



SALINA FAMILY

HEALTHCARE CENTER



PATIENT HANDBOOK

Salina Family Healthcare Center

Salina Health Education Foundation, Inc.

Salina Health Education Foundation, Inc. (SHEF) was founded in 1979 by Dr. Robert Brown as the non-profit corporate sponsor of a community-based rural-focused family medicine residency program, Smoky Hill Family Medicine Residency Program. Smoky Hill has produced class after class of highly dedicated and excellent physicians, most of whom serve rural Kansas. Salina Cares was founded in 1991 by visionary health professionals as a volunteer-led clinic to serve the low income uninsured of Salina. Smoky Hill began providing resident physicians to staff Salina Cares in 1998.

In early 2004, Salina Cares merged with SHEF/Smoky Hill and a new clinic name – Salina Family Healthcare Center (SFHC) – was selected to reflect the long history of service to the community. SFHC became a Federally Qualified Health Center (FQHC) on December 1, 2004.

In 2005, SFHC opened our dental clinic. Behavioral Health services were integrated into the medical clinic in 2012. Late in 2013 our pharmacy was opened to serve our patients. Then, in 2021 and 2022, respectively, Outreach and Eye Care services were added. In February 2009, SFHC began efforts to transform our practice into a patient-centered healthcare home, efforts that continue to this present day. Through this work, SFHC has redefined its mission as being “to serve our community at the crossroads of compassionate healthcare and professional education.”

Guiding us is the vision to be recognized for:

- Providing the most comprehensive, integrated primary care services when among other community health centers in Kansas
- Being identified as a National Leader in Quality by HRSA
- Fostering and expanding training opportunities for health professionals
- Being the residency program of choice for physicians who desire to practice in rural Kansas
- Increasing access to core health care services within the Salina region
- Being the employer of choice in the community

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Contact Us



SALINA FAMILY
HEALTHCARE CENTER

651 E. PRESCOTT RD
SALINA, KS 67401
SalinaHealth.org



SALINA FAMILY
HEALTHCARE CENTER

2676 PLANET AVE
SALINA, KS 67401
SalinaHealth.org

Medical

785-825-7251

M-TH: 8AM - 6PM
F: 8AM - 4PM
SA: 8AM - 12PM

Dental

785-826-9017

M-TH: 8AM - 6PM
F: 8AM - 12PM

Pharmacy

785-452-3900

M-TH: 8:30AM - 6PM
F: 8:30AM - 5PM
SA: 8AM - 12PM

Eye Care

785-823-3937

M & W: 8AM - 12PM
M & W: 1PM - 5PM

After hours: 785-452-4001

Schedule an Appointment

You have a responsibility to keep your scheduled appointments. You must confirm your appointment either by our automated system or by phone at least 24 hours prior to your appointment or your appointment will be canceled for that day and given to someone else. It is vital that we hear back from you to reserve your appointment time. Missed scheduled appointments cause delay in treating other patients.

If you miss three appointments within a six-month period without calling, Salina Family Healthcare Center (SFHC) has the right to not allow you to schedule future appointments. From that point forward, you would only be allowed same-day appointments. Additionally, calling to cancel within one hour of a scheduled appointment is considered a missed appointment. Patients who request a same day appointment may be given one, if it is available.

You have a responsibility to be on time for your appointments. Please arrive 10 minutes prior to appointments at both the medical & dental clinic. Please arrive 30 minutes prior to procedures at the medical clinic. If you are more than five minutes late for an appointment, this counts as a missed appointment. You will be asked to reschedule or, depending on the appointment type, be placed on same day status for 6 months.

Payment for Service

SFHC accepts many different types of insurance including Medicare, Medicaid, Blue Cross Blue Shield, and most commercial insurances. Fees vary according to medical and dental visits and procedures. The discount program card is **not insurance**, but can be used to receive discounted fees at SFHC depending on household income.

Payment is requested at the time of service. Insurance claims will be filed to the insurance carrier on the patient's behalf. All patients are eligible to screen for discounted services. The discount program will begin on the date of approval; no retroactive discount will be allowed.

You must pay, or arrange to pay, all agreed fees for medical services. Dental, Behavioral Health, Pharmacy, and Eye Care services are provided on a prepaid basis. In the event of making a payment arrangement, the billing party may establish a payment plan to make monthly payments toward an account balance. The guidelines are 10% towards the outstanding balance in addition to current co-payment.

Past due accounts may be turned over to collections if payment arrangements have not been established with the business office. Our office reserves the right to place balances in bad debt collection. Patients may be asked to pay the bad debt balance before scheduling an appointment.

DISCOUNT PROGRAM

SFHC offers financial screening for discounted services to those who qualify. Discount program cards will be given to those patients who complete their financial screening and qualify under Federal Poverty Level Guidelines as published by the Federal Register. Cards are given for a maximum of six months and will be given at levels B, C, D, and E. Please be aware that the discount program is **not health insurance**.

All discount cards expire 12 months from the date you complete the application, unless otherwise specified. You will not be

notified that your discount card has expired, and you are responsible for scheduling a financial screening appointment. At that time, we will ask you to again complete an application, verify your current income and number of related household members in order to receive discounts on your services.

Information needed to apply for the discount program:

- Completed discount program application
- Photo ID or birth certificate for all related household members
- Prior year tax return
- One current month proof of income for all related household members

Please note: All of the information needed to apply must be presented at the time of your screening appointment to be considered for the discount program. If you are missing any of this information, you may be required to set up a new screening appointment. Applications without returned information will not be processed.

Applications for the discount program are available at the medical, dental, and eye care clinic front desks and are also available online at our website, www.salinahealth.org.

MEDICAID/KANCARE

Do you need insurance for your children? Are you pregnant and need insurance coverage? Do you have questions about KanCare (State of Kansas Medicaid program)?

Who qualifies?

Children may qualify for KanCare if they:

- Are Kansas residents
- Are U.S. citizens or certain documented non-U.S. citizens
- Are under the age of 19

Information needed to apply for KanCare:

Applications are available online from Clearinghouse or at 1-800-792-4884.

- Answer all the questions on the application
- Sign and date the application
- Provide the last 30 days of pay stubs, or if self-employed, most recent tax returns
- Provide copies of the health insurance card (both sides) if anyone you are applying for has other coverage
- Provide birth certificates and ID for all applicants
- Proof of immigration status is needed for non-U.S. citizens

PRESUMPTIVE ELIGIBILITY (PE)

SFHC PE specialists can make KanCare presumptive eligibility determination for our patients that are pregnant women or children under the age of 19. The patient will need to provide proof of household income as well as ID's, social security numbers, taxes, and proof of citizenship or a qualified legal immigrant for all parents and children in the household. If the patient qualifies, they will be covered that day. PE's can only be done once every 12 months.

SELF-DECLARED DISCOUNT PROGRAM

A new patient at the time of their first visit may self-declare household income by completing the household size and income portion of the patient registration form. This will be used to determine the discount level. If the patient has provided an income range that spans two discount levels, the patient will be assigned the level that provides the greatest discount to them. Patients above 200% of the federal poverty guidelines will not receive a discount. The self-declared discount is only available one time at the first visit in medical and the first visit in dental. The self-declared discount is not available to patients after their initial visit regardless of whether they accessed the discount for that visit or not. If a patient qualifies, they will

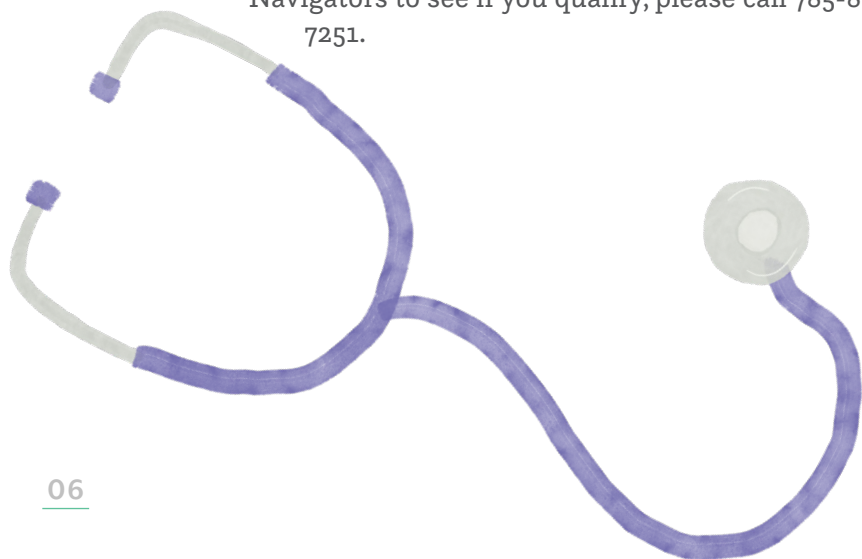
be given a yellow slip to take to the pharmacy. Patients must present the yellow slip to the pharmacy to receive discounted prescriptions. If the slip is not presented by the patient at the time the prescription is picked up, the prescription will not be reprocessed at the self-declared discount level.

HEALTH INSURANCE MARKETPLACE

SFHC has in-house certified application counselors and Navigators to assist individuals exploring insurance options in the Health Insurance Marketplace® under the Affordable Care Act. The Navigators will assist you with looking at low cost health insurance options available in this area. If you currently do not have health insurance, are looking for a different option for health insurance, or recently moved and/or lost health insurance coverage, you may qualify for a plan in the Health Insurance Marketplace®.

Certified counselors & Navigators are not affiliated with any political party nor do they represent any insurance company. Navigators are not “selling” anyone insurance. They are merely a neutral, unbiased person who has been educated and trained on the Affordable Care Act and its benefits and impacts to people and the community. All services provided by the counselors are free to the public.

To speak with our certified application counselors and Navigators to see if you qualify, please call 785-825-7251.



Smoky Hill Family Medicine Residency Program

SFHC is home to Smoky Hill Family Medicine Residency Program (SHFMRP). SHFMRP is a community-based, three-year family medicine residency. The program is designed to train and prepare family physicians to serve patients in rural communities.

Resident physicians have completed medical school and are continuing their education by focusing on family medicine through our residency program. Each resident physician assumes care for a panel of patients at SFHC. They provide comprehensive care during their residency together with a team of residents and faculty. In addition to the training at SFHC, they also rotate through other specialties, outside of the clinic, such as:

- CARDIOLOGY
- COMMUNITY AND BEHAVIORAL SCIENCE
- EMERGENCY MEDICINE
- INPATIENT AND OUTPATIENT MEDICINE
- INTERNAL MEDICINE
- OBSTETRICS AND GYNECOLOGY
- ORTHOPEDICS
- PEDIATRICS
- SPORTS MEDICINE
- SURGERY



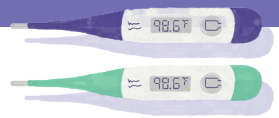
To learn more, please visit
www.smokyhillfmrp.org.



SMOKY HILL
FAMILY MEDICINE RESIDENCY

Our Medical Services

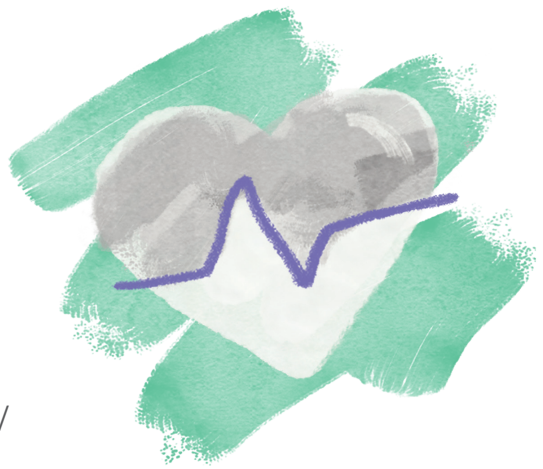
Medical



Salina Family Healthcare Center's scope of practice ranges from newborn to end of life care.

SFHC is a community health center dedicated to providing a broad array of healthcare services for Salina area residents. SFHC utilizes a team-based concept for patient care. Each team is comprised of a mixture of faculty physicians, family medicine residents, physicians, advanced practice providers (PA or APRN), a team nurse, and medical assistants. Mental health professionals, care coordinators, and dental hygienists are also available for consultation during medical appointments. Outpatient therapy is available upon referral or patient request, however, patients must establish care with a primary care provider at Salina Family Healthcare prior to making an appointment with a mental health professional. The team-based approach improves access and continuity of care by the providers and team to their patients. As a Federally Qualified Community Health Center, our scope of practice ranges from newborn to end of life care including:

- 24-HOUR EMERGENCY ANSWERING SERVICE
- ACUTE/URGENT CARE
- BEHAVIORAL HEALTH SERVICES
(Outpatient Therapy, Substance Use Disorders, Psychiatric Medication Management)
- CHRONIC CARE MANAGEMENT
(including Diabetes / High Blood Pressure / Asthma)
- COMPREHENSIVE DIABETES CARE
- COUMADIN CLINIC
- DIAGNOSTIC LABORATORY



- FAMILY PLANNING
- GERIATRIC CARE
- GYNECOLOGIC CARE /
WOMEN'S HEALTH
(Early Detection Works / Free To
Know Programs)
- HYPERTENSION MANAGEMENT SERVICES
- IMMUNIZATIONS
- IN-OFFICE SPIROMETRY
- INPATIENT HOSPITAL SERVICE
- LACTATION COUNSELING
- MEDICATION THERAPY MANAGEMENT
- NURSING HOME VISITS
- NUTRITION SERVICES
- OBSTETRICS
- PEDIATRICS AND NEWBORN CARE
- PHYSICALS
- PREVENTATIVE CARE
- PROCEDURES
(Colposcopy, Fracture Care, IUD and Implanon Placement,
Joint Injections, Minor Skin and Soft Tissue Surgery/Biopsy,
Nasopharyngoscopy, OB Ultrasound)
- RADIOLOGY
- TRANSITIONAL CARE MANAGEMENT

Dental

Our dental clinic provides diagnostic, preventative, restorative, and major services.

Our team-based concept applies to our dental clinic also. Dentists, dental hygienists, and dental assistants all work together to meet your oral health needs. Our 13 chair dental clinic provides general primary care dentistry and hygiene including preventative, comprehensive, and restorative dental services, as well as emergency care. You can reach the dental clinic directly at: 785-826-9017.

PREVENTATIVE DENTAL CARE

- Routine check-ups and X-rays
- Cleanings (dental prophylaxis)
- Fluoride treatments
- Dental sealants
- Oral health education
- Well-baby dental checks (for infants and toddlers)

COMPREHENSIVE DENTAL CARE

- Fillings
- Extractions
- Deep cleanings (scaling and root planting)
- Partial & complete dentures
- Crowns & bridges
- Root canal therapy (straightforward cases)

EMERGENCY DENTAL CARE

- Emergency examinations
- Emergency extractions
- Treatments for dental pain and infection



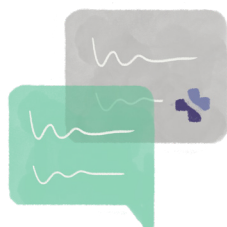
Medical/Dental Integration



Dental decay is the number one chronic disease in children. As such, SFHC has a registered dental hygienist available in our medical clinic at all times to meet with patients ages three months to 18 years who are here for medical appointments. We also screen pregnant women and adults with chronic health conditions that affect their oral health such as diabetes. The main focus of our Medical/Dental Integration (MDI) program is to stress cavity prevention through education and identifying urgent dental needs. The dental hygienist educates patients and parents on the importance of brushing and flossing, screen the patient's mouth for any dental care needs, apply a protective fluoride varnish, and if we are your child's dental home, schedule a dental appointment in our dental clinic if necessary.

Pharmacy

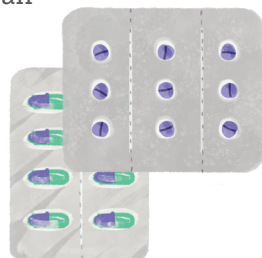
The Salina Family Healthcare Pharmacy (SFHP) is a full-service pharmacy available to anyone. Located just inside the entrance of SFHC, the pharmacy is convenient, fast, and friendly. All major prescription insurances are accepted. Patients of the health center may qualify for discounts at the pharmacy through multiple prescription savings programs as detailed on the following pages. To be eligible for potential discounts, patients must maintain a relationship with their provider by having an office visit every two years. Pharmacy services include home or curbside delivery of prescriptions, medication, synchronization through SimpleSync, convenient medication dose packaging through SmartCardRx, free prenatal and children's vitamins, and medication counseling. Clinical pharmacy services are available by a pharmacist to assist in medication therapy management (MTM), yearly review of medications, hypertension management services (HMS) as well as comprehensive diabetes services, including



continuous glucose monitoring (CGM) and pump management.

PHARMACY PHONE APP INSTRUCTIONS

SFHP has its own smartphone app that makes communication with the pharmacy a breeze. You can securely message back and forth with the pharmacy directly through the app, request refills, view your medication profile, and even set medication reminders. To download the app, text “RxLocal” to 64890. Once the app has been downloaded, select “Register for an Account Now” and follow the directions from there. For best results, be sure to enable notifications so you do not miss an important message from the pharmacy. Please ask the pharmacy if you have any questions related to our app.



PHARMACY DELIVERY SERVICES

SFHP is happy to save you time by delivering your prescriptions to your home, place of business, or even curbside to our parking lot.

Home or Business Delivery

Home or business delivery is only available within Salina city limits. To request a delivery of your prescriptions to your home or place of business within Salina city limits, simply call the pharmacy at

785-452-3900. Our home or business delivery service operates Monday - Friday, with no Saturday or Sunday deliveries. Due to our limited delivery hours, we appreciate you giving us at least two hours notice and thank you for your understanding that prescriptions with less notice may not be delivered the same day. Our home or business delivery is free, within the City limits.

Curbside Delivery

Our curbside delivery is free and is available anytime the pharmacy is open. Please park in one of the designated

pharmacy prescription pickup stalls and follow the instructions on the sign.

PRESCRIPTION REFILLS

If you need a medication refilled, please call your pharmacy. Your pharmacy will contact the provider if you do not have any refills remaining. Please allow 48 hours for us to complete any medication requests.

If you are a patient at the dental clinic, please contact the dental clinic for a prescription refill. You will be transferred to the assistant's voicemail and the request will be given to a dentist. You will be notified when the dentist makes a decision on your refill request. Again, please allow 48 hours for us to complete any medication requests.



SFHP offers multiple ways to request a prescription refill. You can call us, enter your prescription numbers on our website, or use our convenient smartphone app as described on the previous page.

PRESCRIPTION SAVINGS PROGRAMS

SFHC provides a Manufacturer Assistance Program (MAP) to assist eligible patients in getting medications directly from pharmaceutical manufacturers at no charge. Eligibility for the MAP program is determined by the pharmaceutical company. If you are a new patient, you must establish care with one of our providers before you will be able to apply for medications through MAP.

Application forms must be completed and you must have an appointment with our pharmacy support specialist. There are a limited number of appointments available, therefore you must provide at least 24 hours notice to cancel your appointment.

You must bring all pertinent information with you to your MAP appointment in order to apply. Applications will not be

submitted until all information is received.

Financial information needed to apply:

Please bring all that apply.

- Last two months worth of pay stubs
- Tax return
- Unemployment benefit papers

Social Security patients:

- Year-end statement OR
- Current social security or disability award letter

Medications typically arrive within four to six weeks after the application is submitted to the pharmaceutical manufacturer. All medications must be picked up within four weeks of notification of arrival. Please call our pharmacy if you cannot pick up medications within the time frame or they will not be available.

DISCOUNT PROGRAM

Health center patients that qualify for our clinic discount program, as described on previous pages, will receive significant prescription discounts at our pharmacy.

DIRECT RELIEF AND AMERICARES

Our pharmacy has access to certain free medications through Direct Relief and Americares for health center patients that meet each program's qualifications. Applications can be completed through our care coordinators or pharmacy.

\$4 GENERIC DRUG LIST

Certain generic drugs are available at our pharmacy for 30-day supplies at \$4 and 90-day supplies at \$10.

Please help ensure your contact information (phone numbers & address) is current so our pharmacy notification system can inform you when your medications are ready to be picked up. You can reach the pharmacy directly at: 785-452-3900.

Behavioral Health

Our medical providers are trained to recognize and treat substance abuse disorders as well as common conditions such as depression, attention deficit disorder, generalized anxiety disorder, etc. SFHC provides access to substance abuse treatment services and mental health therapy utilizing in-house Behavioral Health Consultants (BHC). Engagement with behavioral health providers is an option available to all patients in our clinic. This service is to aid our patients with overall health and wellness. This service and consult may be requested when habits, behaviors, stress, emotional concerns, or struggles in life are interfering with daily life. This approach will allow us to engage the physical, behavioral, and emotional aspects of your health.



What is a Behavioral Health Consultant?

BHCs are licensed mental health providers who have the same reporting obligation as medical providers. There is one electronic health record where health information is shared between primary care team members that provide your treatment. BHCs can develop plans to aid with behavioral change and lifestyle choices such as substance use and exercise. They can also aid with emotional and behavioral problems such as relationship difficulties, stress management, and struggling with worries or sadness. Screens will be completed as appropriate and can be discussed with patients.

What services are available and how do I access them?

New patients are introduced to our BHCs at their new patient appointment. BHCs are available to see patients in referral from our providers as well as scheduling patients for assessments and subsequent therapy and treatment. BHCs are able to provide individual, couple, and family therapy.

Inpatient Hospital Service

Clinic patients requiring admission to the hospital for inpatient care are admitted to our inpatient service known as SHIP (Smoky Hill In-Patient). The SHIP service includes two to three resident physicians and one to two faculty physicians who are responsible for providing inpatient care to all of our hospitalized patients. Your hospital discharge will be coordinated with your medical provider and any necessary follow up appointments will be scheduled at the clinic. Additional services may be coordinated with our clinical pharmacist and/or care coordinator to ensure all of your needs are being met after dismissal from the hospital.

Laboratory Services

Our on-site laboratory provides a full spectrum of diagnostic tests and screening. It is a Moderately Complex, COLA (Commission on Office Laboratory Accreditation) accredited laboratory. Our laboratory has earned the COLA Mark of Excellence by meeting or exceeding national benchmarks of quality in COLA's Accreditation and achievement programs for performing quality patient testing and overall laboratory practices. This award demonstrates our commitment to and emphasis on quality, reliable test results and excellence in patient care.

LABORATORY FREQUENTLY ASKED QUESTIONS (FAQS):

Q: *How do I get my lab work scheduled?*

A: After you have seen your provider you will go to the front desk to schedule your lab appointment. We will accept orders from an outside provider for the lab as long as you are an established patient here at SFHC. The outside provider can either fax the order to us, or you may bring it in at the time of your scheduled lab appointment.

Q: *Is fasting necessary?*

A: Not all labs require fasting. Please ask your healthcare provider if it is. If you think fasting is going to be a problem for you, please discuss it with your healthcare provider. Be sure to take your usual medications unless told otherwise by your healthcare provider. Let the phlebotomist/lab assistant know what medications you have taken.

Q: Are all of my lab tests performed here?

A: The majority of your laboratory tests will be performed here in our clinic, but some specialized tests may be sent to our reference laboratory for processing.

Q: Can I expect my results the same day as I get my blood drawn?

A: No. Some tests may be completed on the same day as the specimen is collected, but there are many tests that take from 2 – 10 days to complete. Our goal is to have your results available to you within 7 – 10 business days. Your nurse will call you with your results. You can also view them on our Patient Portal.

Q: When can I schedule to have my lab work drawn?

A: Laboratory hours are from 8:00am - 6:00pm Monday – Thursday, 8:00am - 4:00pm Friday and 8:00am - 12:00pm Saturday, unless otherwise indicated.

Q: Why does the lab need to know my height and weight?

A: There are certain lab/urine tests that require a patient's exact height and weight for proper calculation of results.

Q: Is there any other information I should tell the phlebotomist before getting my blood drawn?

A: Make sure to tell the phlebotomist:

- if you have an allergy to latex or betadine
- the last time you ate or drank anything

- if you have had a history of seizures or passing out during a lab draw
- the last time you took your medications
- if you have an appointment at an outside facility in the next few days, so we can make sure that your lab results are available
- if you have an additional laboratory order from an outside provider

Q: *May I call the lab to find out my results?*

A: No. Your results are only available from your provider and/or team nurse. Again, please allow 7 – 10 business days for your results. You may also view your results on our Patient Portal.

Telehealth

SFHC is excited to be including a wide-array of telehealth services as part of our comprehensive care package. SFHC uses Athenahealth, a web-based, HIPAA compliant televideo service, to connect with patients wherever they are. Should patients be scheduled for a televideo appointment, a link will be sent via email and text message encouraging patients to sign up for the app. However, patients may also wait until the day and time of their appointment for a link to be sent to them, via text and/or email, by their provider. More information/instructions on Athenahealth are available upon request. Dental does not offer telehealth.

X-ray Services

SFHC has a fully digital system which allows us to produce high quality X-ray images with minimal steps for scanning, processing, and assuring image quality. The use of the PACS (picture archive computer/communication systems) allows X-rays to be captured, distributed and stored in a digital format viewable on computer screens around the clinic closer to patient care areas.

RADIOLOGY FREQUENTLY ASKED QUESTIONS (FAQS):

Q: *How do I get my X-ray scheduled?*

A: After you have seen your provider you will go to the front desk to schedule your X-ray. We will accept orders from an outside provider for X-ray as long as you are an established patient here at SFHC. The outside provider can either fax the order to us, or you may bring it in at the time of your scheduled X-ray appointment.

Q: *Is there anything I should tell the tech when having X-rays taken?*

A: You should always tell the tech if there is any chance that you may be pregnant or trying to get pregnant. We may still be able to perform the X-rays, but it is best to utilize lead drapes and shielding when possible. You must be sure to remove jewelry or clothing that may obstruct the view of the X-ray. Examples are necklaces, watches, nipple or belly button piercings, pants or shirts with buttons or zippers, and emergency alert necklaces. Gowns/drapes are available.

Q: *May I call X-ray to find out my results?*

A: No. Your results are only available from your provider and/or team nurse. Please allow 7 – 10 business days for your results. You may also view your results on our Patient Portal

Eye Care

Our Eye Care clinic, located at 2676 Planet Ave., provides comprehensive vision examinations and personalized optometric services including diagnosis and treatment of a wide array of eye diseases, conditions, and problems, as seen below. Our team-based approach to care applies to our Eye Care clinic also. To schedule an appointment, please call 785-823-3937.

EYE CONDITIONS

- AMBLYOPIA
- BLEPHARITIS
- CATARACTS
- GLAUCOMA
- MACULAR DEGENERATION

EYE DISEASES

- CONJUNCTIVITIS (PINK EYE)
- DIABETIC EYE DISEASE
- MYOPIA (NEARSIGHTEDNESS)
- PRESBYOPIA (AGING EYES)

VISION PROBLEMS

- ASTIGMATISM
- HYPEROPIA (FAIRSIGHTEDNESS)
- MULTIFOCAL LENSES
- COLOR CONTACT

CONTACTS

- SOFT LENSES
- GAS-PERMEABLE LENSES
- SUNGLASSES
- ANTI-REFLECTIVE LENSES

LENSES AND FRAMES

- EYEGLASSES
- LENSES/ FRAMES

Community Outreach

Our Community Outreach service is designed to improve and extend healthcare accessibility to everyone within Saline County. We collaborate with local community partners to provide healthcare education, special health services that are aimed at a single demographic or that impact a larger population, and whatever health services the community is needing, brought directly to them. Outreach is a team that looks forward to getting out of the office and meeting the community wherever they are.

Additional Services and Resources

After Hours Answering Service

AFTER HOURS? CALL ONE OF OUR DOCTORS: 785-452-4001.

During times when our office is not open, SFHC has physicians who are "on-call" to provide telephone triage and urgent or emergency care through the hospital emergency room. If it is a true medical emergency, go directly to the hospital emergency room.

If you need dental assistance after regular business hours (after 6:00pm Monday - Thursday; and after 12:00pm Friday), please contact your primary care physician or go to the hospital emergency room and contact our office first thing on the following business day for an appointment.

If you need eye care assistance after regular business hours (Monday and Wednesday after 5:00 pm), please contact your primary care physician or go to the hospital emergency room, if it is a medical emergency. If it is not a medical emergency, you can contact our office first thing on the following business day for an appointment.

Community and In-House Resources

SFHC is dedicated to providing high-quality, patient-centered care and understands the importance of taking care of the whole person. Our in-house Care Coordinators work closely with patients, their families, healthcare team, and local community organizations, agencies, businesses, faith based organizations, and other groups to meet the needs of our patients and help bring down barriers to their health, whatever they might be. Examples of community resources support includes assistance for food, housing, prescription medication, durable medical equipment, and transportation.

SFHC also has internal resources available to patients that

qualify. Internal resources include, but are not limited to, food, medication vouchers, hygiene products, clothing, and various medical equipment or supplies. To speak with a Care Coordinator, please call 785-825-7251 ext. 522.

Early Detection Works Program

Our clinic contracts with the State of Kansas to offer the Early Detection Works program, which can enroll you for a free breast and cervical cancer screening. This applies to women in Kansas who have no health insurance and meet certain income guidelines.

- Age 21-64 years old for cervical cancer screenings
- Age 40-64 years old for breast cancer screenings

Services include:

- Breast cancer screenings (clinical breast exam and mammograms)
- Cervical cancer screenings (pap and HPV testing)
- Follow-up tests to find out if treatment is needed

Are you eligible for Early Detection Works? To enroll please call SFHC 785-825-7251 ext. 338 or Early Detection Works at 1-877-277-1368.

Electronic Patient Portal

SFHC offers a patient portal for our patients. Our patient portal is a secure electronic web portal that allows patients to view their medical chart information over the internet and to exchange messages with their healthcare provider. In order to sign up for the patient portal, you must have a valid email address and access to the internet. You will be given a username and password. The patient portal is NOT to be used for urgent or emergency situations. Please be aware, it may take up to 72 hours to receive a response to an email request. You may log

into your patient portal account by accessing the patient portal on our website www.salinahealth.org. To learn more about your medical condition and ways to manage your condition, you may also visit the Up-To-Date® resource on our website.

Interpreter

We provide multi-language interpreter services through a phone and web-based service. We also employ multiple bilingual staff members in our different departments to assist our Spanish-speaking patients. For our hearing impaired patients, we use an American Sign Language interpreter, as well as a web-based interactive service, if necessary. All written patient education materials and forms are provided in English or Spanish.

Parking and Transportation

For your convenience, patient parking is located on the east side of the building. Additional parking is located across the street to the west of SFHC behind Elmore Center.

SFHC is a Red Route bus stop on CityGo, Salina's fixed-route transit system. The Eye Care Center is a Red & Yellow Route bus stop. Fares for the CityGo buses are \$1 per trip or \$2 per one-day pass. Ask our Care Coordinators if you qualify for free rides. Personal Care Attendants ride without charge. Children 10 and under also ride for free, when accompanied by someone 16 or older. For a map of all CityGo routes & hours, please visit: www.salinacitygo.com.

Non-emergency medical transportation to and from your home to our clinic is available through OCCK's Med-A-Van service. Cost is \$2 per ride in Saline County and 10-cents per mile outside Saline County. Med-A-Van service is available 8:00am - 5:00 pm, Monday - Friday; special hours can be arranged by

request. To schedule a ride or for more information, call 826-1583 (in Salina) or 1-855-KSRIDES.

KanCare patients can also schedule a free ride with their MCO by calling their transportation representative at least 48 hours or more in advance to set up medical transportation to a doctor or dentist appointment.

To schedule your ride to a doctor/dentist, call your MCO provider:

- Aetna: 1-800-600-4441, choose the transportation option
- Sunflower: 1-877-644-4623
- United Healthcare: 1-877-542-9238

Referrals

Salina Family Healthcare strives to provide as many services as we can in-house. In the event that we cannot perform the service requested, you may be referred to another healthcare provider. It is imperative to keep your referral appointments. If you do not show up for your appointment, you may not be able to schedule any other appointments with their office.

Our referral specialist will contact the physician's office to request an appointment. Once the appointment is scheduled, the referral specialist will contact you with the date, time, and location of your appointment. We will provide the physician with all necessary records and orders for your visit.

In the event that the dental clinic cannot perform the required procedure you may be referred to another specialist. If you are referred outside of the dental clinic, you will be given a referral form and are required to contact the other dentist's office for an appointment. If you are referred to an oral surgeon, it is imperative to keep your scheduled appointment.

OUR MISSION

*To serve our community
at the
crossroads of
**compassionate
healthcare**
and
**professional
education.***

651 E. PRESCOTT RD, SALINA, KS 67401 | SalinaHealth.org



SALINA FAMILY
HEALTHCARE CENTER

Main Office

785-825-7251

Dental

785-826-9017

Pharmacy

785-452-3900

Medical

785-825-7251

Eye Care

785-823-3937