Welcome To Clinica!

Patient Guide To Services, Hours and Important Information About Clinica

2018
Important Phone Numbers

Medical Appointments ................................................................. 303.650.4460
Dental Appointments ................................................................. 303.650.4460
Financial Assistance Appointments ........................................... 303.650.4460
Pharmacy Refill Line ................................................................. 720.207.0150
Billing Questions ........................................................................ 303.827.7102
Poison Control Center ............................................................... 800.222.1222
Emergency Assistance ............................................................... 911
Tobacco QuitLine ........................................................................ 800.QUIT-NOW
Social Services Assistance .......................................................... 211

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Welcome to Clinica!

Since 1977, Clinica Family Health has been providing high-quality health care to low-income, uninsured people of all ages and backgrounds. We serve the young and old, men and women, people with jobs and those without. We are here to ensure you get the health care you deserve. At a price you can afford.

Thank you for choosing Clinica. We’ll treat you like family.

High-Quality, Low-Cost Care—Close to Home

Clinica has six community-based clinics offering access to high-quality, low-cost medical, dental and mental health care for people in south Boulder, Broomfield, and west Adams counties. We try to assign you the clinic closest to your home.

Our Commitment to You

• We will work to build a strong relationship between you, your primary care provider, care team, and when appropriate, your family.

• We will do whatever we can to assure you get the care you need, when you need it, in a manner that is comfortable for you.

• We will provide comprehensive care because we believe your mind affects your body, that what you eat matters and that preventing disease is better than any prescription.

• We will focus on keeping you well. We do this by seeing you regularly, giving you immunizations and offering you health information.

• We will ensure you see the same provider or care team at each visit because you will receive better, more affordable and efficient care.

• We will help you set your own health goals and work towards them so that you are empowered to take charge of your own health.

Your Patient-Centered Care Team

We work in teams to provide you with better care. Each team member has specific skills to ensure we can provide most of your care at the clinic. All teams provide the same services, but each is identified by a different color so you can tell them apart.

• Family Medicine Doctors
• Pediatricians
• Obstetricians/Gynecologists
• Physician Assistants
• Nurse Practitioners
• Registered Nurses
• Medical Assistants

• General & Pediatric Dentists
• Dental Hygienists
• Dental Assistants
• Behavioral Health Professionals
• Registered Dietitians
• Clinical Pharmacists
• Case Managers
Our Locations & Hours

Administration

Billing Office
1345 Plaza Court North, 1A
Lafayette, CO  80026

No medical services at this location

Patient Billing Hours
Monday - Friday:
8am - 5pm; Closed for Lunch 1 - 2:20pm

Lafayette Medical Clinic

Medical Services & Pharmacy Outlet
2000 W. South Boulder Rd.
Lafayette, CO  80026

Clinic Hours
Monday, Wednesday, Friday:
8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Thursday:
8am - 8pm; Closed for Lunch 1 - 2pm

Pharmacy Outlet Hours
Monday, Wednesday, Friday:
8:30am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Thursday:
8am - 6pm; Closed for Lunch 1 - 2pm

Pecos Medical & Dental Clinic

Medical, Dental & Pharmacy Services
1701 W. 72nd Ave.
Denver, CO  80221

Clinic Hours
Monday:
8am - 6pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:
8am - 8pm; Closed for Lunch 1 - 2pm

Friday:
7:45am - 5pm; Closed for Lunch 1 - 2pm

Dental Hours
Monday, Friday:
8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:
8am - 8pm; Closed for Lunch 1 - 2pm

Pharmacy Hours
Monday:
8:30am - 5:30pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:
8:30am - 7:30pm; Closed for Lunch 1 - 2pm

Friday:
8:30am - 4:30pm; Closed for Lunch 1 - 2pm
**People’s Medical Clinic**

**Medical Services & Pharmacy**  
2525 13th Ave.  
Boulder, CO 80304

**Clinic Hours**  
**Monday, Wednesday, Friday:**  
8am - 5pm; Closed for Lunch 1 - 2pm  
**Tuesday, Thursday:**  
8am - 8pm; Closed for Lunch 1 - 2pm

**Pharmacy Hours**  
**Monday - Friday:**  
8:30am - 4:30pm; Closed for Lunch 1 - 2pm

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**Thornton Medical & Dental Clinic**

**Medical, Dental & Pharmacy Outlet**  
8990 N. Washington St.  
Thornton, CO 80229

**Clinic Hours**  
**Monday, Friday:**  
8am - 5pm; Closed for Lunch 1 - 2pm  
**Tuesday, Wednesday, Thursday:**  
8am - 8pm; Closed for Lunch 1 - 2pm

**Dental Hours**  
**Monday, Friday:**  
8am - 5pm; Closed for Lunch 1 - 2pm  
**Tuesday, Wednesday, Thursday:**  
8am - 8pm; Closed for Lunch 1 - 2pm

**Pharmacy Outlet Hours**  
**Monday, Friday:**  
8:30am - 4:30pm; Closed for Lunch 1 - 2pm  
**Tuesday, Wednesday, Thursday:**  
8:30am - 6pm; Closed for Lunch 1 - 2pm

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**Westminster (Fed Heights) Medical Clinic**

**Medical Services**  
8510 N. Bryant St., Ste. 200  
Westminster, CO 80031

**Clinic Hours**  
**Monday, Friday:**  
8am - 5pm; Closed for Lunch 1 - 2pm  
**Tuesday, Wednesday, Thursday:**  
8am - 8pm; Closed for Lunch 1 - 2pm

**No Pharmacy Services at Location**  
The Westminster Clinica does not currently have a pharmacy or pharmacy outlet. Talk with your health care provider about where to pick up your prescriptions.

Locations Continue on Next Page
Alpine Medical Clinic

Medical Services
1000 Alpine Ave.
Boulder, CO  80304

Clinic Hours
Monday - Friday:
8am - 5pm; Closed for Lunch 1 - 2pm

In Partnership with
Clinica Family Health, Dental Aid
and Mental Health Partners

Clinica Card

The Clinica Card is a convenient way to find and share information about your primary care provider and other members of your personal care team.

- Be sure to get your Clinica Card from the front desk at your clinic location.
- The Clinica Card lists important information, including your provider, Clinica phone numbers, and how to get support day or night.

Front of Card

CLINICA
family health
EXAMPLE ONLY
PCP: Dr. Jennifer Blair
Clinic: Lafayette
Fax: 303.926.0363

Back of Card

Emergencies......911
Emergencias......911
Other medical & dental needs.......303.650.4460
Otra ayuda medica o dental.......303.650.4460

303.650.4460
Available 24 hrs a day, 7 days a week
Disponible 24 horas al día, 7 días a la semana.
Holidays When Clinica is Closed

- New Year’s Day (January 1)
- Martin Luther King, Jr., Day (third Monday of January)
- Memorial Day (last Monday of May)
- Independence Day (July 4)
- Labor Day (first Monday of September)
- Thanksgiving Day (fourth Thursday of November)
- Day After Thanksgiving (fourth Friday of November)
- Christmas Break (December 24 & December 25)
Services We Offer

The medical, dental, and behavioral health care your providers offer you is based on the most current and proven practices used in medicine. Please ask us if you have any questions about your treatment plan.

Medical Services
- Preventive care to help you to get and stay healthy
- Physicals for school, sports, daycare and camp for children
- Physicals/women’s wellness exams
- Growth, nutrition and development assessments
- Flu shots and immunizations
- Diagnosis and treatment of illness
- Minor surgery
- Newborn care
- Care for seniors
- Cancer screenings/tests
- Citizenship and Immigration Services (CIS) Physicals/check-ups for U.S. Citizenship (must be a patient for at least 6 months)
- Gynecological care and consultation
- Specialty care coordination and referrals

Dental Care
- Preventive care and cleanings
- Care of the gums
- Dental emergencies
- Restorative care (repair teeth)
- Specialized dental care for children

Pharmacy Services
- Full-service pharmacies at our Pecos and People’s clinics
- Pharmacy outlets at our Lafayette and Thornton clinics
- Medication assistance and patient education programs
- Clinical pharmacy consultation services

Patient Services
- Help applying for financial assistance
- Group visits with other patients who share a common health condition
- Nutrition counseling
- Support to help Quit Smoking
- Case management/referrals to non-medical services such as food banks
- Home care visits

Services We Do Not Offer at Our Clinics
- Medical X-rays or other imaging services (we do offer dental X-rays)
- Specialty care, other than OBGYN (please see page 19)
- Walk-in services or emergency care (please see page 20)
Your Rights As Our Patient

• **ACCESS.** Appointments are provided within a reasonable period of time, with discount programs available for individuals based on family size and income. You will not be denied health care services due to your inability to pay. Clinica's policy regarding accommodation and non-discrimination is on page 12 of this Patient Guide.

• **DIGNITY.** Care is provided in a manner that respects your individuality and dignity. This includes being told by your care givers what your condition is, what treatment they recommend, how they expect your condition to change, and what follow up care is needed.

• **PRIVACY.** All physical exams, interviews, and discussions about your health will occur privately and your health records will be handled confidentially. Clinica Family Health will handle all of your records in compliance with federal privacy laws (HIPAA) and will abide by the terms of our **Notice of Privacy Practices.**

• **EMPLOYEE IDENTIFICATION.** You have the right to know the names, professional status, and experience of the staff providing your care.

• **CONSENT.** Consent for treatment will be requested by our medical staff before any procedure is performed. The procedure and its value, risks, and other options for treatment will be explained.

• **REFUSAL OF TREATMENT.** You have the right to refuse any care recommended. You have the right to change your mind before undergoing a procedure for which you have given your consent.

• **ACCESS TO RECORDS.** You may review or receive a copy of your medical or dental record within 30 days of your written request. Complaints about your access to records can be addressed to the Colorado Department of Public Health and Environment.

• **RESEARCH.** Before any experimental treatment and/or test you will be provided with information and an opportunity to consent to the treatment or test.

• **BILLS.** You have a right to an explanation of all charges and sliding fee scale adjustments.

• **FILE A COMPLAINT.** You have the right to file a complaint if you are not satisfied with any aspect of your care. You can file a complaint by contacting Clinica Family Health or Health and Human Services.

• **USE OF YOUR HEALTH INFORMATION.** Clinica Family Health is permitted to use or disclose your health information for the purposes of treatment, payment or health care operations, disclosures required by law, and when the healthcare information that is released does not include any identifiable information. For details on how we use your protected health information, please refer to our Notice of Privacy Practices on our website: clinica.org.
Your Responsibilities As Our Patient

• **FOLLOW CLINIC RULES.** Follow rules including the consideration of the rights of other patients and Clinica staff. Please assist with the control of noise and observe the no smoking policy.

• **INFORM.** Please give full and honest information. This includes giving necessary records for registrations, billing, and ability to pay.

• **MEDICATION SAFETY.** Please keep and share information on all medications you take, including those from other health care providers. If you currently take medications, please bring all your medication bottles to each appointment. Many health care mistakes are made because patients don’t share all the medications they are taking.

• **REPORT CHANGES.** Report any changes in your condition, symptoms, and allergies to your provider.

• **FOLLOW INSTRUCTIONS.** Follow your health care provider’s instructions. If you have any questions, please ask. Accept the results if you refuse treatment or do not follow the health care provider’s instructions.

• **PARTICIPATE IN YOUR OWN HEALTH SAFETY.** We encourage you to help us by reporting any concerns you have about you and your family’s safety at Clinica. Report any concerns to a staff member or write them on a “Your Comment’s Count” card.

• **BE ON TIME.** Arrive on time for your appointment.

• **CANCEL APPOINTMENTS.** If you are not able to keep a scheduled appointment, please cancel that appointment prior to the scheduled appointment time. We ask that you cancel with as much advanced notice prior to the appointment as possible.

• **REPORT EMERGENCIES.** Should you receive emergency care from another health care provider, please let us know as soon as possible, during our normal business hours.

• **SHOW INSURANCE CARD AND PCP CARD.** Show your insurance and Clinica Card (including your Medicaid ID card) at each visit.

• **FINANCIAL SCREENING.** Complete the financial screening process by bringing all insurance, income documentation, and other requested information to the financial screening staff within 30 days of your first visit or when your insurance expires. Your care may be terminated if you do not meet with a financial screener within 30 days.

• **PAY BILLS.** Your fees will be adjusted so that they are affordable for you. Please pay your co-pay and bills promptly.
Accommodations, Nondiscrimination and Accessibility

Clinica Family Health does not discriminate against any person on the basis of race, color, national origin, disability, religion, gender, gender identity, sexual orientation or age in admission, treatment, or participation in its programs, services and activities, or in employment. Clinica will make accommodations to provide care in your preferred language.

For information about this policy and other accommodation and non-discrimination policies of Clinica, refer to Clinica’s website at www.clinica.org or contact our 504 Coordinator:

- **Phone:** 303.665.3036 Ext.1550
- **TDD:** 800.659.2656
- **Email:** 504Coordinator@clinica.org

For information on notice of nondiscrimination, visit: [http://wdcrobcopl01.ed.gov/CFAPPS/OCR/contactus.cfm](http://wdcrobcopl01.ed.gov/CFAPPS/OCR/contactus.cfm)

For the address and phone number of the office that serves your area call: **800.421.3481**.

**Clinica Family Health Provides:**

- Free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other format (large print or other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact our Communication Center to request assistance at 303.650.4460.

If you believe Clinica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with the Civil Rights Coordinator by mail at Civil Rights Coordinator, Clinica Family Health, 1345 Plaza Court N., Suite 1A, Lafayette, CO 80026. You may call 303.665.3036, ext 1550 or (TDD) 800.659.2656. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights compliant with the U.S. Department of Health and Human Services, Office of Civil Rights at [www.orcportal.hhs.gov](http://www.orcportal.hhs.gov); or by mail at U.S. Dept of Health and Human Services, 200 Independence Ave, SW Room 506F, HHH Building Washington, DC 20201; or by phone at 800.368.1019 or (TDD) 800.537.7697.
OTHER HEALTH SERVICES

Pharmacy, Dental, Groups, Behavioral Health, 
My Clinica Connection and Emergencies
Pharmacy Services

Clinica participates in a federal prescription program that allows us to offer patients medications that cost much less than they would at a commercial pharmacy.

We also stock a limited number of over-the-counter medications for our patients’ convenience. We do not stock narcotic medications or other controlled substances. These prescriptions need to be filled at a commercial pharmacy.

Full-service Pharmacies

Clinica has two full-service pharmacies with a pharmacist on staff to answer your questions and fill your prescriptions while you wait. These are located at our People’s and Pecos clinics.

Pharmacy Outlets

The Lafayette and Thornton clinics have pharmacy outlets. Outlets have a limited stock of medications that can usually be refilled while you wait. Other medications not immediately in stock can be ordered and filled typically in 1-2 business days.

Prescription Refills

While we stock many common medications, some prescriptions may need to be filled at a commercial pharmacy.

For prescription refills, please call 720.207.0150. You can also refill prescriptions through My CLINICA Connection, our electronic patient health information system.

NOTE: If you call Clinica’s refill line, please allow 72 hours for your prescription to be filled, especially if you are picking up prescriptions at one of our pharmacy outlets.

Clinical Pharmacy

Clinica offers clinical pharmacy services coordinated with your primary care provider and care team. These include starting and adjusting medications used to treat or control diabetes, high blood pressure (hypertension), and high cholesterol. They also help manage medication that is needed to help thin blood for patients with certain medical conditions, e.g., anticoagulation.
Westminster Clinic

The Westminster clinic (Federal Heights) does not currently have a pharmacy or pharmacy outlet. Patients from our Westminster clinic should use the Pecos clinic pharmacy. Or you may talk with your health care provider about where to pick up prescriptions.

Pharmacy & Outlet Hours

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<tr>
<th>Pharmacy outlet</th>
<th>Pharmacy Hours</th>
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<tr>
<td><strong>Pecos Pharmacy</strong></td>
<td>Pharmacy Hours</td>
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<tr>
<td>Pecos Pharmacy</td>
<td>Monday: 8:30am - 5:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>1701 W. 72nd Ave.</td>
<td>Tuesday, Wednesday, Thursday: 8:30am - 7:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>Denver, CO</td>
<td>Friday: 8:30am - 4:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>For prescription refills, please call 720.207.0150</td>
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<tr>
<th><strong>People’s Pharmacy</strong></th>
<th>Pharmacy Hours</th>
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<tr>
<td>People’s Pharmacy</td>
<td>Monday - Friday: 8:30am - 4:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>2525 13th St.</td>
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<tr>
<td>Boulder, CO</td>
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<tr>
<td>For prescription refills, please call 720.207.0150</td>
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<tr>
<th><strong>Lafayette Outlet</strong></th>
<th>Pharmacy Outlet Hours</th>
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<tr>
<td>Lafayette Pharmacy Outlet</td>
<td>Monday, Wednesday, Friday: 8:30am - 4:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>2000 W. South Boulder Rd.</td>
<td>Tuesday, Thursday: 9am - 6pm; Closed for Lunch 1 - 2pm</td>
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<td>Lafayette, CO</td>
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<td>For prescription refills, please call 720.207.0150</td>
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<th><strong>Thornton Outlet</strong></th>
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<tr>
<td>Thornton Pharmacy Outlet</td>
<td>Monday, Friday: 8:30am - 4:30pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>8990 N. Washington St.</td>
<td>Tuesday, Wednesday, Thursday: 9am - 6pm; Closed for Lunch 1 - 2pm</td>
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<tr>
<td>Thornton, CO</td>
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<td>For prescription refills, please call 720.207.0150</td>
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Dental Services

Making sure you and your family have healthy teeth and gums is an important part of ensuring your overall health. We're here to help you maintain good dental health for a higher quality of life and to prevent other health problems.

At Clinica, Basic Dental Care is Part of Primary Care Visit

Basic dental care is available during your doctor’s visit at Clinica. Your care team includes a dental health (dental hygienist) professional who can:

- Answer questions about your dental care at home
- Provide fluoride treatments to help keep your teeth healthy
- Assess your basic dental health and help set up a dentist appointment if needed

High-Quality, Affordable Dental Care

We offer high-quality dental care in comfortable and professional clinics. Our highly trained Dentists, Dental Hygienists, and Dental Assistants provide children and adults access to current technology and care, at a price our patients can afford.

Dental patients will receive estimated pricing for dental care before each appointment. Clinica's dental program welcomes Medicaid and CHP+. We also offer a discount program and payment plans.

Dental Care for Kids, Pregnant Women and People with Diabetes

We care about you and know there are points in life when your oral health is especially important. Clinica’s dental team will coordinate with your primary care provider to ensure you receive the appropriate care for the following:

**Diabetics**

Preventing and treating gum disease in patients with diabetes is especially important. Our dental team coordinates care with each diabetes patient’s doctor to keep them healthy and prevent health complications.

**Children**

Ensuring children have healthy teeth and gums starts early. We’re here to help support parents to start good dental health habits that last a lifetime.

**Pregnant Women**

Women with gum disease are at higher risk for preterm, low birth-weight babies. That’s why it’s important for women who are pregnant to get regular dental care—for them and their baby’s safety.

**Personalized Dental Care**

Clinica’s dental team will develop a personalized plan that includes care tailored to your health needs and goals. Our care is designed with you, for you.
Preventive and Restorative Dental Care:

Dental Services for Clinica Patients

Patients of all Ages:
Exams, cleanings, fillings, root canals, extractions, and dental emergencies.

Children Under 12:
Crowns, root canals on baby teeth, space maintenance, nitrous oxide sedation, and hospital services.

Services Referred to Dental Providers Outside of Clinica:
Crowns, bridges, implants, dentures or partials, cosmetic dentistry, complex extraction and complex root canals, surgical gum treatment, and orthodontics.

Dental Appointments

We are accepting new patients at our dental clinic locations. Appointments are given on a first-come, first-served basis, so there is often a waiting list, except for children, pregnant women, and people with diabetes.

Dental Emergencies

On most days, we have a few limited dental emergency care appointments available for patients who have an urgent problem (severe pain, infection or swelling), which are available on a first-come, first-served basis. The goal of these appointments is to address one urgent issue only, not provide full treatment of the mouth.

Dental Clinic Hours and Locations

We have two centrally located dental clinics to serve you. Because they are a part of your personal health care team, we recommend your dental care occur at the same location as your medical care. Though we welcome requests at a dental location most convenient for you.

**Pecos Dental Clinic**
1701 W. 72nd Ave.
Denver, CO 80221

**Thornton Dental Clinic**
8990 N. Washington St.
Thornton, CO 80229

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**Call for Dental Appointments**

303.650.4460

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**Hours for Both Clinics**

Monday, Friday:
8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:
8am - 8pm; Closed for Lunch 1 - 2pm
Behavioral Health Services

Your physical and emotional health are linked. We believe that care for your body and mind should be linked as well. That’s why every Clinica health care team has a behavioral health provider with specialized training to help you develop tools to cope with stress, anxiety, sadness, worry, and family-related issues. What you should know about our behavioral health team:

- Licensed behavioral health providers work side-by-side with your primary care provider.
- They are available for support during your primary care visit and can provide short-term counseling to help with change, a difficult diagnosis, chronic pain, loss, and grief.
- You can make appointments directly with a behavioral health provider.
- Each of our health care teams also has a case manager who will work with you to set goals for improving your health and link you with resources in the community.
- We know that some individuals have extensive behavioral health needs. In these cases, we partner with local mental health agencies on a referral basis to ensure all the medical and emotional needs of our patients are met.

Group Visits

In addition to traditional one-on-one appointments, Clinica offers patient care through group visits. A group visit is when 6 to 8 patients with the same health need are seen in a large patient room at the same time. Group visits are offered in English and Spanish.

Benefits of Group Visits

- Groups are interactive and last longer than traditional appointments.
- You have time to ask questions, share past experiences, and learn from other patients. Participating in groups is voluntary, but many patients find group visits much more enjoyable than one-on-one care.
- Instead of meeting in an exam room, group visits take place in larger, more comfortable spaces.
- In addition to your provider, other members of your care team join the groups. You receive all the care you would in an exam room, but you also get to hear from behavioral health professionals, nutritionists, dental hygienists and pharmacists.
- Group visit offerings are specific to each clinic site. Ask your health care provider for more information if you are interested in participating in a group visit.
Referrals to Specialty Care

Sometimes you may need care or services we do not provide at Clinica. If that happens we will refer you to an outside specialist. The availability of specialty care is very limited. Sometimes it may not be available to uninsured or under-insured patients. If you see a specialist outside of Clinica, you are responsible for the bill. Please make time to work with the staff in the specialist’s office on a payment plan.

My CLINICA Connection

Patients can securely e-mail their Clinica care team using our patient website called My CLINICA Connection. This is a free service that we provide to all of our patients.

Ways You Can Use My CLINICA Connection

- **Answers.** Get answers to your routine medical questions, e-mail us any time.
- **Medication refills.** Request medication refills for pick up at one of our pharmacies or an external pharmacy.
- **Appointment requests.** Conveniently request an appointment.
- **Lab Results.** You can view certain lab results and other important personal health information.
- **Health Information.** Find health education information about generic conditions and general health topics.
- **Immunization Records.** Access your records online, anytime.

- Please agree to check your e-mail several times a week since we will use this website to communicate with you.
- Sign up to use My CLINICA Connection at any of our clinics or financial assistance offices.
- You may communicate on behalf of other family members via My CLINICA Connection.
- Using My CLINICA Connection inappropriately may result in us terminating your access to the website.

For information about My CLINICA Connection, visit www.clinica.org or call 303.650.4460.
What is a Medical Emergency?

An emergency condition is a medical or mental health problem that is severe enough that it could cause permanent bodily damage or death. If you think you are experiencing an emergency, go to the nearest emergency room or call 911. If you are not sure what type of care you need, please call us at 303.650.4460.

What is an Urgent Need?

An urgent care need is one that requires prompt medical attention (usually within 24 to 48 hours), but is not an emergency condition.

Examples: minor injury, sore throat, congestion/stuffy sinus, earache, cough, fever, backache, frequent urination or burning when urinating, etc.

After-Hours Care

For urgent needs that occur outside of regular office hours, patients may call:

After-Hours Care Line

303.650.4460

Hospitals that Work Closely with Clinica

Clinica providers see hospitalized patients at Avista Adventist Hospital in Louisville. Clinica providers also work closely with staff at St. Anthony North Hospital in Westminster to care for Clinica patients.

Avista Adventist Hospital
100 Health Park Drive
Louisville, CO 80027
303.673.1000

St. Anthony North Hospital
14300 Orchard Parkway
Westminster, CO 80023
720.627.0000

Hospital Bills

Hospital care is separate from the care you receive at Clinica. If you are seen at a hospital, you are responsible for any hospital bill you receive. Be sure to make time to work with the hospital on a payment plan. Ask about discounted care or payment plans when accessing hospital care.

We cannot guarantee what insurance or discounts each hospital accepts.

Please show the hospital or urgent care staff your Clinica Card so they can forward information about your visit to us.
PATIENT SERVICES

Appointments, Payments, Financial Screening, Feedback, Medical Records
Making An Appointment

To make an appointment, call 303.650.4460.

• To be seen at Clinica Family Health, you must call to make an appointment.
• Clinica is not a walk-in or urgent care clinic. Please do not expect to see a provider unless you have an appointment.
• Our Communication Center schedules all medical, dental and financial assistance/patient enrollment appointments.
• Come to your visit on time. If you are more than 15 minutes late for your appointment, we may need to reschedule your visit.

• Same-day Appointments: Clinica strives to provide same-day access to care. Regardless of the patient need, it is the expectation that all patients are offered access to same-day care if that is the patient’s preferred date of service. When possible, same-day appointments will be scheduled by Clinica’s Communication Center staff. When same-day capacity is full, your request for same-day care will be managed by the nurse at your clinic location. Your nurse will work with your care team to determine how your needs can be met.

Canceling or Rescheduling Your Appointment
Call 303.650.4460

• If you must cancel or reschedule your appointment, please do so prior to your appointment, ideally as far in advance as possible.
• If the Communication Center is closed, please leave a message on the cancellation message line by calling 303.650.4460.
• You may also use My CLINICA Connection to cancel your appointment.
• Excessively or repeatedly missing appointments without canceling in advance of your scheduled time may result in your discharge from care at all Clinica locations.

Important Information about Your Appointment

• Family members are allowed to make, confirm, reschedule and cancel appointments for other family members. Please let us know if you would like to place limitations on your account.
• In order to see all of our patients and stay on time, we must limit appointment times to 20 minutes.
• We may not be able to meet all of your needs in one visit, so you may have to come back for a follow-up appointment.
When To Call Us

Please call us for help with:

• Scheduling or canceling an appointment.
• Medication refill requests (may take up to 72 hours).
• Questions about medications or your treatment plan.
• Concerns, complaints or compliments.
• Leaving a message for someone on your care team.

Communication Center

303.650.4460

Communication Center

Clinica has a Communication Center with staff who are specially trained to:

• Answer your questions
• Make or cancel appointments for each clinic location
• Put you in touch with a nurse if necessary

Communication Center Hours

Monday, Friday:
8am - 4:30pm

Tuesday, Wednesday, Thursday:
8am - 7:30pm
Payment Programs at Clinica

Clinica is a Federally Qualified Health Center (FQHC). We receive funding from federal, state, county, and city agencies that helps us serve patients who are uninsured, under-insured or have Medicare, Medicaid or CHP+.

NOTE: all Clinica patients must complete an annual screening enrollment meeting to determine which of our payment programs is best for you and your family.

Medicaid and CHP+

Family Medicaid and CHP+ are public health insurance programs provided by the State of Colorado. Clinica is a Certified Application Assistance Site and can help you complete applications for these programs at our sites. We will also send them to the appropriate agencies for processing.

CICP-Colorado Indigent Care Program

CICP provides funding to clinics and hospitals so that medical services can be offered at a discount to Colorado residents. Patients must meet the eligibility requirements established by the State of Colorado. All applicants must go through an application process yearly and must meet the following requirements:

• Must be a Colorado resident or migrant farm worker and a U.S. citizen, or a legally present immigrant.

• Must have combined income at or below 250% of the federal poverty level.

• Cannot be eligible for Medicaid or Child Health Plan Plus (CHP+).

CICP is NOT a health insurance program and does not fulfill the health insurance requirements established by the federal Affordable Care Act. There are limits on where and how CICP can be used.

Clinica Sliding-fee Scale

Clinica’s sliding-fee scale is based on your family size and income. It is used for patients who do not qualify for CICP and for those who have incomes at or below 200% of the federal poverty level. You do not have to prove that you are a Colorado resident to qualify for our sliding-fee scale.

Note on Private Insurance

If you get insurance after you become a Clinica patient (through an employer or health exchange) you will be able to continue your care with us.

• Clinica accepts many types of private insurance and a number of insurance plans offered through the Connect For Health Colorado marketplace.

• We will bill your private insurance for all charges. If you have a high deductible or co-payment, you may use your CICP or income-based Clinica sliding fee to cover part or all of your balance.

Private Pay

If your income is above 250% of the federal poverty level and you do not qualify for any of the above plans, you will be a “Private Pay” patient. That means you will be responsible for payment of all medical and lab services at the full fee.
If You Receive a Clinica Discount

Your Clinica discount is not health insurance. The discount you have for health care at Clinica may not be accepted at health care facilities outside of Clinica. Always check on costs and payment policies when receiving health care services outside of Clinica. If you receive care at an area hospital or specialist’s office, Clinica is not responsible for paying those expenses.

Billing Department

Call 303.827.7102

Billing Services
1345 Plaza Court North, 1A
Lafayette, CO 80026

Billing Statements
Patients with an outstanding balance will receive a statement.

Making Payments
Patients can make payments with a credit or debit card on our secure website at www.clinica.org or by calling 303.827.7102.

Payment Plans
We offer payment plans without any penalty. If you would like to set up a payment plan, please call us at 303.650.4460.

Billing Services
1345 Plaza Court North, 1A
Lafayette, CO 80026

Hours
Monday - Friday:
8am - 5pm; Closed for Lunch 1 - 2:20pm

Payment Plans
We offer payment plans without any penalty. If you would like to set up a payment plan, please call us at 303.650.4460.

Billing Department Line

303.827.7102
Enrollment screening is a process of determining which payment program you and your family qualify for or how much you should pay on Clinica’s sliding-fee scale. Because your financial situation can change, we require patients to update their financial assistance eligibility every year.

Documents Needed to Apply for Financial Assistance

Bring all necessary documents to your appointment. We will not be able to help determine what financial assistance you qualify for if you do not bring the necessary documents. If you cannot bring one or more of the documents, please cancel your appointment and reschedule once you have all the documentation.

List of Documents to Bring

- Picture ID for all adult applicants.
- Social Security numbers for all family members (if applicable).
- Legal Permanent Resident Card if resident of U.S., or work permit (if applicable).
- Proof of address under patient’s name such as public service bills or other bills. Statement date should be for previous or current month.
- Insurance cards, for example: Medicaid, Medicare or private health insurance, etc.
- Proof of unearned income, for example: child support, SSDI, SSI, or unemployment letter.
- If self-employed, bring previous month business ledger. The ledger needs to reflect total earning for the month and total business expenses for the same month.
- If pregnant, need to know expected delivery date. Bring picture ID or birth Certificate and Social Security card (if applicable).
- Children under age 18: Passport, birth certificates, Colorado ID or school ID (if applicable).
- If paid with check stubs, all check stubs from previous month. If you are paid with cash please provide a signed and dated letter from your employer. Letter needs to state the hours worked per week, pay per hour, pay frequency and gross income from the last month. Make sure your employer listed his/her phone number and business address.
- If shared residency: Bring a signed, dated letter from the person you live with. The letter should include the person's name, address and, phone number. You will also need to bring a bill dated the previous or current month from the person writing the letter.

Financial Assistance

303.650.4460
Financial Assistance Hours

Lafayette

Financial Assistance
2000 W. South Boulder Rd.
Lafayette, CO 80026
303.650.4460

Monday:
8am - 5pm; Closed for Lunch 1 - 2:20pm
Tuesday - Thursday:
8am - 5pm; Closed for Lunch 1 - 2pm
Friday:
8am - 4:30pm; Closed for Lunch 1 - 2pm

Pecos

Financial Assistance - Pecos
1701 W. 72nd Ave.
Denver, CO 80221
303.650.4460

Mondays:
8am - 5pm; Closed for lunch 1 - 2pm
 Tuesdays, Thursdays:
8am - 7:30pm; Closed for lunch 1 - 2pm
 Wednesdays:
8am - 7:30pm; Closed for lunch 1 - 2:20pm
 Fridays:
8am - 4:30pm; Closed for lunch 1 - 2pm

People’s

Financial Assistance - People’s
2525 13th Ave.
Boulder, CO 80304
303.650.4460

Monday, Tuesday, Wednesday:
8am - 5pm; Closed for Lunch 1 - 2pm
Thursday:
8am - 5pm; Closed for Lunch 1 - 2:20pm
Friday:
8am - 4:30pm; Closed for Lunch 1 - 2pm

Thornton

Financial Assistance - Thornton
8990 N. Washington St.
Thornton, CO 80229
303.650.4460

Monday, Wednesday, Thursday:
8am - 5pm; Closed for Lunch 1 - 2pm
Tuesday:
8am - 5pm; Closed for Lunch 1 - 2:20pm
Friday:
8am - 4:30pm; Closed for Lunch 1 - 2pm
Your Comments Count

Clinica wants your feedback on how we can improve your experience as a patient. If something went well or did not go well, we want to know so we can improve our customer service.

We have cards at each Clinica site to collect your feedback. They’re called “Your Comments Count” cards.

If you ever want to share suggestions or comments (good or bad), ask any Clinica employee for a “Your Comments Count” card.

“Your Comments Count” cards are available at:
- Medical Clinics
- Dental Clinics
- Pharmacies and Outlets
- Financial Assistance Sites
- Clinica Administration Offices

You can also call the Communication Center to share your feedback:
303.650.4460

Medical Records

You have the right to request a copy of all or a portion of your medical records at any time.

We are only allowed to release your Clinica records to you or someone you designate.

If you want to obtain a copy of your medical records, you will need to complete our Authorization For Release of Medical Information form.

You may obtain one of these forms at your clinic.

Note: processing a Release of Medical Information request may take up to 30 business days. There may also be a charge to obtain your medical records.
Health Information, BMI Scale, Blood Pressure Table, Health Goals, Making the Most of Your Health Care Appointment

YOUR HEALTH RECORD
## My Health Information

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<tr>
<th>Date</th>
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<th>Blood Pressure</th>
<th>Pulse</th>
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<th>HDL (good cholesterol)</th>
<th>LDL (bad cholesterol)</th>
<th>Blood Sugar</th>
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- **Date:**
- **Time:**

Page 30
Body Mass Index (BMI)

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<tr>
<th>Weight in pounds</th>
<th>Healthy weight</th>
<th>Overweight</th>
<th>Obese</th>
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</table>

Adults: 18.5 - 25 normal; 25 - 30 overweight; over 30 obese.

Blood Pressure

<table>
<thead>
<tr>
<th>Top number (systolic)</th>
<th>Bottom number (diastolic)</th>
<th>Your category</th>
<th>What to do</th>
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<tbody>
<tr>
<td>Below 120 and</td>
<td>Below 80</td>
<td>Normal blood pressure</td>
<td>Maintain or adopt a healthy lifestyle.</td>
</tr>
<tr>
<td>120-129 and</td>
<td>Less than 80</td>
<td>Elevated</td>
<td>Maintain or adopt a healthy lifestyle.</td>
</tr>
<tr>
<td>130-139 or</td>
<td>80-89</td>
<td>Stage 1 hypertension</td>
<td>Maintain or adopt a healthy lifestyle. If blood pressure goal isn't reached in about six months, talk to your doctor about taking one or more medications.</td>
</tr>
<tr>
<td>140 or more or</td>
<td>90 or more</td>
<td>Stage 2 hypertension</td>
<td>Maintain or adopt a healthy lifestyle. Talk to your doctor about taking more than one medication.</td>
</tr>
</tbody>
</table>

* Ranges may be lower for children and teenagers. Talk to your child's doctor if you're concerned your child has high blood pressure. Blood pressure targets may be higher or lower depending on your age and if you have other chronic medical conditions.
Making the Most of Your Health Care Appointment

You can make sure you get the best possible care by being an active member of your health care team. Being involved means being prepared and asking questions.

Asking questions about your diagnosis, treatment, and medicine can also improve the quality, safety, and effectiveness of your health care.

Asking questions will help you to make the most of your time with your doctor and health care team.

Before Your Appointment

- What do you want to do during your next visit?
- Talk about a health problem?
- Get or change a medicine?
- Get medical tests?
- Talk about surgery or treatment options?

Write down your questions to bring to your appointment. The answers can help you make better decisions, get good care and feel better about your health care.

During Your Appointment

During your appointment, ask the questions you prepared. Start by asking the ones that are most important to you.

To get the most from your visit, tell the nurse or person at the front desk that you have questions for your doctor.

If your doctor does not ask you if you have questions, ask your doctor when the best time would be to ask them.

Asking Questions is Important

It's also important to make sure you hear—and understand—the answers you get from your doctor!

Take notes. Or bring someone to your appointment to help you understand and remember what you heard. If you don't understand or are confused, ask your doctor to explain the answer again.

Questions you may want to ask depend on whether your doctor gives you:

- Diagnosis
- Recommends a treatment, medical test, or surgery
- Prescription

Questions Could Include:

- What is my diagnosis?
- What are my treatment options? What are the benefits of each option?
- What are the side effects?
- Will I need a test? What is the test for? What will the results tell me?
- What will the medicine you are prescribing do? How do I take it?
- Are there any side effects?
- Why do I need surgery? Are there other ways to treat my condition?
- How often do you perform this surgery?
- Do I need to change my daily routine?

Find out what you are to do next. Ask for written instructions, brochures, videos or web sites that may help you learn more.
After Your Appointment

After you meet with your doctor, you will need to follow his or her instructions to keep your health on track.

Your doctor or provider may have you fill a prescription or make another appointment for tests, lab work, or a follow-up visit.

It’s important for you to follow your doctor’s instructions. And it’s important to call your doctor if you are unclear about any instructions or have more questions.

When to Call Your Doctor

There are other times when you should follow up on your care and call your doctor.

Call Your Doctor:

- If you experience any side effects or other problems with your medicines.
- If your symptoms get worse after seeing the doctor.
- If you receive any new prescriptions or start taking any over-the-counter medicines.
- To get results of any tests you’ve had. Do not assume that no news is good news.
- To ask about test results you do not understand.

Your Doctor’s Answers to Your Questions Can Help You:

- Make better decisions
- Receive a higher level of care
- Avoid medical harm
- Feel better about your health care
- Your questions can also lead to better results for your health

Remember:
Your questions help your doctor and health care team learn more about you.

10 Important Questions

1. What is the test for?
2. How many times have you done this procedure?
3. When will I get the results?
4. Why do I need this treatment?
5. Are there any alternatives?
6. What are the possible complications?
7. Which hospital is best for my needs?
8. How do you spell the name of that drug?
9. Are there any side effects?
10. Will this medicine interact with medicines that I’m already taking?

Clinica Family Health is recognized by the National Committee for Quality Assurance as a Level III Patient Centered Medical Home.

Our clinics are also recognized as leaders in the care of diabetic patients.

Clinica is accredited by the Joint Commission, an independent organization seeking to improve the care provided by the nation’s hospitals and health care centers.

If you have something you would like to address with our management team, you can contact our administrative offices at 303.665.2962.