

Welcome to High Country Community Health! We are honored that you have chosen us as your Patient Centered Medical Home primary healthcare provider. Our goal is to be your partner in healthcare by providing the highest quality evidenced-based care available in a timely and respectful manner and to help you achieve and maintain your optimal level of physical, mental and oral health.

We will make available to you a personal provider who oversees all of your health care needs and coordinates your care across all settings, including the medical office, dental office, hospital, clinics, behavioral health, testing facilities and other places where you receive care.

The following is important information about High Country Community Health that you should be aware of:

- We will expect you to provide us with your medical history, as well as information about any care you obtain outside of our practice to include your current medications, recent test results, visits to other doctors and health care providers, behavioral health services, hospitalizations, and emergency department visits. You will be asked to fill out new registration forms annually so we can update your information. This information will help our providers with meeting your care needs and concerns.
- We provide equal access to services regardless of your ability to pay or source of payment. If you do not currently have healthcare coverage, we have eligibility experts available on site to assist you with obtaining any healthcare coverage for which you may qualify. This assistance is available free of charge.
- As a new patient, you are receiving this new patient orientation packet that contains important information about High Country Community Health. Please visit our website at www.highcountrycommunityhealth.com for more information regarding office hours, contact information, patient portal and available services. Please refer to this packet as needed, and call us at (828)262-3886 with any questions.
- HCCH has after-hours coverage for urgent, non-emergency questions. If you have a medical emergency, please call 911 or go to your local emergency room. If you have an urgent question that cannot wait until normal business hours, please call 828-262-3886 for our after hours service.

Please be sure to bring the following to your first appointment:

- A valid photo ID
- Proof of current address (mail or bill addressed to you)
- **ALL MEDICATIONS YOU ARE CURRENTLY TAKING IN THEIR CORRECT PACKAGE or BOTTLE**

Cancellations and no-show policy:

- Please call us at (828)262-3886 for medical or (828)742-1018 for dental at least 24 hours in advance if you need to cancel or reschedule your appointment.
- Patients who cancel late (under 24 hours) of appointment OR “no show” more than 3 times within 6 months will **ONLY** be allowed to schedule same day appointments (if available) for 6 months.

Late arrivals:

- If you know you will be late to a scheduled appointment, please call right away and let us know.
- If you arrive more than 15 minutes late for your scheduled appointment, you may be asked to reschedule to the next available appointment so that High Country Community Health can provide the best service to all of our patients.

Uninsured patients:

To apply for our Sliding Fee Scale, you will need:

- Proof of income for ALL household members (acceptable proofs of income are: most recent W-2 forms; tax return; a month's worth of check stubs from the previous month; unemployment benefits; SSI/disability; Work First, Veteran benefits; retirement and other income sources)
- If qualified, your copay is based on household size and household income. The copay varies by services provided.
- If you do not qualify for our Sliding Fee Scale, payment in full at time of service is required.
- Appalachian Healthcare Project patients will need to bring current Appalachian Healthcare Project ID.
- Hospitality House patients will need to bring a DATED LETTER from the Hospitality House identifying you as a current client with the Hospitality House.
- Payment plans are available if needed.

Sliding Fee Scale Patients:

- Our Sliding Fee Scale is good for 12 months only.
- You will need to reapply annually.
- One application is good for all members of the household if you qualify.

Medicaid Patients:

- You, the patient, will be responsible for ensuring that High Country Community Health is listed as your provider on your Medicaid card.
- If not listed, then you need to contact DSS to get it changed.

Lab Bills:

- Please note that you will be responsible for the balance of any lab tests performed by LabCorp that are not paid for by your insurance company.
- If you are a Sliding Fee Scale patient, a discount for any labs performed by LabCorp will be applied to your lab bill based on your sliding fee discount with HCCH. You may be eligible for an additional discount through LabCorp if you pay a minimum of \$3 the same day. Please let the laboratory technician know that you are a Sliding Fee Scale patient.

Payment Methods:

- We accept cash, Visa, Mastercard, debit cards, Care Credit (dental only) and in-state personal checks (no starter checks).

We encourage you to become familiar with the information contained in your welcome packet. If you have questions or would like additional information, please let us know. We will be happy to assist you.

Sincerely,
Your HCCH Care Team

Your Collaborative Care Team



Patient

You are the most important person on the team! Actively participating with your providers ensures you receive the best possible care.



Behavioral Health Provider

Your Behavioral Health Provider works with you to create a treatment plan based on your needs. As you work on your goals, they are here to support and empower you.



Primary Care Provider

Your Primary Care Provider oversees all aspects of your care at HCCH. They work closely with other members of the care team to make sure your overall needs are met.



Case Manager

Case Managers assist you in working toward long term health goals. They can help you overcome barriers that are affecting your health.



Medical Office Assistant

Medical Office Assistants work with you and your PCP to discuss and review your health history, screening results, and current health needs.



Patient Resource Specialist

Patient Resource Specialists connect you to resources in the community and check in to make sure your immediate needs are met.



Dietician

Dietitians offer nutrition counseling for weight, diabetes, cholesterol, and blood pressure management. They help you set and track nutrition goals.



Dental Team

Your Dental Team assists with oral health needs. This includes education on oral hygiene, preventative care services, and restorations.

Welcome to your new Patient Centered Medical Home!

What is a medical home?

A medical home is a trusted relationship between you and your health care provider in which you are an equal partner in managing your health care. The goal of a medical home is to provide you and your family with comprehensive and quality health care. A medical home uses an interdisciplinary and team-based approach to assess, identify, and meet your health care needs. Medical home is a nationally recognized model of care. As a medical home, High Country Community Health provides:

- Accessible Care*** — Care is provided in your community. Most insurances, including Medicare and Medicaid, are accepted and changes are accommodated. We provide a sliding- scale fee program for uninsured and underinsured patients.
- Compassionate Care*** — Concern for the well-being of you and your family is expressed and demonstrated by our health care team.
- Comprehensive Care*** — Health care is also available during our after hour's clinic with phone access to a medical provider 24/7. Preventative, primary, and tertiary care needs are addressed. Dental services are also available.
- Continuous Care*** — Our health care providers care for patients from infancy through adulthood. Assistance with transitions to school, home, and adult services is provided.
- Coordinated Care*** — Patients/families are linked to support services including specialists, educational resources, and community based services.
- Culturally Effective Care*** — A patient's cultural background is recognized, valued, and respected. We provide interpretation services for patients who have language barriers.
- Safe and Quality Care*** — Our health care providers practice evidence-based medicine and participate in a quality improvement program that monitors patient outcomes and responds to patient's experiences and satisfaction.
- Patient/Family-Centered Care*** — Our health care team recognizes that the patient is the center of the medical home, and that family is the principal caregiver and the center of strength and support for the patient.