

Peak Vista Community Health Centers (PVCHC) has the Right to:

- Change the time of patient appointments for scheduling efficiency and prioritization based on patient needs.
- Remove any patient, or visitor, at its discretion, from any center or office area if that patient or visitor abuses any PVCHC staff member, other patient, or visitor physically or verbally.
- Review a patient's financial records if that patient is applying for a reduced rate program.
- An accurate health history of a new patient.
- Request any health records regarding a patient's health history.
- Collect payment for any incurred expense by a patient at PVCHC or affiliated offices or centers.
- Limit the number of patients at its facilities in relation to its scheduling and health care provider capacities and other available resources.
- Change a patient's health care provider at the request of the current health care provider.
- Timely consideration in the processing and evaluation of any laboratory or medical test(s) requested by a PVCHC health care provider.
- Close any patient's health care record or account that has been inactive, as defined by PVCHC, or require that the patient re-register.
- Determine appropriate response times to patient reports of pain and pain relief plans.

And, PVCHC retains the right to revise any policy regarding patient or PVCHC rights and responsibilities.

PVCHC has the Responsibility to:

- Have you seen by your health care provider as close to the time of your scheduled appointment as possible noting, however, that other patient needs and health care emergencies may affect the daily schedule.
- Allow the patient or legal representative to examine their billing account and to explain the charges to that patient or third-party payer, as permitted by law.
- Forward all requested patient records to any provider, health care institution, individual, or entity upon receiving written authorization from you or your legal representative, as permitted by law.
- Offer you helpful guidelines pertaining to advance directives (living will and durable power of attorney), but it is your responsibility to create the actual document.
- Address your pain issues in a clinically responsible manner.
- Respond to any grievance submitted.
- Ensure that all guidelines concerning cleanliness and the transmission of disease are strictly adhered to by all health care providers and staff.
- Offer the same service to all PVCHC patients regardless of the patient's financial classification or third-party requirements.
- Through its health care providers, notify you or your legal representative, as permitted by law, in writing if a test, treatment, or medication is experimental for the purposes of research or educational results.
- Through its health care providers, fully explain to you or your legal representative, as permitted by law, any diagnosis, prognosis, and test results, and any risk associated with any test, treatment, or medication involved in your health care program.