



UMC

UNCOMPAHGRE MEDICAL CENTER

Patient Rights and Responsibilities

Uncompahgre Medical Center is committed to providing the highest quality healthcare to our community. It is therefore important that our patients understand our responsibilities, and their rights and responsibilities, as a patient of our practice.

Our Responsibility to You:

Respect you as an individual – We welcome all patients regardless of their race, ethnicity, national origin, religion, gender, age, mental or physical disabilities, sexual orientation, or their ability to pay.

Respect your privacy – UMC values privacy; we will never share health information with anyone unless given permission to do so or as required by law.

Information – Our health center understands that information is valuable to making decisions. We will discuss appropriate treatment options, provide information, and answer any questions necessary to help patients make the appropriate healthcare decision for them.

Management of your health - We know that primary care is the hub of healthcare. We will manage/coordinate your preventative care as well as acute and chronic disease. Additionally we will help our patients navigate the healthcare decision for them.

Timely access to care – UMC understands that sometimes patients need to be seen the same day; UMC will hold some appointments for patients that may need to be seen the same day.

What We Ask of You:

Be respectful - We expect our patients to act in a courteous and respectful manner to all of our staff. Profanity, intimidation, and violence will NOT be tolerated.

Be involved – Your care is a team effort, and you are an essential part of that team. Ask questions, set goals, and follow up regularly.

Be honest – We value your privacy and respect you as an individual. It is important that we know the right information to treat you properly.

Follow your care plan – When you make a plan with your provider, it's important to follow through including taking your medications, keeping logs, and returning for follow up.

Keep your visits – We understand that life happens; however, it is important that you come to all of your appointments on time and to reschedule in advance only if necessary.

Be prepared – Bring all medications (or an up to date list), applicable logs, your insurance card and ID, and your copy to EVERY visit.

Open Mondays and Wednesdays 7:30AM to 7:00PM and Tuesdays, Thursdays and Fridays 7:30AM to 5:00PM

For issues arising outside of normal hours, we have an afterhours triage service. This service can be reached by dialing our phone number: 970-327-4233. In addition secure messages can be sent through the *patient portal*.