

Welcome to PrimeCare Health!

We are pleased you chose us to be your health care provider! Our health center is your medical home, which means you can count on us to care for your whole family.

Your health is important to us, and we want to help you be healthy. You can visit us when you are sick, but also for your regular care.

Our staff created this Welcome Packet for you with helpful information about financial assistance, medications, and community resources. We want to make it easy for you to use our services.

You will also find our Appointment and Cancellation Policy. This policy describes how to schedule your appointments and what to expect when you arrive for your visit.

Please take time to read this Welcome Packet. Keep a copy at home and refer to it when you need it. We are happy to answer any questions you may have about our services.

On behalf of our providers and staff, we thank you for choosing us to be your medical home!

Sincerely,
PrimeCare Health





Your Medical Home

Welcome to PrimeCare Health – your medical home and the first stop for your health care! You can visit us if you are sick or if you need an appointment for your routine care.

If you go to the emergency room or are hospitalized, it is very important to visit us within 7 days.

**Do you feel sick? Avoid the emergency room and call us!
We are here to help you with:**

Allergies	Ear pain	Rash
Cough	Stomach pain	Vomiting
Flu	Back pain	Pink eye
Fever	Muscle pain	Urinary problems
Sore throat	Sprains	Nosebleeds

And any other concerns you may have!

**Did you know you can call and talk to one of our providers at any
hour of the day?
Yes, even in the middle of the night!**

312.633.5841

Visit Us

Wicker Park

1127 N. Oakley Blvd, 2nd Floor
Chicago, IL 60622

Northwest

1649 N. Pulaski Road
Chicago, IL 60639

Fullerton

3924 W. Fullerton Avenue
Chicago, IL 60647

West Town

1431 N. Western Avenue #406
Chicago, IL 60622

Hamlin

1920 N. Hamlin Avenue
Chicago, IL 60647

Belmont Cragin

5635 W. Belmont Avenue
Chicago, IL 60634

Young Family

1431 N. Western Avenue #202
Chicago, IL 60622

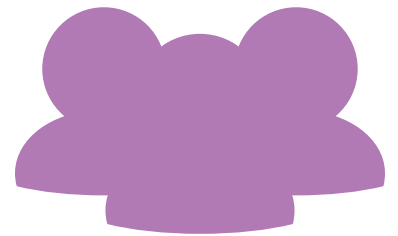


Welcome to your *Healthy* place.

PrimeCare Health's mission is to promote wellness and provide accessible, compassionate, and culturally respectful healthcare in partnership with our patients and the communities we serve. As part of that mission, PrimeCare serves as a medical home to our patients. Your medical home is the health center where you go for regular checkups and when you are sick. Your medical home is also the place that you get referrals for specialty care, like eye, heart, or lung doctors.

Your Care Team

At your medical home, you will be assigned to a provider-led care team. All members of the team have important roles in ensuring that your care meets your needs and is of highest quality. Your care team includes: your primary care provider (your doctor, nurse practitioner or physician assistant), and medical assistant. Your care team may also include a behavioral health specialist, nurse, and a case manager.



Access to Care

We are open during business hours, and also have evening and weekend hours to make sure you can see us at a time that works for you. We reserve appointments with all providers for same day and next day scheduling to meet any urgent or routine needs that you have. As an established patient, you also may schedule appointments via our patient portal. We strongly encourage you to sign up for our patient portal at your first visit.



If you need clinical advice, you can call PrimeCare Health's main number. During clinic hours, you can speak with a member of your care team. After clinic hours, you will speak with the on-call provider. If you need to see a provider after hours, the on-call provider will direct you to the best place to obtain after hours care.

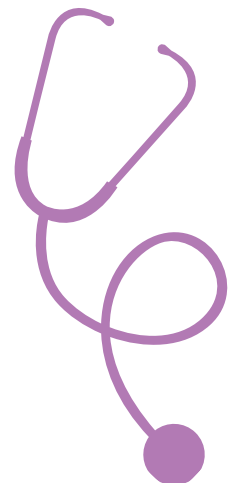
For non-urgent questions, you can send a message to your team on the Patient Portal!

Approach to Care

Your medical home offers care for the whole family, including behavioral health care, case management, and enrollment services to help you better understand and use your insurance coverage.

Your care team will provide you and your family with care that is evidence-based. This means that PrimeCare providers follow scientifically proven guidelines to give you the best care.

You can come to us when you are sick, but we also want you to come for routine visits designed to help you get healthier, usually at least once per year. You will be offered routine screening tests and other health prevention services as recommended by the United States Preventative Health Services Task Force. This is the foremost group in the U.S. for advising medical professionals in providing preventative care.





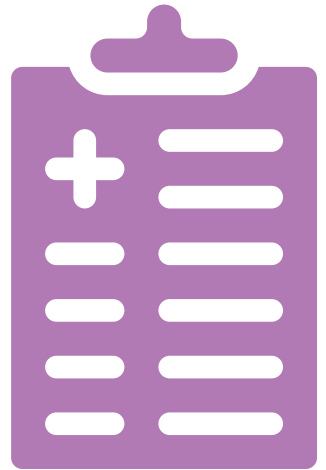
Approach to Care (continued)

Your care team will take a complete medical history including current and past medical problems, surgical history, medications, allergies, social history, family history, immunizations, and health status.

After you establish care with PrimeCare, we will reach out to you in managing any chronic illnesses you have. We will work with you to ensure that you receive the needed testing and treatment to keep any conditions well controlled and to prevent future complications.

Our nurse care managers may work with you to set goals to manage any chronic conditions you have such as diabetes, asthma, and heart disease. They can provide one-on-one education and family or group sessions.

At every visit, you will be provided with educational handouts in your preferred language to help you better understand your care.



Care Coordination

Your care team will help coordinate the care you receive in the clinic, hospital, at specialist visits, and at other facilities. Your referral coordinator will assist you to ensure all referrals are reviewed and authorized by your insurance carrier.

If you see a provider outside of PrimeCare, please tell them your primary care provider is at PrimeCare. Also, please let us know who you saw. That way, we can get your medical records from them, so we can take better care of you.

Every PrimeCare health center has a medical records specialist who works with new patients to obtain medical records from your former provider. This team member will also coordinate receiving information about care you receive outside of PrimeCare.



Affordability

PrimeCare Health believes that quality healthcare without barriers is a right. We are committed to serving all patients. We accept private insurance, Medicaid, Medicare and have a financial assistance program for uninsured patients. We can also help you sign up for insurance, and we will take care of you regardless of your insurance status.

Ask to speak to one of our enrollment specialists if you have questions about insurance or would like to apply for financial assistance. We will provide you with information about how to obtain insurance or financial assistance and assist you throughout the process.



Welcome to your *Healthy* place.

Our Services

Behavioral Health Services

Behavioral health services are provided on-site and via telehealth. These include treatment for common mental health problems such as depression or anxiety, stress reduction, overcoming barriers to managing your health, and grief counseling. Ask your care team if you would like to see one of our behavioral health specialists.

Oral Health Services

PrimeCare offers oral health services at our West Town Dental Clinic and Belmont Cragin Health Center. We offer preventative, diagnostic, limited restorative, and urgent dental services to all ages. We also provide oral health education to our patients and their families.

Medication-Assisted Treatment

We offer medication assisted treatment (MAT) services at our Michelini Center for Health and Belmont Cragin Health Center. We provide specialized treatment for opioid dependence through the use of Suboxone and Naltrexone/Vivitrol.

Patients are encouraged to participate in their recovery through group work and individual therapy, as well as primary care visits to obtain their medication.

Case Management Services

Case managers are located at all PrimeCare sites. These team members are available to assist you with obtaining important services outside of your medical home, such as assistance with transportation, housing, utilities and food. They also work closely with home health agencies and community-based organizations to ensure that you and your family obtain any needed support in managing your daily lives.

Case managers also may work with the other members of your care team in assessing your risk of health complications and in coordinating your care.

HIV Prevention Services

We believe that HIV prevention is part of all primary care services. Our HPP team is committed to increasing awareness and promoting information on HIV risk factors and other sexually transmitted infections.

Our HIV prevention services are free for all patients. We can help with full STI and HIV testing, PrEP, and PEP prescriptions to prevent the transmission of HIV, and free condoms.

Also, linkage to care and medication assistance to receive medication for free. By promoting a sex-positive culture we intend to recognize sexuality, as a normal and healthy part of the human experience.

Our services are confidential, you can also reach out to us via email at hpp@primecarechi.org.

Have any questions?

If you have questions, ask a member of your care team or speak with the practice manager located at your clinic. Periodically, PrimeCare will ask you to provide feedback on the services you have received. This is important so that we provide the highest level of service. Please be assured that all responses are confidential.

If we do not meet your service needs in any way, please ask to speak to the practice manager or medical director at your medical home.

If your needs still are not met or if a member of the clinic leadership team is not available, please send an email to info@primecarechi.org.

We will respond as soon as possible.

I support community health centers because...

They are heroes
& care for
patients
♥

Thank you to...

Dr. Holmer for being an
awesome Dr.

I support community health centers because...

OF ALL THE HARDWORKING
AND COMPASSIONATE STAFF,
PROVIDERS LIKE
DR. WASIUDDIN!
♥
~

Thank you to...

The Ladies up front
and Back your work is
very appreciate, We need
more people like you..
Thank you again
for a very Great Job
God Bless.
Pabon

TELEHEALTH

(video appointment)

Here's what you should know about your next virtual visit!



Lower stress



Reduce waiting time



No need to schedule transportation



Ensure high quality of care during the COVID-19 pandemic

For your safety during the COVID-19 pandemic, you can schedule a telehealth visit held through a secure video call. Your provider will still be able to prescribe medications, refill your medications, and order labs and referrals.

Someone from your care team will call you 15 minutes before your scheduled visit and help you log in to the website. The website will allow you to talk to your provider through a video call.

What will the link to access telehealth look like?

The link will look something like this: <https://primecarehealth.doxy.me/drprimecare>. Be sure to replace the "drprimecare" part with the code given to you by your provider.

What do I need to have a successful video call?

- ◆ Access to a computer with a camera
- ◆ A data plan or Wi-Fi in your home
- ◆ Someone who can help you if you are not comfortable getting to the website on your own

312.633.5841

Direct your questions to the phone number above!



Welcome to your *Healthy* place.



How to Access the Patient Portal

- ◆ Visit primecarehealth.org and click on the 'Patient Portal' icon in the top-right corner of the screen
- ◆ Here you can make a payment, login, or create an account
- ◆ Get a link in an email from your care team
- ◆ Ask our office staff for assistance
- ◆ Get registered for the portal during your next appointment

Helpful Tips

Please arrive 30 minutes before your first appointment to complete paperwork and meet with our staff for the visit. You will be asked to update your contact information and insurance at the time of your visit.

Please bring picture ID, proof of address, and income verification. If you do not have insurance, PrimeCare Health offers a visit fee on a sliding scale.

The amount you pay for medical services will be based on your income and family size. Ask for follow-up appointments with your regular health care provider. Keep your provider's business card with you at all times, in your purse or wallet, so you remember their contact information.

You must pay your co-pay at the time of your visit. PrimeCare Health accepts cash, checks, and credit/debit cards.

Please call us at 312.633.5841:

If you cannot keep your appointment.

Please call to reschedule your appointment if you cannot make it. Failing to keep your appointment affects everyone.

For lab results, forms, and referrals.

These documents are ready within 5 business days.

To leave a message for your provider or care team member.

Non-urgent messages are answered within 24 hours. When leaving a message that requires a return call, please give us your phone number, an alternative phone number, and a time period when you can be reached.

For a copy of your medical records.

You will be able to speak to a medical records staff member to obtain any copies you may need. There is a fee to process this request.

For medication refills, please have your pharmacy call us.

If you missed your last appointment or you are due for one, you may have to schedule an appointment with your regular provider before your medication can be refilled.



**Ask our staff about translation and interpretation services at our health centers.
We do our best to provide services in your language.**

WE ARE ON SOCIAL MEDIA!

Use the camera on your phone to scan the QR code below!



What will scanning the QR code do?

Scanning our QR code will take you to a webpage that provides links to our website, our patient satisfactory survey, and all our active social media platforms. We encourage you to follow us and engage with us on Facebook, LinkedIn, Instagram, and YouTube!

What is the benefit of following PrimeCare on social media?

Following PrimeCare Health on social media will allow you to stay connected with us outside of the clinic. We regularly post about developments at our clinics, awareness about important health topics, and shared content from our community partners. By liking and commenting on our posts, you can help us create a platform that fosters positivity and welcomes open discussion among fellow community members.



Welcome to your *Healthy* place.



Locations & Hours

<p>FULLERTON 3924 W. Fullerton Avenue Chicago, IL 60647</p>	<p>HAMLIN 1920 N. Hamlin Avenue Chicago, IL 60647</p>	<p>NORTHWEST 1649 N. Pulaski Road Chicago, IL 60639</p>
<p>Monday: 7:00 am - 8:00 pm Tuesday: 9:30 am - 5:00 pm Wednesday: 7:00 am - 5:00 pm Thursday: 7:00 am - 5:00 pm Friday: 7:00 am - 5:00 pm Saturday: 8:00 am - 2:00 pm Sunday: Closed</p>	<p>Monday: 9:00 am - 5:00 pm Tuesday: 9:00 am - 5:00 pm Wednesday: 9:00 am - 5:00 pm Thursday: 9:00 am - 5:00 pm Friday: 9:00 am - 5:00 pm Saturday: Closed Sunday: Closed</p>	<p>Monday: 8:30 am - 5:00 pm Tuesday: 8:00 am - 5:00 pm Wednesday: 8:00 am - 8:00 pm Thursday: 8:00 am - 5:00 pm Friday: 8:00 am - 5:00 pm Saturday: 9:00 am - 2:00 pm Sunday: Closed</p>
<p>BELMONT CRAGIN 5635 W. Belmont Avenue Chicago, IL 60634</p>	<p>WEST TOWN 1431 N. Western Avenue, Suite 406 Chicago, IL 60622</p>	<p>WICKER PARK 1127 N. Oakley Boulevard, 2nd Floor Chicago, IL 60622</p>
<p>Monday: 7:00 am - 8:00 pm Tuesday: 9:00 am - 5:00 pm Wednesday: 7:00 am - 8:00 pm Thursday: 9:00 am - 8:00 pm Friday: 9:00 am - 5:00 pm Saturday: 9:00 am - 2:00 pm Sunday: Closed</p>	<p>Monday: 8:00 am - 5:00 pm Tuesday: See Below** Wednesday: 8:00 am - 5:00 pm Thursday: 7:30 am - 8:00 pm Friday: 8:00 am - 5:00 pm Saturday: 8:00 am - 12:30 pm Sunday: Closed</p>	<p>Monday: 8:00 am - 5:00 pm Tuesday: 12:30 pm - 8:00 pm Wednesday: 8:00 am - 5:00 pm Thursday: 8:00 am - 8:00 pm Friday: 8:00 am - 5:00 pm Saturday: Closed Sunday: Closed</p>
<p>WEST TOWN ORAL 1431 N. Western Avenue, Suite 401 Chicago, IL 60622</p>	<p>MICHELINI 1431 N. Western Avenue, Suite 209 Chicago, IL 60622</p>	<p>YOUNG FAMILY 1431 N. Western Avenue, Suite 202 Chicago, IL 60622</p>
<p>Monday: Closed Tuesday: 8:00 am - 5:00 pm Wednesday: 8:00 am - 5:00 pm Thursday: Closed Friday: 8:00 am - 5:00 pm Saturday: Closed Sunday: Closed</p>	<p>Monday: 8:45 am - 5:00 pm Tuesday: 12:00 pm - 8:00 pm Wednesday: 9:00 am - 5:00 pm Thursday: 9:00 am - 5:00 pm Friday: 8:45 am - 5:00 pm Saturday: Closed Sunday: Closed</p>	<p>Monday: 8:00 am - 7:00 pm Tuesday: 9:00 am - 5:00 pm Wednesday: 9:00 am - 7:00 pm Thursday: 8:00 am - 5:00 pm Friday: 8:00 am - 5:00 pm Saturday: 9:00 am - 2:00 pm Sunday: Closed</p>

** 8:00 am - 12:30 pm (psychiatry hours), 1:00 pm - 8:00 pm (medical hours)

Appointment & Cancellation Policy

Our goal is to provide quality health care in a timely manner. This policy helps us make better use of available appointments and ensures that our patients are respectful of one another.

Rescheduling or Cancelling an Appointment

Any change to your scheduled appointment requires 24 hours advance notice.

Late Arrivals

Arriving late for an appointment inconveniences patients who have arrived on time. We ask all established patients to arrive 15 minutes before their scheduled appointment and all new patients to arrive 30 minutes before their scheduled appointment to complete the registration and check-in process.

If you arrive more than 10 minutes after your scheduled appointment, your appointment with your health care provider will have to be rescheduled. You can still have lab testing done with our lab technicians, and we will accept you as a walk-in if an appointment becomes available later in the day. You may also reschedule with your regular provider at a time convenient for you.

Consequences

Failing to keep your appointment or arriving late more than three (3) times has consequences.

After your third missed appointment, you will no longer be able to schedule appointments ahead of time.

Instead, you will be asked to use our walk-in services for a same-day appointment.



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