



Campus Community Health

COLLEGE OF NURSING

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

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

Patient Agreement

Visits

CCH patients are seen by appointment only. Patient appointments are scheduled as rapidly and efficiently as possible. All calls are triaged and scheduled based on urgency and we will do our best to get patients a same-day appointment if needed, or to get them in within 24 hours if the situation is less urgent. CCH will make every attempt to schedule routine office visits with the patient's 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.

CCH is not an urgent care clinic so urgent cases are seen based on triaging. If we feel it is in the patient's 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.

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 licensed medical provider as needed. They may also 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. Patients can also communicate with their 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/telehealth visit, then the medical assistant will relay that information.

Missed/Late Appointments

CCH requires appointments to be cancelled 24 hours in advance to allow other patients who need care to utilize those slots. If appointments are cancelled less than a 24-hour period notice or patients do not show up for their appointment, CCH reserves the right to bill a no-show charge of \$50. After 3 missed appointments CCH reserves the right to no longer schedule you into our system. The staff and providers will do their best to accommodate patients who are running late, but patients may be asked to reschedule if they have not arrived at their appointment on time.

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, lack of compliance to prescribed therapies, etc. 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



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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 a patient is asked to take medicine, please follow the directions carefully and take as prescribed by the provider. 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 medical diagnosis from a specialist before they can be prescribed. It is recommended to bring all medications (prescribed and over-the-counter) during the initial visit. We ask that all medication refill requests are made 2 weeks in advance to allow prescribes sufficient time to fulfill the request. 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.

Controlled Substance Policy

CCH requires patients who are prescribed or taking controlled substance medications to make follow up visits every 3 months with their provider. This can be a virtual appointment or in person appointment, depending on provider preference. Patients will be asked to fill out a controlled substance agreement with their provider. Providers reserve the right to request random drug screening.

Lab

CCH refers all lab draws to external facilities depending on patient's preference. At times we may draw labs in-house. We also offer in-house rapid services such as rapid strep tests, rapid COVID and Flu, etc. **by appointment only**, and an appointment with a provider is needed.

Fees and Payment of Services

Patient insurance plans are a contract between the patient and their insurance company. CCH does **NOT** have the capability of knowing if a certain insurance policy will cover a particular problem or service. All patients are asked to contact their insurance company and review coverage and any question related to benefits prior to their appointments. Some insurance plans do not pay for physical exams or preventive care. Patients are ultimately responsible for the payment of services not covered by their insurance. If the patient is cash pay – all payments are due at time of service.

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 faculty who are medically licensed providers. It is the patient's right to decline care by students.

Emergency Management

In the case that the health care provider sees the need to refer patients to the emergency department for emergency evaluation, the patient will be given the option to arrange transport of choice or CCH staff can call an ambulance service. If the patient chooses to self-transfer or decline provider recommendations of transfer, they will be asked to sign a waiver of discharge against medical advice.

By signing below, the patient acknowledges that they have read and understand the above information provided .

Patient/Guardian Signature

Date