

New Patient Welcome Packet



Welcome to the Medina County Health Department Health Center! We are pleased you are interested in becoming a patient here. Here is some important information to know and have handy.

The Health Center offers comprehensive health care from a variety of health care providers: family doctor, nurse practitioners, dentists, and a dental hygienist. The specialty of Family Medicine is based on lasting, caring relationships with patients and their families. Family doctors and Family Nurse Practitioners are dedicated to treating the whole person, treating all genders, and all ages, including prenatal care. Dental care is important to overall health, so your medical care is coordinated with our dental services.

Medina County Health Department Health Center

4800 Ledgewood Drive
Medina, Ohio 44256

185 Wadsworth Rd. Suite C
Wadsworth, Ohio 44281

330-723-9688, option 1

(during regular business hours and for urgent after hours calls)

www.medicinahealth.org

330-723-9674 (fax)

Health Center Hours

Medina

Monday: 8:00 AM – 4:30 PM
Tuesday: 8:00 AM – 7:00 PM
Wednesday: 8:00 AM – 4:30 PM
Thursday: 8:00 AM – 4:30 PM
Friday: 8:00 AM – 2:00 PM

Wadsworth

Monday: Closed
Tuesday: 8:00 AM – 7:00 PM
Wednesday: 8:00 AM – 4:30 PM
Thursday: Closed
Friday: 8:00 AM – 2:00 PM

DENTAL SERVICES ONLY PROVIDED AT MEDINA LOCATION

Closed Federal Holidays and Friday after Thanksgiving

Here at the Medina County Health Department Health Center, we know that there is always room for improvement in the way we deliver health care. If you have any concerns or want to share a way to improve service, please ask to speak to a supervisor or fill out our Patient Concern Form. A Quality Assurance Committee reviews and addresses all form submissions and will gladly discuss any issues with you at your request.



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.

Patient Portal: <https://health.healow.com/medinacountyhealth>

Urgent Care Appointments



If you are sick and would like to either make an appointment to be seen or speak with a staff member please call our main number 330-723-9688, option 1. It is very important to leave a message with the clerk with the patient's full name, date of birth, the best phone number where you can be reached, and the reason for your call. A clerk or nurse will return your call in the order that it was received and based on the medical urgency of your complaint.

Expect that the staff member may ask you questions regarding your symptoms and will help in either scheduling a timely office visit or provide recommendations over the phone. Staff answer the phones during all clinic hours.

We strongly encourage you to call before coming to the health center. In some cases, we can save you a trip. If you need to be seen and you call ahead we can fit you in so your wait time is minimal. If you just walk in without calling, it is possible that we may not be able to see you.

If the Health Center is Closed:

- If an urgent need occur and you need our services, a provider is always available by phone.
- To reach the on-call provider, call the regular Health Center telephone number 330-723-9688, option 1. If you do not get a response within 15 minutes please call again.

The Emergency room is not always the best or right place for you and your care. It may not be necessary, and could be expensive.

When to go to the Emergency Room:

- If you experience a medical emergency, please call 911 and if necessary proceed to the nearest emergency room (ER)
- Give the 911 dispatcher your name, street and city address, and a brief description of the kind of emergency. (For example: cannot breathe)

Emergency care is care that is needed right away for a serious medical problem like:

- Trouble breathing
- Heavy or sudden bleeding
- Severe or sudden chest pain or pressure
- Any other serious health problem needing immediate attention

In an emergency, call 911 or go to the nearest hospital emergency room.

Revised June 2021

Insurance Tips

If you do not have health insurance, please schedule an appointment with our CAC (Certified Application Counselor) who will meet with you and help you apply for special programs and/or service discounts. You may also call if you are having insurance problems.

Please ask to make an appointment for help with insurance. If you are not covered by insurance at the time of your visit, you **may** be responsible for payment. To seek assistance with insurance applications, including Medicaid, call 330-723-9688, option 1.

Co-payments are payments that are determined by your insurance coverage or income and all payments, including co-payments, are expected at the time of service. We accept cash, checks, MasterCard, Visa, Discover, and money orders.

Please bring your insurance card to every visit. Let us know if you have had any changes in your insurance so that we can bill correctly for your care.

Insurance Tips:

It is important that you keep your insurance active so that you do not have any time without insurance coverage. Here are some tips:

- Always tell your insurance company and/or Ohio Medicaid if you change your name or address so that you will always receive any important information that is sent to you.
- Always read messages or letters from your insurance company or Ohio Medicaid and follow any instructions. If you have any questions about messages or letters, call the Health Center and one of our billing specialists may be able to help.
- If you are asked to bring information about your income to the health center, please make sure you bring all requested information.
- Even when you have insurance, you may have fees to pay. However, based on your income you may be able to pay reduced fees for services. (see Sliding Fee Discount Program insert)
- Medicaid coverage needs to be renewed every year, so make sure that you are aware of when your insurance expires so that you are always covered.

Revised June 2021

Our Model of Care

We see YOU as a vital member of your health care team. We are committed to providing you with the quality care you need, when you need it most. As part of a medical home, your care will be delivered by a small team of doctors, nurse practitioners, dentists, nurses, and assistants. Together they will help you maintain your health by making sure you are up to date on all of your lab work, health and dental screenings, and immunizations. If you should develop a chronic condition they will aid in creating a custom care plan, and will help you follow it. When needed, your care team will assist you in seeing a specialist and will coordinate your care with that doctor's office.

As part of a patient-centered medical home, the Health Center staff is committed to providing easy access to your care team. We provide same day sick visits and dental visits (if able). We can normally schedule follow up visits and physical exams within a week. **Your care team is available by phone during normal business hours,** and a health center professional is available outside of business hours if you should ever need us. We strongly encourage you call us for appointments in advance, including same day urgent care.

A Primary care provider (PCP) is a person who sees to your common medical problems and is often involved in your care for a long time. It is important to select someone with whom you will feel comfortable. Your primary care provider is the leader of your patient-centered medical home team.

Should you be hospitalized, your PCP may be consulted to provide the hospital team information for your future health care needs. Your PCP wants you to return back home safely and with information needed to care for yourself.

Revised June 2021

Referrals & Interpreters



Referrals

We are happy to assist with referrals to a specialist for medical and dental needs. Coordinating care is the best way for treatment, medications, labs and other test results to be available to all the medical and dental staff who are caring for you. Referrals should be requested before a visit with a specialist. Some referrals may need processed through your insurance. If you are requesting information about whether a referral is covered by your health plan, Health Center staff will assist with questions about location and specialist information.

Interpreters

We are committed to providing culturally competent, comprehensive care. Staff at the Health Center can offer language services for your visit at no charge to you. The interpreter will maintain confidentiality and respect your privacy. Interpreting services are also available through our language line interpreters.

Intérprete disponible.

Interpreter verfügbar.

Interpreter beschikbaar.

可用的解譯器

Revised June 2021