

# Patient-Centered Medical Home

Primary Care Provider & Team

## Our Vision:

Your Primary Care Provider (PCP) will lead a Team to work with you and your family to coordinate all aspects of your health and dental care. You choose your PCPs for your medical and dental care.

## Your PCP and Team Will:

- Build a relationship with you; they are people you know and trust.
- Take care of all of your primary care needs.
- Provide evidence-based care and self-management support.
- Manage referrals and help coordinate your care.
- Integrate medical, dental and behavioral health services.
- Provide Physical Therapy if needed.
- Collaborate with your selected clinicians for specialty care and/or second opinions.

*Your involvement is the key to success!*

Valley-Wide's goal is patient-centered and team-based comprehensive care, a system-based approach to quality and safety, and enhanced patient access.

## Patient Rights

Access to care

Effective communication

Active participation in care decisions

Information about consent, explanations of care and procedures, and answers to questions

Names of and knowledge about education and credentials of all providers who are responsible for care, treatment and services

Respect for pain management needs

Participation in advanced directives planning and end-of-life decisions

Access to your own health record and ability to direct disclosure in accordance with laws

Prompt attention to complaints or concerns

Privacy and confidentiality

Considerate and respectful care

## Patient Responsibilities

Notify your provider after emergency room visits or hospital stays

Provide all information required to help in your care planning, including health history and current medications

Arrive on time for appointments

Make and keep appointments for x-rays and other tests when instructed per your provider

Pay for services in a timely manner

Ask questions; share concerns & compliments

Actively partner in self-management decisions and activities

Patients are informed of the responsibility to behave respectfully toward all health care professionals and staff, as well as other patients and visitors

## Who We Are

### Our Mission

Valley-Wide Health Systems is committed to providing high-quality, safe, effective and integrated health care services *in a respectful and inclusive manner for all* with special consideration for medically underserved populations.

### Our Unique Approach

Valley-Wide serves all ages through a family practice focused approach. Emphasis is placed on assisting the patient, reducing barriers such as cost, culture, language, literacy and transportation that may hinder use of appropriate health care services. Valley-Wide offers case management, referral assistance and care coordination services.


*Patient Experience is very important to us here at Valley-Wide.*

You may receive a patient experience survey via mail or email after your visit. Forms can also be accessed at a clinic or on our website, or you can leave a comment on our Facebook page. Your concerns will be addressed quickly.

This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. For more information, see <http://www.bphc.hrsa.gov/ftca/>.

## Connect With Us!

 Valley-Wide Health Systems Inc.

 @valleywidehealthsystems

[valley-widehealth.org](http://valley-widehealth.org)



Valley-Wide  
Health Systems, Inc.

*Your Health, Our Priority!*

## Patient Information

*Serving the San Luis Valley,  
Lower Arkansas Valley  
& Upper Arkansas Valley*

### Integrated Care

Medical Care  
Behavioral Health  
Dental Care  
Physical Therapy  
Pharmacy

**And supportive services to help you reach your health care goals!**

### Administration Services:

128 Market Street  
Alamosa, CO 81101  
719-587-1001

### In An Emergency:

Please Call 911

### After Hours Care:

For non-emergency advice call any Valley-Wide clinic and you will be forwarded to a nurse who will assist you.

**1-833-350-1113**

## Locations:

Call for More Information!  
1-833-350-1113

### San Luis Valley

#### Medical Clinics with Behavioral Health Services

Alamosa-Monte Vista-Center-San Luis-Moffat-Antonito

#### Outpatient Behavioral Health Services

Valley-Wide Counseling & Support Center in Alamosa

#### Dental Clinics

Alamosa-Monte Vista-Center-San Luis-La Jara

#### Physical Therapy Clinics

Alamosa-Monte Vista-San Luis-Antonito

#### Pharmacy

Alamosa and delivery to clinics

### Lower Arkansas Valley

#### Medical Clinics with Pediatric, OB/GYN, Dental and Behavioral Health Services

La Junta

Valley-Wide @ Southeast

Rocky Ford

Las Animas

Valley-Wide Ordway

### Upper Arkansas Valley

#### Medical Clinics with Dental and Behavioral Health Services

Valley-Wide Cañon City

The Pulse School-Based Health Center

Valley-Wide Buena Vista

### *Tips for Your Clinic Visit!*

Arrive 20 minutes prior to appointment in order to check in and complete required paperwork.

Call and cancel your appointment at least 24 hours prior to your scheduled visit if necessary.

Please call Valley-Wide if you know you're going to be late. If you are late for a scheduled appointment, you may need to wait for an opening or reschedule.

Bring your photo ID and insurance card. Bring the medications you take, or a list of them.

Please be respectful and avoid using your cell phone during your exam.

## Services & Special Programs

### Translation and Interpretation Services

If your primary language is not English tell our staff members and we will arrange translation services for you. If you have a hearing impairment interpretation services are available.

### WIC, Woman Infants and Children

A federally funded nutrition program that provides nutrition education, breastfeeding support, healthy foods, and other services free of charge to families located in the San Luis Valley who qualify. Call 719-589-5860 for more information.

### Pharmacy

Pharmacy services are available to Valley-Wide patients (Sliding Fee, Medicaid, and cash basis) at the pharmacy located in Alamosa. Prescriptions can also be delivered to your clinic for pick-up at no additional charge. Clinical pharmacy services available include Anticoagulation Management, and education on diabetes, blood pressure and nutrition. Patients are not required to utilize our pharmacy services. Call 719-589-3633 for more information.

### Bright by Text

Provides accurate, research-based information, education, connections to community resources and support for parents to make the best decisions for their child's development. Free for San Luis Valley parents. Available in English and Spanish. Call 719-589-5860 for more information.

### Reach Out and Read

Prepares children from 6 months through 5 years of age to succeed in school by partnering with health care providers to prescribe books and encourage families to read together. Call 719-587-1020 for more information.

### Outreach Program

Strives to improve access to medical, dental and behavioral health services for migrant and seasonal agricultural workers as well as other special populations, such as the homeless population. Call 719-754-2778 for more information.

### Nurse Family Partnership

A nationwide, free, voluntary program for low-income, first-time mothers that begins in pregnancy and proceeds until the child's second birthday. Provides mothers and families with important education by nurse home visitors. Call 719-587-1038 for more information.

### Transportation Services

The Valley-Wide Ride provides friendly, familiar and FREE transportation services to some communities in the San Luis Valley as well as the Lower Arkansas Valley. Services are limited to community members who have "health and well-being" needs such as: medical, dental, PT, and behavioral health appointments, gyms, grocery stores, laundromats, etc. To schedule a ride call 1-833-350-1113.

### Obstetrical Care

Provides services that help ensure continuity of your obstetrical care. Including prenatal visits, prenatal labs, post partum care, and newborn care. We want you to have a healthy baby and be healthy while you are pregnant. Call any Valley-Wide medical clinic for more information.

### Family Planning

Allows individuals and couples to plan, anticipate and attain their desired number of children as well as the spacing and timing of their births. Also offers FREE walk-in pregnancy tests as well as "all" birth control options, and helps you make healthy choices. Call any Valley-Wide medical clinic for more information.

## Payment Guidelines

We are committed to providing you and your family with the best possible care, and are pleased to discuss our fees with you at any time. Your clear understanding of our payment guidelines is important to our professional relationship. Please ask if you have any questions about our fees, financial guidelines or your payment responsibility.

### **Most Insurances are Accepted.**

### **Sliding Fee Discount Program**

Valley-Wide serves all patients regardless of their ability to pay. Discounts are offered based on family size and income as determined by federal poverty guidelines. Nominal fees charged for essential services will be collected. Discount programs are updated annually and may change. Please ask for application assistance.

**Payment in Full is Due at the Time of Service** unless arrangements have been made prior to your appointment. In the case of a minor, the patient's parent or guardian is responsible for payment.

### **All Insurance, Medicaid and Medicare Co-Pays are Due at the Time of Service.**

We will submit insurance claims on your behalf. You are ultimately responsible for the payment of your account.

### **We accept Cash, Checks, Debit Cards, Visa Mastercard and Discover.**

### *Questions? Please Call!*

Discount Programs: 719-587-1931

Account Representatives: 888-323-2706