

Your Regular Appointment



Initial Health Appointments

An Initial Health Appointment (IHA) is a consultation to discuss and collect your medical history, examine you, discuss medication use, and determine a plan of care for you for both your medical and dental needs. You must have an IHA to establish your care with the Health Center to be able to be triaged by nurses and seek advice of the On-Call Providers, as well as schedule routine follow up and prevention visits.

At the time of your IHA it is important that you **arrive 15 minutes prior** for registration purposes. Please bring your insurance card, co-payment (if applicable), and all medications including over-the-counter medications. If you are transferring from another doctor, please provide your Medical Records by fax to 330-723-9674.

Preparing and Arriving for Appointments

Please arrive 15 minutes prior to your scheduled appointment to check-in. Bring the following to your visit:

- Your insurance card (if you have one)
- Your co-pay
- Your list of medications, if taking any
- Proof of income, if enrolling for insurance or the sliding fee discount program (last four pay stubs, tax returns, letter of employment) (see Sliding Fee Discount Program insert)
- Proof of identity (drivers license, Ohio ID)
- Medical records from your previous doctor or a fax number for the doctor
- A list of any health concerns that you would like to discuss with your medical or dental provider

In order to prevent billing errors please inform us if you have moved or have changed your phone number(s).

Canceling An Appointment

We understand that sometimes it is not possible to keep an appointment. **Do not forget to call if you need to cancel or re-schedule your appointment.** If you cannot come in at your appointment time, please call us within **24 hours**.

Be sure to tell staff how you want to receive reminders. You will receive an automated email, phone call, or text alert before your appointment. You have the ability to confirm your appointment. This way we can offer your appointment time to another patient who may need it. A staff member will call you in the morning the following day to reschedule your appointment if needed. If you still need to be seen, we can also re-schedule your appointment to another convenient time.

Patient Portal

The Health Center has a patient portal for both medical and dental care. The portal provides you the opportunity to message the Health Center and view lab results, immunization records, visit summaries and results. An email address provides easy access to your patient portal.

Medical Patient Portal: <https://mchdnursing.mysecurechart.com>

Dental Patient Portal: <https://mchddental.mysecurechart.com>

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