

Long Valley Health Center and Dental Clinic

50/51 Branscomb Road • P.O. Box 870 • Laytonville, CA 95454
Phone (707) 984-6131

Patient Handbook



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Brief History

In the mid - 1970's, residents of Laytonville, CA, an unincorporated town on Hwy 101 approximately 155 miles north of San Francisco, formed an advisory board with the goal of starting a health center for their community and the surrounding area. Doors opened for the facility in March of 1978 where 79 patients visits were recorded during the first month in rented rooms built inside The Garden Club on Harwood Road. Today, relocated and expanded into a facility with eight exam rooms, two acupuncture rooms, two counseling offices, a chiropractic room and a group room, Long Valley Health Center which became a Federally Qualified Health Center in 1986, has approximately 2000 patient contacts per month. In 1978, services were provided by one doctor on a part time basis, a nurse, and three additional part-time support staff. Today we are open six days a week and employ eleven health care providers and approximately 40 other part and full time support staff.

Expansion has occurred incrementally. Purchase of the present site, centrally located on Highway 101 in Laytonville, occurred in December 1990, and the building was renovated for use as a primary care facility in 1991. Increasing demands for primary health care services resulted in construction of an additional 1500 square feet of administrative and clinical space in 1995. The expansion enlarged medical records and provided additional exam rooms and bathrooms, administrative offices, and a large meeting/staff room. Primary care dental services were added in 1995 through purchase of a local private dental practice. Acupuncture services were added in 1997 and mental health services were added in 1998. A grant-funded Chemical Dependency Program was added in 1997. In 2002 Chiropractic services were added to the clinic. In 2003 we expanded again, this time enlarging the waiting room and reception area, adding a provider's office and a second patient bathroom near the group room, which has enabled us to have this room available for after hours group meetings. We also completed the expansion of our dental clinic adding 2 more operatories and significantly increasing the waiting room and reception area.

Mission Statement

Long Valley Health Center will work to improve the quality of life for all people of Northern Mendocino County by providing, in a respectful and compassionate manner, the most comprehensive and highest quality, integrated health care services possible.

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Offering an Integrated Approach to Healing and Wellness

Family Practice and Dentistry

Well Child Exams/ Immunizations

Sports Physicals/DMV Physicals/Employment & Insurance Physicals

Preschool & Kindergarten Physicals

Acupuncture * Herbal Therapy

Chiropractic

Drug & Alcohol Counseling and Recovery Groups

Mental Health Services

Women's Empowerment Group/ Men's Support Group

Domestic Violence Recovery Group

Free or Low Cost Mammography and Breast Exam

Confidential Pregnancy Testing and Referral

Family Planning

Confidential HIV Testing

Tobacco Cessation Counseling

Sliding Scale Available for Low Income Families
We accept MediCal, MediCare, Private Insurance, CMSP, CHDP
We honor Mastercard, Discover and Visa Payments

Proudly Serving Our Community For over 25 Years

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Our Medical Providers

Laura Viramontes, MD, is a Board Certified Family Practitioner and our Medical Director

Cindy Norvell, MD, is fully licensed and Board Certified as a Family Physician.

Jane Keeley, FNP, is fully licensed and board certified in Family Medicine to diagnose and treat illnesses, as well as provide wellness care for all age groups

Justin Marquis, PA-C, is fully licensed and Board Certified as a Physician's Assistant with an interest in geriatrics.

Our Dental Provider

Michael Wu, DDS, provides dental care for all ages

Our Acupuncture Providers

Nancy Incerti, L. Ac. and Marlin Press, L. Ac., are Licensed Acupuncturists. They provide Traditional Chinese Medicine which includes acupuncture, herbology, and nutrition.

Our Chiropractic Provider

Walter Barr, DC, provides chiropractic care for all ages with special emphasis on headaches and whiplash trauma.

Our Mental Health Providers

Jill Gover, Ph. D. Licensed Clinical Psychologist and Mental Health Director, specializes in mood disorders (depression and anxiety), chemical dependency and co-dependency, victims of abuse, grief issues, and cognitive therapy.

Candy Muzio, Certified Alcohol and other Drug Counselor, provides services for all those impacted by drugs and/or alcohol. She also lead co-dependency and women's empowerment programs.

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Billing Policies

Dear Patient:

Thank you for choosing us as your health care provider. We are committed to providing the best treatment for our patients and we charge what is usual and customary for our area. Please understand that payment of your bill is considered a part of your treatment. The following is a statement of our financial policy.

Your payment (insurance co-payment, sliding fee plan, or full payment) is expected at the time of your service. Cash, personal checks, Discover, VISA or MasterCard are accepted. Although the Health Center offers billing services for health coverage, it is your responsibility to pay all your unpaid balances in a timely manner.

Medi-Cal or CMSP: If you are a Medi-Care, Medi-Cal or CMSP patient, you will be required to show your proof of eligibility every visit. To make sure that your appointment will be covered by your Medi-Cal/CMSP insurance, it is important to remember that you can only see one provider per day. If you have two appointments in one day, you will be billed and responsible for the second provider appointment, unless your provider says it is an emergency. **Some kinds of State insurance, such as CMSP, do not pay for alternative therapies. You will be billed for these services.** If you have a question about whether your appointment will be covered by your insurance, please ask us before the appointment or call your insurance company.

Medi-Care: You have a yearly deductible with this federal insurance unless you have a private insurance policy which supplements your coverage. Please also remember that Medi-Care does not pay for alternative therapies. A co-pay of 20% of covered procedures is due at the time of service.

Proof of Insurance: If you have private insurance coverage, please be sure to bring your eligibility card with you at each visit. This should display your group and policy number and the date of your eligibility. You are also responsible for providing us with correct and accurate insurance information so that we may bill your insurance company and receive payment in a timely fashion. You will be asked each year to review the insurance information we have in our data bank and will be asked to sign as evidence that the information is correct. We will bill your insurance company for you as a courtesy, however, you are responsible for the payment of your co-pays and deductible which are due at the time of service.

Sliding Scale Discount: If you do not possess any type of insurance, you may apply for the sliding scale discount, you are required to provide the following:

- 1] Number of immediate family members.
- 2] Proof of income (pay check, income tax form, W2 or letter from employee verifying wage).
- 3] Address verification.

If you qualify for sliding scale, and are Medi-Cal eligible you'll be given a Medi-Cal mail-in Packet. If you are determined to be eligible for Medi-Cal/CMSP benefits but refuse to apply for these benefits, then you are not eligible for sliding scale.

If you are eligible for sliding scale fee, you will receive discounts on office visits, selective lab work, selective pharmaceuticals, selected x-rays, psychotherapy, dental, chiropractic and acupuncture services, if you pay your sliding scale fee at the time of service.

Non-Sufficient funds checks: The amount of any check we receive from you for payment of services which is returned to us by the bank marked "non-sufficient funds" will be charged again to you. A processing charge for your check of \$12.00 will be added to the charges on your account.

How to be sent to collections: Your bill is due and payable within 30 days of the date of each visit. If your payment is not made after 90 days, your account is sent to collection. Monthly payment plans can be arranged with the Billing Department.

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How To Get Your Test Results:

DO NOT CALL THE TRIAGE NURSE ASKING FOR YOUR RESULTS.

— On the date your blood is drawn or you have a test done at another facility (x-ray, mammogram, etc), make an appointment to see your provider in two weeks at the Health Center.

For Normal Test Results:

— If your tests are normal, you will receive a ‘normal’ letter in the mail. At that time, you can cancel your appointment if you wish.

For Abnormal Results:

- If your test results are abnormal, the Triage Nurse will contact you.
You will be told at that time if you need a different medication or testing or any message your provider wants to tell you regarding these results.
- If you need to be seen by a provider on your scheduled two week appointment or sooner, you will be told by the Triage Nurse.

Appointments For Children:

Children under the age of 18 must be accompanied by an adult who is either:

- 1] their parent who has legal custody,
- 2] their guardian (official guardianship papers must be in medical chart)
- 3] a designated third party (written authorization must be in the medical chart from person who has legal custody of child)

There are certain situations in which a minor can obtain care without the consent of an adult which are exceptions to this rule:

- 1] for any minor, regardless of age,
 - who wishes pregnancy prevention and/or treatment for pregnancy
- 2] for a minor 12 years or older -
 - who wishes to obtain outpatient Mental Health Treatment or Counseling
 - who wishes Medical Care and Counseling relating to a drug or alcohol-related problem
 - who needs diagnosis or treatment of male or female rape





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Prescription Policy:

First time prescriptions can only be given after you have been seen in person by one of our medical providers.

Refill Prescriptions from our clinic:

-  Three to four days before you use your last pill, call your pharmacy even if your pill bottle says you have 'No Refills'. (Phone numbers are below.)
-  Tell them your name and the number of your prescription
-  If you need to be seen by a doctor, your pharmacist will tell you to make an appointment.
-  If you do not need an appointment, you can get your pills at the pharmacy after two working days.

Refill Prescriptions from out of town providers

If your out of town provider will not refill your prescription directly at the local pharmacy, we require that you make an appointment to see one of our medical providers for these refills.

Pharmacy Phone Numbers:

Safeway Pharmacy	- 456-1790	Willits RiteAid	- 459-0559
Willits Rexall	- 459-6877	Wal-Mart Pharmacy	- 468-0171
Ukiah RiteAid	- 462-6850	Myers Apothecary	- 468-8991
Green's Pharmacy	- 923-2461	Angell's Pharmacy	- 462-7575
Harris Pharmacy	- 462-7518	Long's Pharmacy	- 462-9751

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Phone Messages

Dear Patient,

Long Valley Health Center receives a large number of phone calls every day. This is how your phone message will be handled.

- 1] The receptionist will take your phone message and route it to Medical Records.
- 2] Medical Records will then pull your chart and take it to the Triage Nurse. If your message is an emergency, it will be dealt with right away. If not, it may wait until the end of the day when the provider has more time to call.
- 3] Your call will often be returned by a Nurse. Please be aware that at LVHC the Nurses are part of the team with you and your provider.
- 4] If you have left a message, please DO NOT continuously call back. It does not speed your response but ties up the phone lines and makes it harder for other patients to get through.
- 5] If you need a prescription refill, call your pharmacy and let them know. They will fax the request to us. This also helps keep the phone lines open. Processing refill requests takes 24 hours from the time the pharmacy notifies us of the request. (See Prescription Refill Policy)
- 6] To ensure that you do not run out of your medications, call your pharmacy for refills AT LEAST three to four days in advance. Also, do not wait until the end of the day.
- 7] If you have abnormal test results, we will notify you when they come in. However, if your results are normal, you will receive a letter in the mail. We may not call at all unless the result influences your treatment. You may make an appointment to discuss test results if you wish.
- 8] If you are expecting a friend or family member to meet you or your child at the clinic after your appointment, please be sure to let the Front Desk staff know. We cannot tell anyone you are a patient here without your permission.

Examples of messages which may be dealt with at the end of the day are:

- 1] Questions about forms and other social service issues.
- 2] Questions about routine test results (example: chemistry panels done because you take a particular medicine).
- 3] Medication refill requests not routed through the pharmacy.
- 4] Referrals to specialists that are not emergencies.

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NO SHOW Policy

Due to the demand for Health and Dental Care Services, we have established a “NO SHOW” policy for these services in order to ensure the availability of appointments for those who need these services.

A “NO SHOW” appointment occurs when you do not show up for a scheduled appointment, show up late or when you cancel your appointment with less than one business day’s notice (24 hours).

We ask that if you are unable to make your scheduled appointment, that you call the Health Center or Dental Clinic at least 24 hours in advance.

Failure to do this may result in any future appointments which are on the schedule being canceled. You will be notified in writing of this action plus a list of the resulting canceled appointments. Your name will be put on a “NO SHOW” list. This means you will not be able to schedule advanced appointments for the next three months. However, you may schedule same day appointments.

If you cancel two or more appointments (even with the 24 hour notice) within the space of three months, your scheduling for this service will be handled the same as is described above.

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PATIENTS RIGHTS AND RESPONSIBILITIES

- 1] No person shall be denied primary health care services because of age, sex, race, color, creed, national origin, religion, or sexual preference.
- 2] No person shall be denied health care services due to his/her inability to pay for services.
- 3] The patient has the right to be informed of his/her medical condition and the right to agree to or refuse treatment.
- 4] The patient has the legal right to confidential treatment of records and disclosures and has the opportunity to authorize or refuse the release of his/her records unless required by law.
- 5] The patient has the right to be treated with consideration, respect, dignity and recognition of individuality, including privacy and care for personal needs.
- 6] The patient has the right to be informed in advance of all financial charges for services and, if agreeable to the service, is responsible financially for charges incurred.
- 7] The patient is responsible for keeping appointments on time, and if unable to keep the appointment, to notify the center in advance.
- 8] The patient has the right to truthful, accurate information and is responsible for giving truthful information.
- 9] The patient is expected to abide by the rules and regulations governing patient conduct and responsibility. If the patient is abusive or violent towards anyone on the health center premises or connected with the health center, the patient code of conduct will be reviewed between patient and provider. If the patient continues with this behavior, the health center reserves the right to refuse service to the patient and to contact law enforcement as needed.
- 10] The patient may voice grievances and recommend changes in policies and services of the center verbally and/or on a written complaint form, first to the Department Supervisor or the Executive Director. Each complaint will be reviewed and investigated. Resolution of the complaint will be addressed to all parties involved and will not become a part of a patient's permanent record.
- 11] The patient may express grievances to the Department of Health Services, Licensing and Certification, Redwood Coast District Office, 50 Old Courthouse Square, Suite 200, Santa Rosa, CA 95404. (1-866-784-0703).

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CODE OF CONDUCT

Date: _____ Client Name _____ Chart # _____

Long Valley Health Center is dedicated to providing respectful service to its patients. To assure a harmonious and safe environment for our patients, staff and volunteers, we have established a Code of Conduct.

- We ask you to be respectful of staff and other patients. We cannot allow: verbal abuse, profanity, derogatory, racist, anti-Semitic, or homophobic remarks.
- No physical violence, threats of violence, or instruments of violence will be permitted or tolerated.
- Overt sexual behavior towards another person, or in the presence of another is not permitted. This excludes the discussion of safe sex by a health educator, nurse, case manager, mid-level provider or physician for the purposes of education.
- Possession or consumption of alcohol, marijuana and/or any other mood altering drugs on the premises is not allowed. Patients under the influence of substances will not be served.
- We cannot provide information about patients without written consent from the patient.
- We ask that you keep confidential the identity of other patients you may see while at Long Valley Health Center.

The above has been reviewed in detail by myself with my medical provider and I agree to follow these guidelines at all times in the future. I understand that failure to do so may result in termination of all non-emergency medical care for myself at Long Valley Health Center.

Client Signature _____ Provider Signature _____