

WELCOME TO THE COMMUNITY HEALTH CENTER OF YAVAPAI!

Thank you for choosing us as your Medical Home. Here are some important things to know about the Community Health Center of Yavapai (CHCY).

- As your medical home, it is our policy that CHCY must be established as your "Medical Home" with ALL of your primary medical services and prescriptions from a CHCY primary care provider.
- To schedule an appointment, call the **Appointment Line at 928-583-1000 (Cottonwood- 928-639-8132)**.
- Our hours of operation are 8am – 5pm, Monday – Friday by appointment.
- For after hours care, call 928-445-5339 (Cottonwood-928-649-5165). Listen closely to the telephone options.
- **If you have an emergency, call 911** or go directly to a hospital emergency department. The CHCY does not provide emergency services.
- If you are hospitalized, you will be cared for by a hospital physician, and not your CHCY practitioner. After your discharge, you will return to see your primary care practitioner for follow-up.

Appointments:

- If you can't keep your appointment, you **must** call and cancel at least **24 hours before** the appointment. Call 928-583-1000 (Cottonwood – 928-639-8132) **and** listen for the quick options. If you do not cancel, you may not be able to schedule future appointments. If you miss your appointment without canceling three times in six months, you may be asked to leave the practice.
- Your practitioner may ask you to make regular or frequent appointments for on-going problems such as diabetes, heart conditions, or kidney problems.
- If you do not speak English, please bring an English-speaking adult with you. If that is not possible, one of our Spanish speaking staff will assist with translation; however, there may be a delay in serving you.

Medications:

- Bring your medicine bottles to each and every appointment.
- To refill a medicine, call the pharmacy where it was filled **at least** one week before it runs out. The pharmacy will contact us with your request. Expect it to be ready within 5 business days.
- At times, the practitioner may ask you to make an appointment before refilling a prescription.
- If you are taking on-going narcotics or tranquilizers for chronic pain, CHCY practitioners will not prescribe these medications. You will be referred to a pain management specialist. CHCY practitioners will provide medical care for your other health needs.

Payments and Insurances:

- If you do not have insurance, payment in full is due at time of service.
- Insurance co-pays are due at time of service.
- CHCY will bill primary and secondary insurances, when appropriate.
- CHCY is contracted with Blue Cross/Blue Shield, Medicare, AHCCCS (Bridgeway and Phoenix Health Plan).
- For all other health insurances, CHCY will be considered an out-of-network provider and the cost to you may be higher.
- Should your insurance or eligibility status change, please inform the front office staff or call the Appointment Line.

Other Health Services (Dental and Mental Health):

- For primary care patients, we also offer dental services, mental health counseling, and medication assistance. Please ask your primary care practitioner for a referral.
- If you have AHCCCS insurance (Bridgeway or Phoenix Health Plan), you may access mental health services without a referral or waiting to see your primary care practitioner by calling West Yavapai Guidance Clinic at 928-445-5211 or Verde Valley Guidance Clinic at 928-634-2236