

You have Rights and Responsibilities at Peak Vista Community Health Centers (PVCHC) when it comes to your care and treatment.

Note: When we say “you” below, it means you and your representatives.

Your Rights

You have the right to:

Care and Financial Assistance

- You can seek and receive care and treatment at PVCHC.
- Your payment may be based on a sliding fee scale or other programs you may qualify for.

Respectful and Fair Treatment

You have the right to be treated with kindness and respect. This includes:

- Care without discrimination. PVCHC provides care no matter your: race, color, religion, sex, age, national origin, ancestry, marital status, political beliefs, disability, insurance or payment type, or veteran status.
- Respect for your personal values and beliefs.
- Respect for your personal belongings.
- Facilities and services that are easy to access and use.
- Freedom from abuse of any kind, including mental, physical, sexual, verbal abuse, neglect, or exploitation.

For more details about PVCHC’s Notice of Non-Discrimination, please contact PVCHC’s Compliance & Risk Management department.

A Health Care Team That Listens

You have the right to a care team that listens to and answers your questions about your health care concerns. This includes:

- Private exams and conversations.
- Keeping your records and information safe and confidential. Quick response when you report pain and a safe plan to manage pain.
- Freedom from restraints unless they are medically needed.

Play an Active Role in Your Health Care

You have the right to play an active role in your health care. This includes:

- Making appointments by calling **(719) 632-5700**.
- Taking part in health care decisions, as allowed by law.
- Agreeing to treatment by providing a consent to treatment. PVCHC will explain:
 - Recommended treatments or procedures.
 - Other treatment choices and the risks and benefits of each, including serious side effects, risk of death, outlook, and what could happen if you choose no treatment.
- What recovery may be like, problems that could occur, and how long healing may take. Getting help from other services or medical experts, when needed.

- Asking for a second opinion or a different PVCHC provider.
- Accepting or refusing care or treatment.
- Planning ahead for your care, including choosing someone to make decisions for you, if you are unable to make decisions for yourself (as allowed by law).

Clear and Understandable Information

You have the right to clear and current information. This includes:

- Knowing who is on your care team, including their name and job. PVCHC will tell you if students or staff in training are involved in your health care.
- Information about your condition, treatment, and what to expect.
- Information about medicines used in your care and about samples that may be offered. Samples can include medicines, medical devices, personal care or preventive items, and nutrition products. You may refuse medicines or samples without impacting access to care.
- Information about research or training projects related to your care. You may say no.
- Advance notice of changes, when possible, such as appointment or care plan changes.
- Information if PVCHC refers you to a provider where PVCHC has a financial interest.
- Help in understanding your bill from PVCHC's Patient Accounts department. Call Monday – Friday, 8 am – 5 pm at **(719) 344-6444**.
- Access to your medical records through PVCHC's Medical Records department. Call Monday – Friday, 8 am – 5 pm at **(719) 632-5700**. Records are shared as allowed by law.

Your Responsibilities

You are responsible for:

Proper Behavior

When you are at PVCHC or anywhere PVCHC staff provide care, you must:

- Keep your appointments and arrive on time. If you need to cancel or reschedule, tell PVCHC ahead of time.
- Provide correct financial information if required for programs.
- Pay what you owe at your visit and later if billed.
- Treat other patients, staff, and property with respect. Do not be verbally or physically abusive.

Honest Communication

You are responsible for talking openly with your care team. This includes:

- Asking questions if you do not understand something.
- Giving correct and complete information about:
 - Allergies and sensitivities.
 - Health problems.
 - Past illnesses.
 - Medicines.
 - Hospital stays.
 - Anything else related to your care.
- Telling your provider when you are in pain and helping with your pain plan.
- Being active in your care by sharing what has helped or not helped in the past.
- Letting PVCHC know before your visit if you need special help, such as:

- Language interpretation.
- Help reading.
- Larger print.
- Volume adjustments.
- Telling staff right away if you need an interpreter to understand and agree to your care.

Following Care Instructions

You are responsible for following your care plan. This includes:

- Following the plan you and your care team agree on.
- Letting your care team know if the plan is not working.
- Understanding that you are responsible for what happens if you do not follow instructions or refuse treatment.

Following Facility Rules

When you are at PVCHC or anywhere PVCHC staff provide care, you may not:

- Bring weapons.
- Smoke, vape, or chew tobacco.
- Use alcohol, marijuana, or illegal drugs.
- Take photos, videos, or recordings without approval.
- Bring animals that are not service animals. If an animal interferes with care, staff may ask you to remove it.

Grievance Process

You have the right to speak up about:

- Ideas to improve care.
- Concerns or complaints without fear of retaliation.
- An Americans with Disabilities Act (ADA) complaint.
- A discrimination complaint.
- A privacy or confidentiality complaint.

You may:

- Contact your health center’s leadership by calling the health center number or submitting a patient feedback form.
- File a formal complaint through:
 - PVCHC’s Compliance & Risk Management department:
 - Phone: (719) 344-7105
For ADA, discrimination, or privacy complaints, call (719) 344-6600.
 - Address: Peak Vista Community Health Centers, ATTN: Compliance & Risk Management, 3205 N. Academy Blvd., Suite 130, Colorado Springs, CO 80917
 - The Department of Regulatory Agencies at dora.colorado.gov or 1 (800) 886-7675.
 - The Department of Health and Human Services, Office for Civil Rights at hhs.gov/ocr or 1 (800) 368-1019 or TDD: 1 (800) 537-7697.
 - The Colorado Department of Health Care Policy & Financing at hcpf.colorado.gov or 1 (800) 221-3943 or State Relay 771.
 - The Accreditation Association for Ambulatory Health Care at aaahc.org/contact-us.

Approved and accepted this 17th day of February, 2026.



Chairperson, Board of Directors



Secretary, Board of Directors