



Patient Rights and Responsibilities

Welcome to Clinica Colorado. Clinica Colorado provides comprehensive, affordable healthcare services to those in need. As a patient, you have rights and responsibilities. Also, the clinic has rights and responsibilities. We want you to understand these rights and responsibilities so you can help us provide health care to you. Please read this statement and inform us if you have any questions.

Human Rights:

You have the right to be treated with respect and dignity regardless of race, religion, gender, sexual orientation, gender identification, national origin or ability to pay for services.

Payment for Services:

1. Clinica Colorado charges a co-pay due at the time of service. The copay depends on your monthly income and family size, but ranges between \$20-45 per visit. Lab work and any additional testing/procedures are an additional charge.
2. You have a right to receive an explanation of your bill. You must pay, or arrange to pay all agreed fees; if you cannot pay immediately please speak with one of our receptionist to make arrangements. **CLINICA COLORADO WILL NEVER TURN AWAY A PATIENT FOR THE INABILITY TO PAY.**

Privacy:

3. You have a right to have examinations and treatment in privacy. Your medical records are also private. Only legally authorized persons will see your records unless you ask us to show them to someone else with a signed authorization to release your protected health information. Please refer to the Clinica Colorado Notice of Privacy Practices. You may request a copy of these practices from the receptionists or from our office manager.

Health Care:

4. You are responsible for providing us accurate, complete and current information about your health so that we can give you proper health care. You have a right and are encouraged to participate in decisions about your treatment.
5. You have a right to information and explanations in the language you normally speak and in words that you understand. You have a right to information about your health or illness, treatment plan (including risks), and expected outcome, if known.
6. You are responsible for appropriate use of our services, which includes following our staff's instructions, making and keeping scheduled appointments, and only requesting a "walk in" appointment when you are ill. We may not be able to see you unless you have an appointment. If you cannot follow the staff's instructions, please tell us so we can help you.
7. If you are an adult, you have a right to refuse treatment and to be informed of the risks of refusing. You are responsible for the outcome of refusing treatment.
8. You have a right to health care and treatment that is reasonable for your condition and within our capability. When appropriate, you have a right to be transferred or referred to another facility for services that we cannot provide. We do not pay for services that you get somewhere else.



Clinic Rules:

9. We ask that you call at least 24 hours in advance to cancel or reschedule your appointments.
10. Please call ahead 1 week for refills. Your provider may decline a refill if you need to be seen. We do not fill prescriptions written by any other outside doctor, hospital or emergency room. For refills call 720-443-8461.
11. Please be early or on time to your doctor's appointment. If you are running late we ask that you call so we can accommodate you as much as possible. If you are 10 minutes or more late to your appointment, you may be rescheduled for another date and time.
12. You are responsible for the supervision of children you bring with you to the clinic. You are responsible for their safety.

Complaints:

13. If you are not satisfied with our services, please call our Office Manager, Veronica Labra at 720-443-8461. We will tell you how to file a complaint.

Warnings and Terminations:

14. If you are reported to show inappropriate behavior, such as failure to follow clinic rules, verbally abusing, cursing or shouting at staff or other patients, and/or other minor behavior infractions, you be terminated as a patient in this practice.
15. If you commit a major infraction such as threatening a staff member or other patient, forging or altering a prescription and/or commit other criminal acts, you will be discharged from Clinica Colorado.
16. All criminal infractions will be reported to the police.

Services Provided: Preventive Health Services, Immunizations, Lab, Family Planning, and HIV Testing, Educational Services, Primary Medical Care for Adults and Children, and minor trauma care.

Our clinic hours are Monday through Friday from 7:00 am until 5:30 pm. We will close on major Holidays. For more information please ask one of our staff members.

How to get Lab Results – If you get lab work done, you will be called with your results within 3 business days, if you do not hear from us in one week and you want your lab results, please call us at 720-443-8461.

Making an Appointment: We suggest that patients make an appointment for services whenever possible because, although we see as many patients as possible, walk-in patients often must wait for services and may not be able to be seen that day. To make an appointment please call 720-443-8461.

Billing: For questions please call Devra Fregin at 720-388-6491.