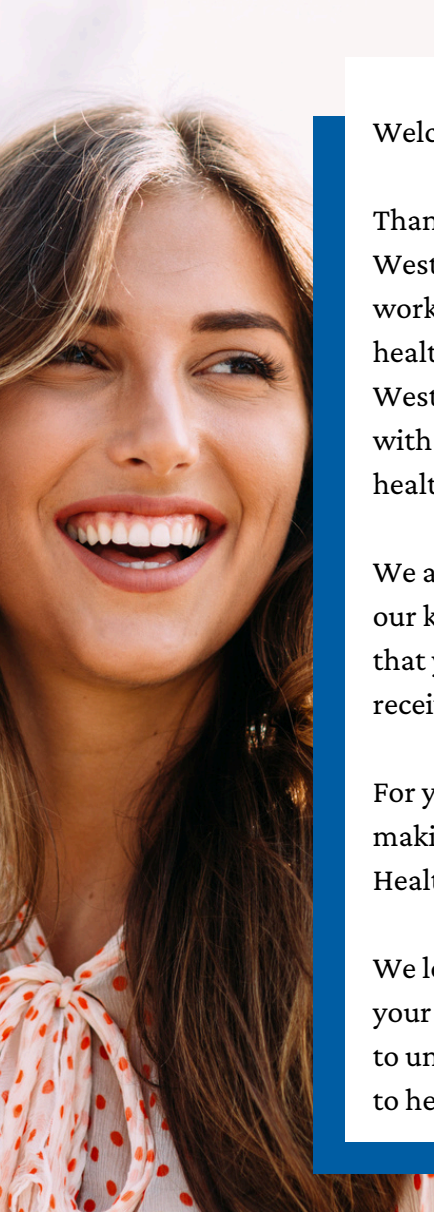




Patient Handbook

Your Health West guide to quality, affordable, patient-centered healthcare.

WELCOME



Welcome to Health West!

Thank you for placing your confidence in Health West for your healthcare needs. We will diligently work to maintain your trust, your respect, your health, and your ongoing business. At Health West, we use evidence-based care to provide you with quality, affordable, patient-centered healthcare.

We are confident that you will enjoy working with our knowledgeable, experienced, friendly staff and that you will be fully satisfied with the care you receive.

For your easy reference and to assist you in making the most of our services, we offer you our Health West informational booklet.

We look forward to working with you regarding your healthcare needs. We will always do our best to understand and evaluate your health situation to help best address your unique needs.

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ABOUT HEALTH WEST



Who we are

Health West is a non-profit, federally funded Community Health Center that provides quality, affordable, patient-centered healthcare. We offer primary care, dental, behavioral health, OB, pediatrics, and pharmacy services across our 18 clinics. We focus on providing an accessible, team-based approach to ensure you receive the best healthcare possible.

Our mission

Empowering our patients and communities by proactively providing quality, affordable, patient-centered healthcare.

Our vision

Health West is the best place to work and receive healthcare.

HEALTH WEST SERVICES



Behavioral Health



Dental



Insurance Enrollment
& Care Management



Medical



Obstetrics



Pediatrics



Pharmacy



Telehealth



Quick Care

THE PCMH DIFFERENCE

What is a Patient-Centered Medical Home?

A Patient-Centered Medical Home (PCMH) is a better, easier way to get the care you need. It focuses on a team-based approach between you, your doctor, and the rest of your care team working together on your healthcare needs.

What is my role in a Patient-Centered Medical Home?

At Health West, you are an active member of your care team. You are encouraged to talk openly and to always ask questions about your health situation. Your care team is here to assist you with all of your healthcare needs.

Quality counts

At Health West quality counts. Our team has been recognized nationally for the quality of care we offer our patients; leading in performance and scoring among the top 12% of all Health Centers. Our team enjoys continued recognition with the National Committee on Quality Assurance as a certified patient-centered medical home. We are honored to have been voted as the best medical clinic by readers of the Idaho State Journal multiple times and recognized multiple times as one of Idaho's Top 100 private businesses.





ACCESS

We offer a variety of services that get you access to your provider in a timely manner.

These include same day appointments, telehealth, and our Health West Patient Portal.



YOUR NEEDS

Our priority is to ensure that we work hard to enhance your life mentally, physically, and emotionally. We'll work with you to develop a medical plan for your individual health needs.



TEAMWORK

We have a trained, experienced team who will work together to help ensure you get the care that you deserve using the many services Health West offers.



COORDINATION

We will coordinate your prescriptions, the services you receive, and lab results from everyone involved in your care. You will be able to access all of this information through our Health West Patient Portal.



TECHNOLOGY

Our Health West Patient Portal and Telehealth services allows you quicker access to your provider, nurse, medical records, prescription refills, and more.

HEALTH WEST PATIENT RIGHTS

To be seen regardless of your ability to pay.

To get high quality medical care and to be treated with fairness and respect in a safe and private setting.

To choose who gives you medical care.

To get the right information about your health in words you can understand. The right to translation or interpretation services.

To say yes or no to medical care at any time and be informed about your illness and treatment, including options for your care.

To have information about you and your health kept private.

To tell Health West if you have a question or problem with your care.

To know about all services available through Health West.

To know the cost of your care and options for ways to pay for your care; including the right to apply for a sliding fee discount.

To see your medical records.

To have legally appointed individuals of your choosing to help with your healthcare choices.

HEALTH WEST PATIENT RESPONSIBILITIES

To show respect to both care givers and other patients.

To be honest when you tell Health West about your health now, your health in the past, your allergies, your correct address, your correct phone number, who to call in an emergency, and your income.

To take an active role in your healthcare, ask questions about your illness or care, and use medications or medical devices for yourself only.

To bring all available documentation necessary for your care and proof of income to apply for or update your sliding scale.

To cancel or reschedule appointments so another person may have access to that appointment time.

To tell the person at the front desk if you need help understanding English or if you do not speak or hear well.

To pay for your care on time or ask for assistance if you cannot.

To follow the rules of Health West clinics.

To ask questions about this list of rights and responsibilities.

To give written permission to release your health records to and from other providers/specialists when necessary.

YOUR APPOINTMENT

What to bring to your appointment

Please bring a list of the medications you are taking and for what conditions, how much you take of each, and when. Also, please feel free to bring questions and information for your provider about the health issues you are having.

Sliding fee scale

Even if you have insurance, you may still qualify for reduced charges with our sliding fee scale. Our sliding fee scale is based upon your income and family size. Please make sure you bring in your proof of income to your appointment to see if you qualify. Our sliding fee scale program renews every year, or sooner if your income changes. Please let us know if you have any questions and we will be happy to answer them for you.





If you will be **LATE or will **MISS** your appointment**

If you are going to be late for your appointment, we ask that you call to let your clinic know. You may be asked to reschedule due to time constraints.

If you are going to miss your scheduled appointment, please call so we can open the appointment slot for patients who may need to be seen immediately. Phone numbers for each Health West clinic are listed on the back of this booklet.

Lab visits before your appointment

For some health issues, your medical provider will need to see your lab results before you are seen. Your provider or nurse may ask you to come in a few days before your appointment to get a lab sample. This helps us give you the best care possible and saves you time and money.



Additional expenses

You may incur additional related expenses for services provided outside of Health West including imaging (x-ray, ultrasound, mammography) and some labs. Additionally, patients are responsible for the cost of services not covered by the Health West sliding fee scale such as injectable medications (administered through needle, syringe, pen needle, or IV). Ask our team for lab and imaging pricing before your appointment or if you have any questions.

340B Program

Health West has in-house pharmacies and partners with local pharmacies to offer medications at an affordable price. Our pharmacies and partners provide sliding fee schedule discounts to those patients who qualify along with ensuring medication compliance.

Prescription refills

Before you run out of your medication, please talk to your provider or call the pharmacy. We may ask you to come in for an appointment or lab draw before filling a prescription request.



Prescriptions by mail

Health West patients can have their prescriptions mailed to their home! Call your Health West pharmacy to find out if you qualify.



Pharmacy app

Scan the QR code to download our pharmacy app where you can manage and track your prescriptions!



HOW TO PAY FOR YOUR CARE

Health West accepts most insurances, including Medicaid and Medicare, or you can pay directly out of pocket for your care. We will see anyone who needs care regardless of their ability to pay. We are happy to work with you to make sure you get affordable healthcare.

Health West has a sliding fee scale based upon family size and income which is offered to all our patients. Patients with insurance may also be eligible for reduced charges with our sliding fee scale. Please ask the front desk staff how to apply for the Health West sliding fee scale or if you have any other questions.

Payments

You will be asked to pay a small fee or your insurance co-pay on the same day you have your appointment before you see your provider or nurse. If you are unable to pay, please speak to the front desk staff about financial options such as the Health West **sliding fee scale** or setting up a **payment plan**. You will be billed for the remaining balance in the mail.

ENROLLMENT SPECIALISTS AND CARE MANAGERS

Health West enrollment specialists are available to help low-income patients and community members in need of medical coverage apply for Medicaid, CHIP, and Affordable Care Act plans during periods of open enrollment. They are also available to answer questions and provide information regarding Medicaid, CHIP, and the ACA.

In addition to the enrollment specialists, our care managers can assist patients with connections to community resources, provide patient education, and provide self management support. These are free services provided by Health West. Please contact Health West to schedule an appointment with one of our enrollment specialists or care managers.

For information about Medicaid please go to:



HealthandWelfare.idaho.gov



health.wyo.gov



medicaid.utah.gov/#

For information about Affordable Care Act plans go to:



www.YourHealthIdaho.org



HealthCare.gov

QUICK CARE

Health West would like to help our patients by saving trips to the emergency department for emergencies only. Emergency room visits are costly and you may end up waiting for extended periods of time.

Health West offers same day and walk-in appointments at our Chubbuck Health West Quick Care clinic for your acute and non-emergency health visits at a fraction of the cost of emergency room visits. The clinic, located at 880 W. Quinn Road in Chubbuck, ID, is open Monday through Thursday 8 a.m. to 6 p.m.; Friday 8 a.m. to 4 p.m.; and Saturday 9 a.m. to 2 p.m.

Evening walk-in appointments for acute medical issues are offered at the Health West ISU clinic from 5 p.m. to 8 p.m., Monday through Thursday. The clinic is located at 465 Memorial Drive in Pocatello, ID

After hours

If you have questions about whether or not you need to go to the emergency room, please contact your Health West care team during clinic hours. If you are calling after clinic hours please call us at (208) 232-7862 and you will be transferred to the after hours answering service for assistance.

If you are experiencing an immediate medical emergency please call 911.



PATIENT PORTAL

Our Health West Patient Portal gives you access to your providers, billing statements, personal health information, appointments, and much more!

Dial 911 in the case of a medical emergency

Welcome to the Health West Patient Portal

Make a One-Time Payment

QuickPay Code, Statement ID, or Access Code

[Where can I find my code?](#)

By clicking **Make a Payment**, you represent that you are authorized to address the patient's billing matters.

Make a Payment

Sign In to Your Portal Account

We're using athenahealth to help you access your health information for different doctors' offices with just one email and password.

Start by clicking the button below, and logging in with the email and password you already use.

Log in with  athenahealth

[Forgot your password?](#)

Questions? [Learn more](#)

Don't have an account? [Sign up](#) today to stay connected to your healthcare.

Once you're registered and logged in, you will be able to:

- Exchange messages with your provider
- Review your billing statements
- Pay your Health West bills
- Request appointments
- Research health topics
- Review personal health information
- Complete or update medical forms
- Update your profile and contact information

Any of our front desk staff can help you sign up for the Health West Patient Portal. You may link your children, partner, spouse, or other legal dependents to your account as well.

**Scan the QR code to
sign up for your free
Patient Portal account!**



GENERAL INFORMATION

**If you are concerned about your privacy
please contact us at (208) 232-7862**

If you have an issue with your care or our customer service please contact the administrator for the Health West clinic where you are usually seen. Phone numbers and addresses for each clinic are on the back of this booklet. To file a formal complaint regarding Health West please call (844) 284-2636 or go to www.healthwestinc.ethicspoint.com.

Violence free zone

Health West does not allow guns, explosives, knives, or other weapons or items that may be harmful in or around our clinics. Health West does not allow people to make threats with words or actions. Swearing, yelling, and rudeness are not tolerated. Health West staff and patients are required to be respectful at all times.

Health West strives to make sure all of our patients are treated equally, with compassion and respect, and works to ensure their comfort and safety. If you have complaints or concerns, please tell Health West right away. Please contact your clinic administrator with any issues, complaints, concerns, or suggestions you might have. If the administrator is not able to assist you, please call the Health West compliance office at (208) 232-7862.



Communication services

If you have limited English proficiency (LEP), or if you are deaf or hard of hearing, Health West offers free interpretation assistance. Please communicate with the Health West staff before your appointment if you need a foreign language or American Sign Language (ASL) interpreter to help with communication during your medical appointment.

If you have additional questions about Health West services, locations, hours, staff, or your care please visit our website at **HealthWestInc.org.**

Follow us on social media for the latest Health West news, health tips, and more!



This health center receives HHS funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and for its covered individuals.

LOCATIONS

IDAHO

Aberdeen

330 N. Main St.
Aberdeen, ID
(208) 397-4126

American Falls

823 Reed St.
American Falls, ID
(208) 226-2822

Chubbuck

880 W. Quinn Rd.
Chubbuck, ID
(208) 238-2000

City Center

1001 N. 7th Ave Ste 135
Pocatello, ID
(208) 425-2489

Downey

79 N. Main St.
Downey, ID
(208) 897-5600

ISU

465 Memorial Dr.
Pocatello, ID
(208) 234-4700

Lava Hot Springs

85 S. 5th W.
Lava Hot Springs, ID
(208) 776-5202

Montpelier

152 S. 4th St.
Montpelier, ID
(208) 232-6260

OB/GYN

500 S. 11th Ave
Ste. 204B
Pocatello, ID
(208) 232-3303

Pediatrics

500 S. 11th Ave Ste 204
Pocatello, ID
(208) 232-3355

Pocatello

1000 N. 8th Ave.
Pocatello, ID 83201
(208) 232-6260

Preston

655 S. 4th E. Ste. 600
Preston, ID
(208) 852-3200

UTAH

Brigham City

5 W 200 N
Brigham City, UT
(435) 723-7999

Garden City

325 W. Logan Hwy.
Logan, UT
(435) 946-3660

N Logan

1515 N 400 E
Ste. 104
North Logan, UT
(435) 755-6061

Providence

517 W 100 N
Ste. 110
Providence, UT
(435) 755-6075

WYOMING

Evanston

75 Yellow Creek Rd.
Evanston, WY
(307) 789-8290

Rock Springs

2620 Commercial Way
Rock Springs, WY
(307) 212-5116