

# 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

Discounted prescription prices for patients through our 340B program. Deliver services to your local clinic are available.

## Vocational Training

Preparing and providing clients with training, assistance, and education to help re-enter the workforce.

## 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.

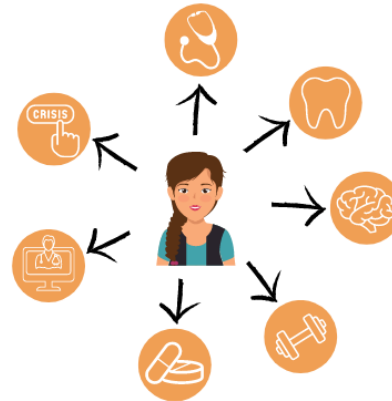
## Residency Programs

Providing education and training to Family Medicine and General Dentistry residents in a rural setting.

# 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](http://valley-widehealth.org/contact-us)

## Connect With Us!

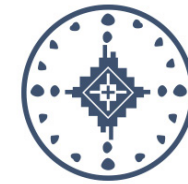


Valley-Wide Health Systems Inc.



@valleywidehealthsystems

**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*

## *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, and provides for personal privacy to the extent possible during the course of treatment.

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

Valley-Wide prohibits unlawful discrimination in accordance with federal and state laws.

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

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.

Refuse care, treatment, or services.

Give informed consent for invasive treatment and procedures.

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# Patient Rights cont.

Direct decisions about care, treatment, or services received.

Appropriate pain assessment and management.

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.

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.

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# Patient Responsibilities cont.

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 call at least 24 hours in advance to reschedule.

I will conduct myself in a professional manner, treating the staff and other patients with respect, courtesy and dignity.

I must maintain and safeguard the confidentiality of any and all protected health information, as well as the identity of all Valley-Wide clients/patients that i may have access to while on-site at a Valley-Wide facility.

I understand that it is my responsibility to protect client/patient patient information, confidential information, restricted information, and/or proprietary information even after leaving the facility. It is unlawful to use or disclose client/patient information, confidential information, restricted information, and/or proprietary information for any unauthorized purpose

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