

Services & Programs

WIC-Woman Infants and Children

Federal nutrition program providing nutrition education, breastfeeding support, healthy foods, and other services free to qualifying families in the San Luis Valley.

Reach Out and Read

Helping children, 6 months through 5 years old, succeed in school. Partnering with health care providers to prescribe books and encourage families to read together.

Silver Lining Respite Care

Providing temporary relief to parents and care providers caring for youth with special behavioral health needs.

Pharmacy

Prescription delivery service provided to your local clinic for pick-up or at our pharmacy.

Family Planning/Obstetrical Care

Providing family planning options and services including obstetrical care, prenatal visits, prenatal labs, postpartum care and newborn care.

SSG Fox Veteran Outreach

Providing mental health support and suicide prevention services to Veterans and their families.

Nurse Family Partnership

Nationwide program providing education & nurse home visits for low-income, first-time mothers from pregnancy until child's 2nd birthday.

Peer Support

Providing safe, comfortable spaces to anyone struggling, being overwhelmed, stressed or having feelings of hopelessness.

Community Engagement Program

Providing medical and dental screenings for migrant, seasonal agricultural worker, and special populations.

Valley-Wide Ride

Providing FREE transportation in some communities. Limited to "health and well-being" needs.

The Coffee Break Project

Community partnership providing mental health education, support and assistance for rural farming/ranching communities.

Alamosa Rural Training Track Residency Program

Providing medical education and training to Family Medicine Residents in an accredited residency program.

Patient-Centered Medical Home

Our Vision:

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



Your PCP and care Team Will:

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

Your involvement is key to reaching your health goals!

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

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 and achieving their health outcomes in the most appropriate way. Fueled by a passion to provide quality health care for all people, Valley-Wide has become a national leader in the health care field and a model for comprehensive, community-based health care.

Your experience is very important to us.

You may receive a patient experience survey via text, mail or email after your visit.

If you would like to leave a compliment for an employee or a clinic for excellent customer service and dedication, you can fill out a Wall of Fame Award form on our website at valley-widehealth.org/contact-us

Connect With Us!

 Valley-Wide Health Systems Inc.

 @valleywidehealthsystems

valley-widehealth.org



Patient Information

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

Whole Person Health Care

Medical
Behavioral Health
Dental
Physical Therapy
Pharmacy
Crisis Services
Virtual & Telehealth Visits

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

Administration Services:

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

In a Medical Emergency:

Please call 911

In a Mental Health/Substance Use Crisis:

Please call or text 988

After Hours Care:

For non-emergency medical advice call Valley-Wide and our nurse on call will assist you.

1-833-350-1113

Locations:

Over 30 locations to serve you!

Scan code below or visit valley-widehealth.org/locations for more detailed information.



Patient Rights

Care and treatment that is accessible, confidential, safe, respectful, sensitive to cultural, psychosocial, spiritual, and personal values, recognizes a person's dignity, and provides for personal privacy to the extent possible during the course of treatment.

Be treated with courtesy, respect and dignity by all staff.

Receive culturally appropriate and competent services from staff. Valley-Wide prohibits unlawful discrimination based on race, color, religion, national origin, gender, age, veteran status, disability, gender expression, health status, sexual orientation, marital status, or social economic status.

Participate in all decisions involving the patient's care or treatment goals including family participation as directed/warranted by the patient.

Receive information on the benefits and options for children and adolescents under Early and Periodic Screening Diagnostic and Treatment (EPSDT) services, if you are 20 years of age or under.

Be treated in the least restrictive setting as long as Valley-Wide has the on-hand resources. Please ask your provider what least restrictive setting means.

Refuse care, treatment, or services.

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Patient Rights cont.

Give informed consent for invasive treatment and procedures.

Appropriate pain assessment and management.

Direct decisions about care, treatment, or services received.

Know the names, professional status, and experience of the staff that are responsible for providing care or treatment to the patient.

Know if the facility is participating in teaching programs, research, and/or experimental programs.

Be informed of the facility's rules and regulations as they apply to the patient.

Voice concerns or file a grievance about your care by contacting the clinic manager or a client advocate. You can also contact the compliance line at 719-587-9600 or by email at compliance@valley-widehealth.org or file a complaint on our website at valley-widehealth.org.

Secure health care information.

Access their protected health information and request the correction of error or amendments to information.

End your treatment at Valley-Wide unless you are under an involuntary treatment certification. You may ask your provider what involuntary treatment certification means. Valley-Wide also has the right to end services provided to you for cause that will be fully explained to you at the time of your services ending.

Receive the Surprise Billing disclosure. You have an opportunity to ask questions about the Surprise Billing disclosure.



Patient Responsibilities

Participate in care decisions and management and follow the plan of care that is agreed upon. If you have any questions, just ask.

Give full, honest information on all forms and in conversations. Report any changes to your general condition, symptoms, allergies, etc. Bring a list of your medications with you to your appointments.

To take medications as agreed upon between you and your prescriber.

Inspect all medications received from the clinic or pharmacy before leaving the building and any time you get a refill. If there is an error, report it immediately to the Pharmacy or your healthcare provider.

Contact Valley-Wide if you are experiencing a medical, mental health or substance abuse emergency.

Contact Valley-Wide Crisis Hotline if you are experiencing a behavioral health emergency.

Keep appointments and be on time. If you must miss your appointment, a call at least 24 hours in advance would be appreciated.

Treat the staff and other patients with respect, courtesy and dignity.

Bring insurance information. If your coverage or company changes, bring the updated information to your appointment. Secure health care information.

Show your Insurance card (including Medicaid and Medicare cards) when you get treatment.

Understand what is covered and what is not covered by your insurance plan and that you will be responsible for payment of services you receive that are not covered by your insurance.

Pay your bills, co-payments and deductible of insurance promptly.

Report any changes to your address or phone number.

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.

We accept most insurances, including private insurance, medicaid, and medicare.

All co-pays are due at time of service.

For Procedures not covered under benefits, payment in full is due at time of service

unless arrangements have been made prior to your appointment. In the case of a minor, the patient's part or guardian is responsible for payment. We will submit insurance claims on your behalf. You are ultimately responsible for the payment of your account.

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.

Questions? Please Call!

Discount Programs: 1-833-350-1113 ext. 6241

Patient Representatives: 888-323-2706