



Campus Community Health

COLLEGE OF NURSING

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

Welcome and thank you for entrusting the Campus Community Health Clinic with your healthcare needs. Our clinic provides many primary care services to patients 3 years of age and older. We are also a clinical education setting for international/national nurse practitioner students.

Patient Agreement

Visits

Our patients are seen by appointment. When you need to be seen, we will schedule you an appointment as rapidly and efficiently as possible. We triage all calls based on urgency and will do our best to get you a same-day appointment if needed, or to get you in within 24 hours if your situation is less urgent. We will make every attempt to schedule routine office visits with your personal provider because we feel that continuity of care is important, however this is not always possible. Pre-visit labs and/or other diagnostic tests are ordered on an individualized basis, and we will let you know if you should do anything before your visit.

We are not an urgent care clinic so we will see urgent cases based on triaging. If we feel it is in your best interest to be seen at an urgent care clinic or ER, the provider will let the staff know and they will relay the message.

If you cannot keep an appointment, please give us at least 24 hours' notice so another patient may use that time.

Privacy

The privacy of all patients is very important to us, and we will do our best to guard this. To this end, we prefer that individual family members are seen alone with a provider, starting with junior high school age kids. With the patient's permission, we may speak to other family members when necessary. Likewise, release of information to insurance companies, schools, employers, and other specialists will be provided only with your permission.

Campus Community Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Phone Calls

Our providers see scheduled patients all through the day and usually cannot be called away to talk to patients on the phone. The medical assistants are trained to handle your phone questions initially, and will provide advice, offer an appointment, or consult a provider as needed. They may recommend that you come in for an appointment.

Email Communication

Campus Community Health uses the UC Health - MyHealthConnection as a secure patient portal. Our Providers forward appropriate patient communications and diagnostic results to the portal. You can also communicate with your provider via the portal with questions or concerns. Please be mindful that if a provider finds that your message is better addressed in an in-patient visit, then the medical assistant will relay that information.

Missed Appointments

Our policy is to charge for missed appointments that are not canceled within 24 hours of appointment. This charge is \$50 for each missed appointment. After 3 missed appointments the clinic reserves the right to no longer schedule you into our system.



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Right to Discontinue Treatment

Campus Community Health has the right to discontinue care for any appropriate reason, such as excessive missed appointments, disruptive personal behavior, or lack of compliance to prescribed therapies. In such cases, the patient or patient's representative agrees to accept full responsibility for pursuing alternate professional care. A letter will be sent out informing the patient of discontinuation of treatment and the clinic will continue to see the patient for 30 days from the date of discontinuation notice.

Medications

Medication will be prescribed with care and only for good reason. When you are asked to take medicine, please follow the directions carefully. Take all the medicine in the bottle unless it is prescribed on an "as needed" basis. NO medication will be prescribed without an in-person evaluation in the office, and NO controlled substances will be provided at the first new patient visit. All controlled substance medication needs to have a diagnosis from a specialist before they can be prescribed. When you come to the office, bring any medication you are taking with you. Medication refills are handled within 3 business days. For controlled substances, in the absence of your primary provider, controlled substances may be refilled by a covering provider for the duration of your primary provider's absence. This refill is at the discretion of the covering provider.

Lab

We typically refer you out to get blood labs done at a convenient location of your choice. At times we may draw lab inhouse. We also offer in-house rapid services such as rapid strep tests, rapid COVID and Flu, etc. **by appointment only**, and you will need to see a provider for these services.

Fees and Payment of Services

Any insurance you have is a contract between you and your insurance company. There is no way for us to know whether your policy will cover a particular problem or service, so please call your insurance company and review any questions you may have regarding your explanation of benefits with your insurance provider. Some insurance plans do not pay for physical exams or preventive care. You are ultimately responsible for the payment of services.

Clinical Teaching Setting

Students may provide some/all treatments or procedures at the time of care. The care provided by students and or residents is under the supervision of the clinical teaching staff. It is your right to decline care by students.

Emergency Management

In the case that your health care provider sees the need to transfer you to the Emergency department for emergent evaluation, you will be given the option to prepare transport yourself or we can call an ambulance service for you. If you choose to transfer yourself or refuse provider recommendation, you will be asked to sign a waiver against medical advice.

By signing below, you acknowledge that you have read and agree with the information above.

Patient/Guardian Signature

Date