over the phone.

**Pharmacy** - provides low-cost medication to patients who are registered members at Peak Vista. For more information or to refill a prescription, call (719) 630-6464. Allow 48 hours for refills.

**Second Sight Vision Services** - provides education, support and assistance to visually-impaired individuals. Call (719) 329-7171 so we can help you improve your quality of life and gain more independence!