

Welcome To Clinica!

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

2021/2022



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
After-hours Care.....	303.650.4460

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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 a Federally Qualified Health Center and exist to ensure you get the health care you need at a price you can afford.

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

Clinica is a Patient-Centered Health Home

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 care 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 and try to address any other barriers to your care.
- 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.

Your Patient-Centered Care Team

Our medical and dental staff 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 team is identified by a different color so you can tell them apart. We call our teams "pods."

Care Team Members Include

- Family Medicine Doctors
- Pediatricians
- Obstetricians/Gynecologists
- Physician Assistants
- Nurse Practitioners
- Registered Nurses
- Medical Assistants
- Care Coordinators
- General & Pediatric Dentists
- Dental Hygienists
- Dental Assistants
- Behavioral Health Professionals
- Registered Dietitians
- Clinical Pharmacists
- Health Coaches
- Referral Case Managers

Our Locations & Hours

Administration

Clinica Support Services

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

Hours

Monday - Friday:

8am - 5pm



All administrative services are located on the second floor.

Lafayette Medical & Dental Clinic

Medical, Dental & Medication Outlet

1735 South Public Rd., 1st floor
Lafayette, CO 80026

Clinic Hours

Monday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday:

8am - 8pm; Closed for Lunch 12 - 1pm

Wednesday, Thursday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Dental Hours

Monday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 12 - 1pm



Medication Outlet Hours

Monday - Friday:

8:30am - 4:30pm; Closed for Lunch 12 - 1pm

People's Medical Clinic

Medical & Pharmacy

2525 13th Ave.
Boulder, CO 80304

Clinic Hours

Monday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday:

8am - 8pm; Closed for Lunch 12 - 1pm

Wednesday, Thursday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm



Pharmacy Hours

Monday - Friday:

8:30am - 4:30pm; Closed for Lunch 12 - 1pm

Pecos Medical & Dental Clinic

Medical, Dental & Pharmacy

1701 W. 72nd Ave.
Denver, CO 80221

Clinic Hours

Monday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday:

8am - 8pm; Closed for Lunch 12 - 1pm

Wednesday, Thursday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Dental Hours

Monday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 12 - 1pm



Pharmacy Hours

Monday - Friday:

8:30am - 4:30pm; Closed for Lunch 12 - 1pm

Thornton Medical & Dental Clinic

Medical, Dental & Medication Outlet

8990 N. Washington St.
Thornton, CO 80229

Clinic Hours

Monday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday:

8am - 8pm; Closed for Lunch 12 - 1pm

Wednesday:

8am - 5pm; Closed for Lunch 12 - 1pm

Thursday:

8am - 8pm; Closed for Lunch 12 - 1pm

Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Dental Hours

Monday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 12 - 1pm



Medication Outlet Hours

Monday - Friday:

8:30am - 4:30pm; Closed for Lunch 12 - 1pm

Important Note:

Hours of operation can change due to various circumstances. Please check our web site for most current hours of operation.

www.clinica.org

Locations Continue on next page »

Westminster Medical Clinic

Medical

8510 N. Bryant St., Ste. 200
Westminster, CO 80031

Clinic Hours

Monday, Tuesday:

8am - 5pm; Closed for Lunch 12 - 1pm

Wednesday:

8am - 8pm; Closed for Lunch 12 - 1pm

Thursday, Friday:

8am - 5pm; Closed for Lunch 12 - 1pm



No pharmacy services are available at this site.

Walk-in Clinic

Monday - Friday:

10am - 5:30pm

Alpine Medical Clinic

Medical

1000 Alpine Ave.
Boulder, CO 80304

Clinic Hours

Monday - Friday:

8am - 5pm; Closed for Lunch 12 - 1pm



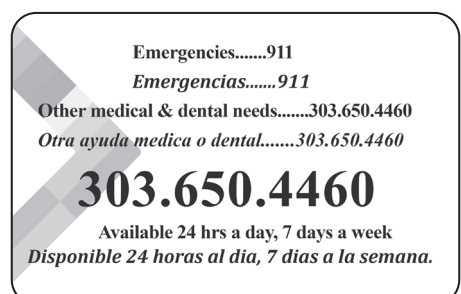
In Partnership with

Dental Aid and Mental Health Partners

Clinica Provider Card

The Clinica Provider Card is a convenient way to find and share information about your primary care provider and other members of your personal care team. The card lists important information, including your provider's name, Clinica's phone number, and how to get support day or night. Clinica Provider Cards are available at the front desk of your clinic.

Please note that your Provider Card is not an insurance card. Its main purpose is to let other health care providers know how to reach your Clinica provider.





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)

Unexpected Closures

On rare occasions, Clinica has to close unexpectedly because of bad weather, power outages or other reasons. We will post information on our web site about when we expect to re-open. Please go to www.clinica.org for updates when we close unexpectedly.

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
- 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 (must be a patient for at least 6 months)
- Women's care (gynecology)
- Medication assisted therapy for substance use disorders
- Specialty care coordination and referrals
- Walk-in care for urgent needs

Behavioral Health Services

- Stress management techniques
- Treatment for mental health conditions
- Treatment for alcohol and opioid use
- Support for patients with medical conditions
- Brief therapy
- Psychiatric consultation
- Support during a crisis
- On-site care at the Ryan Wellness Center (Mental Health Partners)

Patient Services

- Help applying for payment programs
- Group visits with other patients who share a common health condition
- Nutrition counseling

- Support to quit smoking
- Case management/referrals to non-medical services such as food banks
- Home visits after hospital stays
- Telehealth visits for medical, dental, behavioral health and enrollment services
- Advanced Directives support

Pharmacy Services

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

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 (fillings, build ups)
- Root canals
- Dental prosthetics (dentures)
- Dentistry for children

Services We Do Not Offer

- Medical x-rays or imaging services (we do offer dental x-rays)
- Specialty care other than OB/Gyn (see page 22)
- Emergency care (see page 23)

Your Rights As Our Patient

ACCESS - We will provide appointments 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. 1060, (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 or our referral partners for any 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 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 available 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. Fill out a Patient Experience Form, which is available at any clinic or on our web site at www.clinica.org.
2. Contact Clinica Family Health at 303-650-4460 and ask to file a complaint.
3. Send a complaint or grievance in writing to:
Chief Operating Officer
c/o Clinica Family Health
1735 S. Public Road, Ste. 200, Lafayette, CO 80026
4. Contact the 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, 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. Always dress appropriately in the clinics. Please assist with the control of noise and observe the no smoking policy and all other posted building regulations.

INFORM US 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 remain with you as directed. If you need transportation assistance, please notify a care team member.

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 so we can offer the appointment to another patient.

SHOW INSURANCE CARD - Show all of your insurance cards, 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 Department within 30 days of your first visit or when your insurance expires.

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

Our Commitment as your Health Care Home

- We will ensure that you see the same provider or care team as often as possible because you will receive better, more affordable and efficient care.
- We will work to build a strong, trusting relationship between you, your primary care provider, care team, and when appropriate, your family.
- 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.
- We will do whatever we can to ensure you have access to the care and information you need, when you need it, in a manner that is comfortable for you.
- We will provide evidenced-based, comprehensive care including preventive, wellness, acute and chronic illness care.
- We'll focus on keeping you well. We do this by seeing you regularly, giving you immunizations and offering you health information.

Accommodations, Nondiscrimination and Accessibility

Clinica Family Health does not discriminate against anyone on the basis of race, color, national origin, disability, religion, gender, gender identity, sexual orientation or age. Treatment or participation in our programs, services and activities is open to all patients. Nor do we discriminate in our hiring practices. Clinica will make accommodations to provide care in your preferred language.

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

Phone: 303.665.3036 Ext.1060

TDD: 800.659.2656

Email: 504Coordinator@clinica.org

For information on notice of nondiscrimination, please visit the U.S. Department of Health and Human Services web site:

<https://www.hhs.gov/civil-rights/for-individuals/nondiscrimination/index.html>

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.

Other Patient Information

We want all of our patients, guests, staff and community members to feel comfortable and welcome in our clinics.

- Service animals are welcome in all of our facilities. However, no other animals or pets can be brought in to the clinics.
- No weapon of any type is allowed in our clinics even if the owner has a permit. The only exceptions made are for active-duty peace officers.
- We welcome all patients no matter their sexual orientation or gender identity. All patients deserve to be treated with dignity and provided high-quality health care.
- Our patients are people of all ages, from various cultures and many walks of life. We ask all patients to be respectful of each other and our staff by wearing appropriate clothing whenever they are in our clinics.



**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 traditional community pharmacy. We offer our pharmacy services as a convenience to our patients. You are not required to use them. We will happily send your prescriptions to the pharmacy of your choice.

We stock a limited number of over-the-counter medications for our patients' convenience. We do not stock narcotics or other controlled substances. These prescriptions must be filled at an outside pharmacy.

Full-service Pharmacies

Clinica has two full-service pharmacies with a pharmacist on staff to answer your questions. Prescriptions can be filled while you wait or you can call ahead to save time. Our pharmacies are located at the People's and Pecos clinics.

Medication Outlets

The Lafayette and Thornton clinics have medication outlets. Outlets have a limited stock of medications that can usually be filled while you wait or you can call ahead to save time. Medications not immediately in stock can be ordered and are typically ready for pick up in 1-2 business days.

Prescription Refills

While we stock many common medications, some prescriptions may need to be filled at an outside pharmacy. For prescription refills at Clinica, please call 720.207.0150. You can also refill prescriptions through My CLINICA Connection, our electronic patient health information system. For some medications, automatic refills are available if you opt-in to the program.

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 medication outlets.

Clinical Pharmacy

Clinical pharmacists are an important part of your care team. As medication experts, they can work with your provider to start and adjust medications used to treat diabetes, high blood pressure (hypertension) and high cholesterol. They also help manage medicines like blood thinners.

Pharmacy & Outlet Hours

Lafayette Outlet

Lafayette Medication Outlet

1735 South Public Rd.
Lafayette, CO 80026

For prescription refills, please call
720.207.0150

Hours

Monday - Friday:

8:30am - 4:30pm

Closed for Lunch Noon - 1pm

Pecos Pharmacy

Pecos Pharmacy

1701 W. 72nd Ave.
Denver, CO 80221

For prescription refills, please call
720.207.0150

Hours

Monday - Friday:

8:30am - 4:30pm

Closed for Lunch Noon - 1pm

People's Pharmacy

People's Pharmacy

2525 13th St.
Boulder, CO 80304

For prescription refills, please call
720.207.0150

Hours

Monday - Friday:

8:30am - 4:30pm

Closed for Lunch Noon - 1pm

Thornton Outlet

Thornton Pharmacy Outlet

8990 N. Washington St.
Thornton, CO 80029

For prescription refills, please call
720.207.0150

Hours

Monday - Friday:

8:30am - 4:30pm

Closed for Lunch Noon - 1pm

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 visits as well as in the dental clinic. As with health care, we use a team approach to provide your dental care. Your care team includes a dental hygienist who can:

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

High-Quality, Affordable Dental Care

Our dentists, dental hygienists and dental assistants provide children and adults access to current technology and exceptional care. Our board-certified pediatric dental specialists have advanced training to support children and patients with special needs. Our approach is minimally invasive, which means we use the latest technology to

help maintain teeth in their natural and healthiest form.

Dental patients will receive estimated pricing for dental care before each appointment. Clinica's dental program welcomes Medicaid, CHP+ and Cigna. 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 very important. Our dental team coordinates care with the patient's doctor to keep them healthy.

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. We will involve you in creating your care plan.

Preventive and Restorative Dental Care:

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 clinics. 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

We offer appointments each day for dental emergencies such as severe pain, infection or swelling. These 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 12 - 1pm

Tuesday, Wednesday, Thursday:

8am - 8pm; Closed for Lunch 12 - 1pm

Call for Dental Appointments

303.650.4460

or www.clinica.org

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 (therapist) 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 assessments and diagnosis of mental health conditions as well as short-term counseling.
- You can make appointments directly with a behavioral health provider.
- Each of our health care teams also has a health coach who will work with you to set goals for improving your health and provide links with resources in the community.
- When necessary, 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.
- Clinica also provides medication assisted therapy for substance use disorders.

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. **Please note that our group visit schedules have changed due to the COVID-19 pandemic. Please talk with your provider for the most current schedules.**

Benefits of Group Visits

- Groups are interactive and last longer than traditional appointments.
- You have time to ask questions, share experiences and learn from other patients. Participating in group visits is voluntary, but many patients find them 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.
- We offer a wide range of group visits. 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.

Patient Portal



Patients can securely e-mail their Clinica care team using our patient portal 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 connection 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 portal.

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 treat 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,
Feedback & Medical Records**

PATIENT SERVICES



Your Appointments

To make an appointment, call 303.650.4460 or go to www.clinica.org/my-appointments

- To see your health provider, dentist or other care team member at Clinica Family Health, please make an appointment.
- Our Communication Center schedules all medical, dental, mental health and 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.
- We strive to provide same-day access in our clinics. When possible, same-day appointments will be scheduled by Clinica's Communication Center. When same-day capacity is full, the nurse at your clinic location will work with your care team to determine how your needs can be met.
- In order to see all of our patients and stay on time, we must limit appointments to 20 minutes. You might need multiple appointments to meet your needs.

Canceling or Rescheduling Your Appointment

If you can't keep or want to reschedule your appointment, please let us know as soon as possible. There is never a penalty or charge for cancelling your appointment. You can cancel your appointment in several ways:

Call – Cancel your appointment by calling 303-650-4460 and choosing option 4

Text – Reply “no” when you receive your text appointment reminder

Click – Go to www.clinica.org and click on “My Appointment”

- Please cancel at least 24 hours in advance so we can offer the appointment to another patient. However, you can cancel up until your appointment time.
- If life issues keep you from your appointments (busy schedule, transportation), please call us at 303-650-4460 and ask to speak to a health coach at your clinic. In some cases, we can help with these situations. Please give us five days to make these arrangements.
- If you miss four appointments or more, one of our staff will call to check on you. We want to make sure you are safe and see if we can help you keep your appointments.

Important Information about Appointments

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.

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.
- Billing issues.

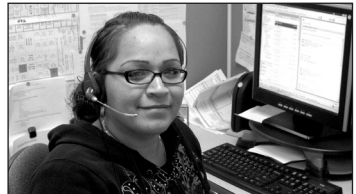


Appointments, Refills & Questions
303.650.4460

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
- Help with My CLINICA Connection issues
- Put you in touch with a nurse if necessary



**Communications Center
Hours**

Monday, Friday:
8am - 4:15pm

Advanced Directives

We want to support you through all of the stages of your life, including the difficult ones. You can create a document that tells your family and friends what medical treatment you want or don't want if you can't make your wishes known. This document is called Advanced Directives. You will receive the forms to create Advanced Directives in your new patient packet. If you already have Advanced Directives, you can provide them to us and we'll include them in your chart. You do not have to complete Advanced Directives to be a Clinica patient. Talk with your provider if you have questions.

Payment Programs

Clinica has many ways to help make your health care affordable. Our enrollment specialists can help. All Clinica patients must complete an annual enrollment meeting to determine which payment programs is best for you and your family.

Health First Colorado & CHP+ (Medicaid)

Health First Colorado (Medicaid) and Child Health Plan+ (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. We will also send them to the appropriate agencies for processing.

Colorado Indigent Care Program (CICP)

CICP is a state program that provides discounted health care to low-income people. To be eligible, you must :

- Legally reside in Colorado.
- Meet income and resource guidelines.
- Not be eligible for Health First Colorado (Medicaid) or the Child Health Plan+ (CHP+).

Some people with Medicare or private insurance may also qualify. CICP is NOT health insurance. There are limits on where and how CICP can be used. It does not cover dental or mental health services, only medical care.

Clinica Discount

Clinica's discount plan is based on family size and income. It is for patients who do not qualify for CICP and those with incomes at or below 200% of the federal poverty level. Our discount plan covers medical and dental services

received at Clinica. You do not have to prove that you are a Colorado resident to qualify for the program. Clinica discount is not health insurance and may not be accepted outside of Clinica. Clinica is not responsible for the cost of care you receive outside of our facilities.

Private Insurance

Clinica accepts many types of private insurance and many 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.

Self-Pay

If your income is above 200% of the federal poverty level and you do not qualify for any of the above plans, you will be a "self-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.).

Medicare & Medicare Shared Savings Program

Medicare is a federal health insurance program for people 65 or older and younger people receiving Social Security benefits. The program helps with the cost of health care but doesn't cover all expenses. County agencies can help with Medicare applications.

Getting Enrolled at Clinica

Clinica Family Health is here to provide the care you and your family need, no matter your ability to pay. We are a Federally Qualified Health Center (FQHC). If you do not have health insurance, the first step is for you to attend an enrollment appointment to

determine which payment program you and your family qualify for or how much you will pay on Clinica's discount program. **Because your financial situation can change, we require patients to update their financial assistance eligibility every year.**

Schedule an Enrollment Appointment

We have enrollment specialists at each clinic, ready to help you. Here's how you can make your free enrollment appointment:

- **Make your own appointment** at

www.clinica.org/my-appointments

- **Call us** at 303-650-4460 during normal business hours
- **Walk in** hours are available at several locations. See pg 29.

Documents Needed for Your Enrollment Meeting

Bring all necessary documents to your appointment. We will not be able to determine what assistance you qualify for if you do not bring the necessary documents. If you cannot bring all documents, please reschedule your appointment until you have all necessary documentation.

IMPORTANT: You must bring original documents. Please do not bring photos, photocopies or electronic scans of documents.

- Identification cards:
 - Picture ID for all applicants
 - Legal Permanent Resident card if resident of the United States.
 - Work permit or passport
 - Social Security numbers for all family members
- Proof of address under patient's name such as electric or water bill for previous month.
- Insurance, Medicaid or Medicare card (if applicable).
- Proof of unearned income such as Child support, SSI, DSSI and/or unemployment.
- If pregnant, expected delivery date.
- Children under 18: birth certificate, Colorado identification, passport 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 living with someone else, bring a 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 from person writing the letter.
- If self-employed: last month's business ledger showing earnings and expenses for the month.

Enrollment Hours

Lafayette Clinic

1735 South Public Rd.
Lafayette, CO 80026

HOURS

Monday, Thursday, Friday:
8am - 5pm; Closed for Lunch 12 - 1pm

Tuesday, Wednesday:
8am - 8pm; Closed for Lunch 12 - 1pm

People's Clinic (Boulder)

2525 13th Ave., 2nd Floor
Boulder, CO 80304

HOURS

Monday - Friday:
8am - 5pm; Closed for Lunch 12 - 1pm

WALK-IN SERVICES

Monday - Thursday: 8-11am; 1-4pm
Friday: 8 -11am; 1:30-3:30p

Pecos Clinic

1701 W. 72nd Ave.
Denver, CO 80221

HOURS

Monday - Friday:
8am - 5pm; Closed for Lunch 12 - 1pm

WALK-IN SERVICES

Monday - Thursday: 8-11am; 1-4pm
Friday: 8 -11am; 1:30-3:30p

Thornton Clinic

8990 N. Washington St.
Thornton, CO 80229

HOURS

Monday - Friday:
8am - 5pm; Closed for Lunch 12 - 1pm

WALK-IN SERVICES

Monday - Thursday: 8-11am; 1-4pm
Friday: 8 -11am; 1:30-3:30p

To make an enrollment
appointment:

**clinica.org/my
appointments
303.650.4460**

Westminster Clinic

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

HOURS

Monday - Friday:
8am - 5pm; Closed for Lunch 12 - 1pm

WALK-IN SERVICES

Monday - Thursday: 8-11am; 1-4pm
Friday: 8 -11am; 1:30-3:30p

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.

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 with no penalty. If you would like to set up a payment plan, please call us at **303.650.4460**.

How to Pay

Clinica accepts cash, VISA, Mastercard, American Express and Discover for payment of bills. If patients pay their bill in full within 30 days of the charge, they can receive an additional 20% off. Please ask our staff if you have any questions about making payments.

Bill Pay - CLINICA Family Health

COVID-19 Information & Updates - Learn More

CLINICA Family Health

Patient Info My Appointments Providers Locations About Us Donate

Step 1 of 4 - Patient Information

0%

Clinica Account Number

Payment Amount

pay some or all of amount due

Patient First Name

Patient Last Name

Patient Date of Birth

Month Day Year

Next

Terms and Conditions FAQ Bill Pay

Making Payments Online

You can make a secure payment online using your credit or debit card at **www.clinica.org**

We take Visa, Mastercard, Discover and American Express

Questions About Bills:

303.827.7102

Patient Experience Feedback

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 Forms.

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

Patient Experience Forms are available at:

- Medical Clinics
- Dental Clinics
- Pharmacies and Outlets
- Financial Assistance Sites
- Clinica Administration Offices
- Clinica's Web Site (www.clinica.org)

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

303.650.4460 or go to www.clinica.org.

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 Forms. You will receive a call from a clinic manager or another staff member who can address your concern.

The image shows two overlapping Patient Experience Forms. The top form is titled "Patient Experience Form" and includes sections for "Did we meet your expectations today?", "What would you like to see different at Clinica?", and "Thank you for your comments!". It also has a "General Information Section" with fields for Service, Site, and a checkbox for "Internal use only". The bottom form is partially visible and appears to be a Spanish version of the same form.

Patient Voice

We want to hear your voice and ideas and opinions.

Clinica has a patient advisory committee called Patient Voice that was created to give patients a way to offer feedback in how Clinica operates. The group meets monthly to provide feedback on projects, give input on marketing strategies, share ideas and let us know how Clinica can improve

the services that we offer.

If you are interested or want to learn more, ask a member of your care team for additional information. All meetings are held in English and Spanish.

Please go to www.clinica.org/about-us/patient-engagement for more information.

**Health Information, BMI Scale, Blood Pressure
Table, Health Goals & Making the Most of Your
Health Care Appointment**

YOUR PERSONAL 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. If you don't understand or are confused, ask your doctor to explain again.

Questions to Ask During Your Appointment:

Here are some questions you may want to ask if your doctor gives you a diagnosis, recommends a treatment or orders a prescription for you:

- 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.
- 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 About Tests, Procedures or Surgery:

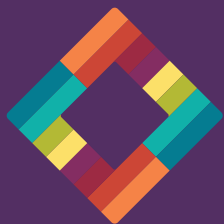
1. What is the test for?
2. How many times have you done this procedure?
3. When will I get the results?
4. Why do I need this treatment?
5. Are there any alternatives?
6. What are the possible complications?
7. Which hospital is best for my needs?
8. How do you spell the name of that medicine?
9. Are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

Notes

Notes



CLINICA
family health

Recognized for Outstanding Quality & Excellence

Certified as a Medical Home by



AAAHC

ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.



Clinica Family Health is proud to be an
ten-time winner of The Denver Post's
Top Work Places Award based solely on
employee feedback.

303.650.4460
www.clinica.org