



Welcome To Clinica!

**Guide to Patient Services,
Hours & Important Information
about Clinica Family Health**

2018



CLINICA
family health

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, affordable health care to people of all ages and backgrounds. Clinica serves the young and old, men and women, people with jobs and those without. We're 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 ensure 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, when possible, that preventing disease is better than any prescription.
- We'll focus on keeping you well. We do this by seeing you regularly, giving you immunizations, and offering you health information.
- We'll ensure you see the same provider or care team at each visit because you will receive better, more affordable and efficient care.
- Your personal care team 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.

Care Team Members Include

- 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

Clinica Support Services

1735 South Public Rd., Suite 200
Lafayette, CO 80026

Hours

Monday - Friday:

8am - 5pm



All medical, dental, behavioral health, pharmacy, and enrollment services are located on the first floor.

Lafayette Medical & Dental Clinic

Medical, Dental & Pharmacy Outlet

1735 South Public Rd.
Lafayette, CO 80026

Clinic Hours

Monday, Friday:

8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 1 - 2pm



Pharmacy Outlet Hours

Monday, Wednesday, Thursday, Friday:

8:30am - 4:30pm; Closed for Lunch 1 - 2pm

Tuesday:

9am - 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, Friday:

8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 1 - 2pm



Pharmacy Hours

Monday - Friday:

8:30am - 4:30pm; Closed for Lunch 1 - 2pm

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

Westminster 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

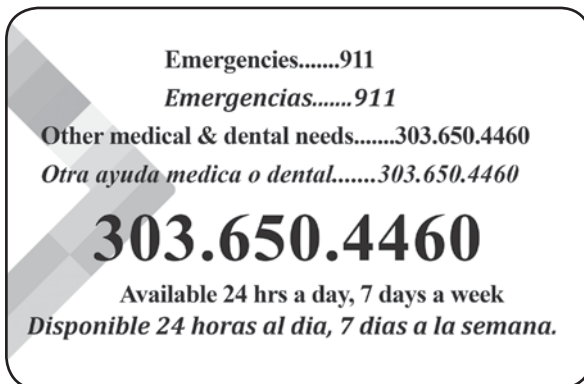
Clinica Card

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



Back of Card



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, Patient Rights & Responsibilities

ABOUT CLINICA



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 children's camps
- Physicals/women's wellness exams
- Growth, nutrition and development
- 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

Pregnancy Services

- Pregnancy testing
- Prenatal care and delivery services
- Care during and after pregnancy
- Pregnancy and parenting classes
- Family planning and pregnancy prevention

Dental Care

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

Behavioral Health Services

- Help when you are depressed, stressed, anxious or have emotional problems
- Brief solution-focused therapy
- Help during a crisis
- Help for patients with complex diseases
- On-site care at the Ryan Wellness Center (MHP Boulder)
- Psychiatric consultation services

Pharmacy Services

- Full-service pharmacies at our Pecos and People's clinics; outlets at our Lafayette and Thornton clinics
- Medication assistance and patient education programs
- Clinical pharmacy consultation

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

- 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. 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 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, activities, or employment.

Clinica will make accommodations when requested to provide care in your preferred language. You may request other reasonable accommodations related to any disability you may have. For further information about this policy and other accommodations and non-discrimination policies of Clinica, refer to our website at www.clinica.org. To contact our 504 Coordinator, call 303-665-3036, ext. 1550, (TDD: 1-800-659-2656) or email to 504Coordinator@clinica.org.

All patients have the right to select their pharmacy of choice, diagnostic imaging and test center(s) and preferred specialist. Patients are under no obligation to use Clinica facilities for these services.

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 care, including appointment check-ins, will occur privately, and your health records will be handled confidentially. Clinica Family Health will handle all of your records in compliance with federal and state privacy laws (HIPAA) and will abide by the terms of this notice.

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 – as well as 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 already given your consent.

ACCESS TO RECORDS - You may review or receive a copy of your medical record within 30 days of your written request. Complaints about access to your records can be addressed to the Colorado Department of Public Health and Environment. More information is at <https://www.colorado.gov/cdphe>.

BILLS - You have a right to an explanation of all charges and discount program adjustments if you qualify for Clinica's discount program.

FILE A COMPLAINT OR GRIEVANCE - You have the right to file a complaint if you are not satisfied with any aspect of your care. You can file a complaint using any of the following methods:

1. Contact Clinica Family Health at 303-650-4460 and ask to "file a complaint."
2. You may send a complaint or grievance in writing to:
VP of Operations
c/o Clinica Family Health
1735 S. Public Road, Ste. 200, Lafayette, CO 80026
3. You may fill out a Patient Experience card that can be picked up in the clinic
4. Contact U.S. Department of Health & Human Services at www.HHS.gov.

CHANGE YOUR PROVIDER - You have the right to request a change of provider or clinic if another qualified provider is available. For information about how to request a change of provider or clinic, contact Clinica's Communication Center at 303-650-4460.

USE OF YOUR HEALTH INFORMATION - Clinica Family Health is permitted to use or disclose your health information for the purposes of treatment or payment, or if the disclosure is required by law and the information released does not include any identifiable information.



Your Responsibilities As Our Patient

FOLLOW CLINICA RULES – Behave respectfully toward Clinica Family Health staff as well as other patients. Please assist with the control of noise and observe the no smoking policy and all other posted building regulations.

INFORM REGARDING YOUR HEALTH - Please give full and honest information regarding your past and present health information, including any known allergies and/or sensitivities.

MEDICATION SAFETY - Please keep and share information on all medications you take, including those from other health care providers, over-the-counter medications and dietary supplements. If you currently take medications, please bring all your medications to each appointment. Many health care mistakes are made because patients don't tell their health care provider about all the medications they take.

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

REPORT EMERGENCIES - Should you receive emergency care from another health care provider, emergency room, or urgent care center, please contact Clinica during normal business hours as soon as possible to share this information.

PARTICIPATE IN YOUR OWN HEALTH CARE - If you do not understand your provider's instructions or have any questions, please ask your provider to explain more clearly or ask that someone else assist in explaining the instructions to you.

REPORT SAFETY CONCERNS - We encourage you to help us by reporting any concerns you have about your or your family's safety at Clinica. Report concerns to a staff member, write them on a Patient Experience card, or ask to speak to a manager.

FOLLOW INSTRUCTIONS - Follow the instructions and health care plan that you and your provider have agreed on. Failure to do so may worsen your condition.

MANAGE YOUR TRANSPORTATION NEEDS - If indicated by your provider, make arrangements for a responsible adult to provide transportation home from the clinic and to remain with you as directed.

BE ON TIME - Arrive on time for your appointment.

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

SHOW INSURANCE CARD - Show your insurance card, including your Health First Colorado (Medicaid) card, at each visit.

REGISTRATION INFORMATION - Please provide all necessary records as requested.

FINANCIAL SCREENING - Complete the financial screening process by bringing all insurance, income, and other requested information to the enrollment staff within 30 days of your first visit or when your insurance expires. You may be excluded from seeking care at Clinica Family Health if you do not meet with an enrollment staff member to determine program eligibility or self-pay designation.

PAY BILLS - Accept personal financial responsibility for any charges not covered by insurance. Your fees will be adjusted so that they are affordable for you. Please pay all co-pays and bills promptly.

Patient-Centered Medical Home

Clinica Family Health is a Patient-Centered Medical Home (PCMH)?

What does that mean for you?

- We are available when you need us with same-day appointments and our after-hours on-call service.
- We ask about your personal or family situation and suggest treatment options based on your lifestyle goals.
- Our team answers your questions and helps you better understand your health care needs.
- We provide equal access to health care regardless of your ability to pay.
- We help find potential sources of insurance coverage.
- When services are required at other facilities, Clinica Family Health will help coordinate that care.
- We work with you based on recognized standards (evidence based guidelines) to provide you with a high level of care and the ability to support your unique health care needs.

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://wdcrobcop1.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, 1735 South Public Rd., 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 complaint with the U.S. Department of Health and Human Services, Office of Civil Rights at 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.

Notes

**Pharmacy, Dental, Groups Visits, Behavioral Health,
Patient Website (My Clinica Connection) & Emergencies**

OTHER HEALTH SERVICES



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.

Prescription Refill Line

720.207.0150

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.

Pharmacy & Outlet Hours

Lafayette Outlet

Lafayette Pharmacy Outlet

1735 South Public Rd.
Lafayette, CO 80026

For prescription refills, please call
720.207.0150

Pharmacy Outlet Hours

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

Tuesday:
9am - 6pm; Closed for Lunch 1 - 2pm

Pecos Pharmacy

Pecos Pharmacy

1701 W. 72nd Ave.
Denver, CO 80221

For prescription refills, please call
720.207.0150

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 Pharmacy

People's Pharmacy

2525 13th St.
Boulder, CO 80304

For prescription refills, please call
720.207.0150

Pharmacy Hours

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

Thornton Outlet

Thornton Pharmacy Outlet

8990 N. Washington St.
Thornton, CO 80029

For prescription refills, please call
720.207.0150

Pharmacy Hours

Monday, Friday:
8:30am - 4:30pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:
9am - 6pm; Closed for Lunch 1 - 2pm

Westminster Clinic

The Westminster clinic 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.

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 Your Primary Care Visits

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 Children, 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.

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.

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.

Personalized Dental Care

Clinica's dental team will develop a personalized plan that includes care tailored to your health needs and goals. We will involve you in creating your care plan.

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 three 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 (when possible). We welcome requests at a dental location most convenient for you.

Lafayette Dental Clinic

1735 South Public Rd.
Lafayette, CO 80026

Pecos Dental Clinic

1701 W. 72nd Ave.
Denver, CO 80221

Thornton Dental Clinic

8990 N. Washington St.
Thornton, CO 80229

Hours for Dental Clinics

Monday, Friday:

8am - 5pm; Closed for Lunch 1 - 2pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 1 - 2pm

Call for Dental Appointments

303.650.4460

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 skills 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 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 being 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 group visits 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.
- Availability of group visits is specific to each clinic location. 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 that 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.



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.

Additional Details

- Do not use My CLINICA Connection for urgent or life-threatening medical problems. Call 911.
- Sign up to use My CLINICA Connection at any Clinica location.
- You can expect an e-mail response from us within 3 business days.
- Communication that takes place on My CLINICA Connection will be a permanent part of your medical record.
- Replies to your e-mail may come from any member of your care team.
- Please agree to check your e-mail several times a week since we will use this website to communicate with you.
- You may communicate on behalf of other family members via My CLINICA Connection.
- Inappropriate use of My CLINICA Connection 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 our primary care provider and personal health care team.

**Appointments, Payments, Enrollment Services/
Financial Assistance, Feedback & Medical Records**

PATIENT SERVICES



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:** We strive 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. 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.



Appointments, Refills & Customer Service
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. This helps us serve patients who are uninsured, under-insured or have Medicare, Medicaid or CHP+.

NOTE: all Clinica patients must complete an annual 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 be eligible for CICP which you can use to cover all or part 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 services received at the full fee (medical, dental, behavioral health, lab services, pharmacy, etc.).

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.

Enrollment/Financial Assistance

If you do not have health insurance, you must attend an enrollment meeting to determine which payment program you and your family qualify for or how much you will 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 for Your Enrollment Meeting

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

- Identification cards and documents:
 - Picture ID for all adult applicants
 - Resident card if resident of the United States.
 - Work permit
 - Passport
 - Social Security numbers for all family members
- Proof of address under patient name: Utility bill—current Public Service and/or water bill.
- Insurance, Medicaid, Medicare card (if applicable).
- Proof of unearned income: Child support, SSI, DSSI and/or unemployment.
- If self-employed: last month's business ledger or business checking account statements.
- If pregnant: proof of pregnancy.
- Children under 18: birth certificate, Colorado identification (ID), and/or school ID (if applicable).
- All check stubs from previous month or signed/dated letter from employer stating hours worked per week, pay per hour, if you're paid weekly or bi-weekly, and last month's gross income.
- If you live with someone else: signed/dated letter from the person you live with; include address, phone number, and date you moved in. Bring a utility bill for the previous or current month.

Enrollment/Financial Assistance
303.650.4460

Enrollment/Financial Assistance Hours

Lafayette Clinic

Enrollment/Financial Assistance

1735 South Public Rd.
Lafayette, CO 80026

HOURS

Monday:

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

Tuesday, Wednesday, Thursday:

8am - 5pm; Closed for Lunch 1 - 2pm

Friday:

8am - 4:30pm; Closed for Lunch 1 - 2pm

Pecos Clinic

Enrollment/Financial Assistance

1701 W. 72nd Ave.
Denver, CO 80221

HOURS

Monday:

8am - 5pm; Closed for lunch 1 - 2pm

Tuesdays, Thursday:

8am - 7:30pm; Closed for lunch 1 - 2pm

Wednesday:

8am - 7:30pm; Closed for lunch 12:40 - 2pm

Friday:

8am - 4:30pm; Closed for lunch 1 - 2pm

People's Clinic (Boulder)

Enrollment/Financial Assistance

2525 13th Ave.
Boulder, CO 80304

HOURS

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 Clinic

Enrollment/Financial Assistance

8990 N. Washington St.
Thornton, CO 80229

HOURS

Monday, Tuesday, Wednesday:

8am - 5pm; Closed for Lunch 1 - 2pm

Thursday:

8am - 5pm; Closed for Lunch 12:40 - 2pm

Friday:

8am - 4:30pm; Closed for Lunch 1 - 2pm

Westminster Clinic

Enrollment/Financial Assistance

8510 N. Bryant Street, 2nd Floor
Westminster, CO 80031

HOURS

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

Enrollment/Financial Assistance

303.650.4460

Please contact us during the hours listed for each Clinica location. We answer calls in the order they are received.

Billing Department

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**.

Online Payments Now Available

Making Payments Online

You can make a secure payment online using your credit or debit card at <https://www.clinica.org>

We take Visa, Mastercard & Discover

The screenshot shows the 'BILL PAY' section of the CLINICA family health website. The page title is 'BILL PAY FORM - ALL REQUIRED'. The form is divided into several sections: 'PATIENT INFORMATION ACCOUNT DETAILS FOR CLINICA/PATIENT' with fields for 'Clinica Account Number', 'Patient First Name', 'Patient Last Name', and 'Patient Birth Date'; 'PAYMENT AMOUNT PAY SOME OR ALL OF AMOUNT DUE' with a '\$' input field; 'CARD HOLDER INFORMATION MUST MATCH CREDIT CARD ENTERED BELOW' with fields for 'Email address', 'Phone: 123-123-1234', 'First Name', 'M.I.', 'Last Name', 'Address 1', 'Address 2', 'City', 'State', and 'Zip'; 'CREDIT CARD CARD NUMBER, TYPE, AND EXPIRATION DATE' with fields for 'Credit Card #', 'Type', 'Month', and 'Year'; and 'OTHER (OPTIONAL)' with a 'Message' text area. At the bottom, there is a checkbox for 'I'm not a robot' and a 'Submit Bill Payment' button.

Billing Department Line

303.827.7102

Patient Experience Card

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 Patient Experience Cards.

If you ever want to share suggestions or comments (good or bad), ask any Clinica employee for a Patient Experience Card.

Patient Experience Card 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

Fill out the information and drop it off at the clinic or mail it in, whichever is more convenient for you.

A manager reviews all Patient Experience Cards. You will receive a call from a clinic manager or another staff member who can address your concern.

The image shows a stack of Patient Experience Cards. The top card is titled "Patient Experience Form" and includes the following sections:

- Date:** _____
- Do we Meet Your Expectations Today?** (with horizontal lines for writing)
- WHAT WOULD YOU LIKE TO SEE DIFFERENT AT CLINICA?** (with horizontal lines for writing)
- THANK YOU FOR YOUR COMMENTS!**
- Would you like to be contacted regarding your feedback?** Yes No
- If yes, please complete below:**
- Name (First & Last):** _____ **Phone #:** _____
- Do you want information on ways to regularly provide feedback to Clinica?** Yes No
- GENERAL INFORMATION SECTION**
- Service:** Medical Dental Walk In Fin Screen Pharmacy
- Site:** Alpine Lafayette Pecos Peoples Thornton Westminster
- Internal use only:**
- If completed by Clinica Staff, Name:** _____

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 or at clinica.org.

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

Date	Body Mass Index (BMI)	Blood Pressure	Pulse	Total Cholesterol	HDL (good cholesterol)	LDL (bad cholesterol)	Blood Sugar

MY NEXT DENTAL APPOINTMENT IS:

Date: _____
Time: _____

Body Mass Index (BMI)

BMI	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Height	Weight in pounds																
4'10"	91	96	100	105	110	115	119	124	129	134	138	143	148	153	158	162	167
4'11"	94	99	104	109	114	119	124	128	133	138	143	148	153	158	163	168	173
5'	97	102	107	112	118	123	128	133	138	143	148	153	158	163	168	174	179
5'1"	100	106	111	116	122	127	132	137	143	148	153	158	164	169	174	180	185
5'2"	104	109	115	120	126	131	136	142	147	153	158	164	169	175	180	186	191
5'3"	107	113	118	124	130	135	141	146	152	158	163	169	175	180	186	191	197
5'4"	110	116	122	128	134	140	145	151	157	163	169	174	180	186	192	197	204
5'5"	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210
5'6"	118	124	130	136	142	148	155	161	167	173	179	186	192	198	204	210	216
5'7"	121	127	134	140	146	153	159	166	172	178	185	191	198	204	211	217	223
5'8"	125	131	138	144	151	158	164	171	177	184	190	197	203	210	216	223	230
5'9"	128	135	142	149	155	162	169	176	182	189	196	203	209	216	223	230	236
5'10"	132	139	146	153	160	167	174	181	188	195	202	209	216	222	229	236	243
5'11"	136	143	150	157	165	172	179	186	193	200	208	215	222	229	236	243	250
6'	140	147	154	162	169	177	184	191	199	206	213	221	228	235	242	250	258
6'1"	144	151	159	166	174	182	189	197	204	212	219	227	235	242	250	257	265
6'2"	143	155	163	171	179	186	194	202	210	218	225	233	241	249	256	264	272
6'3"	152	160	168	176	184	192	200	208	216	224	232	240	248	256	264	272	279
	Healthy weight						Overweight						Obese				

Underweight: BMI is less than 18.5; Adults: 18.5 - 24.9 normal; 25 - 29.9 overweight; over 30 obese.

Blood Pressure

Top number (systolic)	And/or	Bottom number (diastolic)	Your category*	What to do
Below 120	and	Below 80	Normal blood pressure	Maintain or adopt a healthy lifestyle.
120-129	and	Below 80	Elevated	Maintain or adopt a healthy lifestyle.
130-139	or	80-89	Stage 1 high blood pressure hypertension	Maintain or adopt a healthy lifestyle. Talk to your doctor about taking one or more medications.
140 or higher	or	90 or higher	Stage 2 high blood pressure hypertension	Maintain or adopt a healthy lifestyle. Talk to your doctor about taking one or more medications

Ranges may be lower for children and teenagers. Talk to your child's doctor if you're concerned your child has high blood pressure. These recommendations address high blood pressure as a single health condition. If you also have heart disease, diabetes, chronic kidney disease or certain other conditions, you may need to treat your blood pressure more aggressively.

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

- Think about what 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:

- Give you a diagnosis
- Recommends a treatment, medical test, or surgery
- Orders a prescription for you

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 websites that may help you learn more.



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

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.
- Your symptoms get worse after seeing the doctor.
- You receive any new prescriptions or start taking any over-the-counter medicines.
- Get results of any tests you've had. Do not assume that no news is good news.
- You need to ask about test results you do not understand.

Remember:

Your questions help your doctor and health care team learn more about you, your needs and how to better care for 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 medicine?
9. Are there any side effects?
10. Will this medicine interact with medicines that I'm already taking?

Source: "Before Your Appointment: Questions Are the Answer." September 2012. Agency for Healthcare Research and Quality, Rockville, MD

Notes



CLINICA
family health

Affordable Care. Close to Home.

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

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



Appointments **303.650.4460**
Patient Website **<https://clinica.org>**