

## **COMMUNITY WELLNESS CLINIC, LLP**

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## **CLINIC WELCOME LETTER**

Welcome to the Community Wellness Clinic. Our Clinic is a Nurse Practitioner Clinic. We provide Prenatal, Family Planning, sick visits, well child checks (Texas Health Steps as required by Medicaid) and immunizations. Specialty referrals are made as indicated by medical necessity and never given by phone or fax, only at your visits. This is the same for medication refills. Be sure you know what you need when you come to your visits. See list of Medicaid Plans our Clinic accepts.

Also remember no prescription refills will be done by phone or fax. Email requests can be made through our Portal anytime. Be sure you get enough medication refills to last until your next visit.

It is a Clinic policy that no test results will be given over the phone. If there are tests that require further investigation or treatment, the Clinic will e-mail or call and ask you to make an appointment for a visit. Otherwise, please be sure to keep any follow-up appointments as scheduled. You may also access these results through our Portal on the Web, but again an appointment is required to review with your Nurse Practitioner and get treatment.

If you need to make a same day sick visit, please call early, by 8am, as we have a limited number of appointment slots. Well Child Checks (WCC) and sick visits are done by different providers as are Prenatal and Family Planning. You must be sure to specify which type of appointment you need. We will work in patients for urgent appointments as we have room available and as the Nurse Practitioner deems medically necessary. After three (3) missed appointments, for any reason, our services will be terminated and your Medicaid Plan notified. Appointments can be requested through our Portal at anytime. Medication refills can also be requested our portal at any time.

If you need a school or work note, these are only given if we have evaluated the patient for the specific illness and are only given at the time of the visit, so be sure you let your nurse practitioner know that you need this. All notes must have a "blue" original signature or they are not valid.

It is very important that you give us a good phone number and physical and e-mail address each visit. Your/your child's life might depend on us being able to contact you regarding test results. We also need to be able to notify you of changes in appointment schedules or problems with your insurance. You will always be aware of your status for appointments, labs, etc. if you are web-enabled!

We will send you a notice when it is time for your child to return for well child checks and immunizations, or for your annual, birth control, etc. by e-mail or mail at your preference. Patient's Medicaid must be verified on the state website before an appointment can actually be scheduled.

If you have an after hours emergency, call 911 or go to the nearest Emergency Room. If non-emergency, please call during regular Clinic hours. If you are not sure, call your Medicaid Plan's Nurse Helpline, for assistance. Call the Clinic after hours only after you have called the Nurse Helpline first. Routine medications calls are not done after hours.

This is a very busy Clinic. We work very hard to make sure you/your child receives the best of care and that you are seen in a timely manner. However ... an emergency at times will occur which will slow things down. If you feel you have waited too long, please inform the Receptionist so she can check and let you know why the delay.

The Clinic personnel cannot be responsible for watching or baby sitting your children. If you also have an appointment, make arrangements for someone to tend your child(ren) while you are being seen. Please be sure you know where your child(ren) is at all times. You will be asked to take control, if your child becomes disruptive or is running around unattended. If you cannot control him/her, you will be asked to leave. The Clinic has dangerous equipment and there are too many infectious agents your child could be exposed to. We are here to provide medical care to you and your family but we cannot baby sit, so Please watch your child carefully. Also, no disruptive behavior or cursing is tolerated. Police are called if this occurs.

Again, welcome and we look forward to assisting you and your child in maintaining his or her optimal health.