

## Collettsville Medical Center YOUR PATIENT CENTERED MEDICAL HOME.

Patient Centered Medical Home (PCMH) is a team-based health care delivery model that provides comprehensive and continuous medical care with the goal of improving the health of all patients. By giving us your complete medical information we are able to provide comprehensive care and coordinate your care across different providers and settings.

Collettsville Medical Center believes that medicine is an art as well as a science. We are committed to delivering quality healthcare to the whole person. We partner with our patients and their families to provide a medical home that is respectful, compassionate, accessible and comprehensive.

Collettsville Medical Center is a designated Level 1 NCQA Patient-Centered Medical Home.

### Transferring Your Medical Records

In order to transfer your medical records from any other provider or specialist, you will need to use an **Authorization to Request Medical Records** form. If you need assistance with this process, contact (828) 754-2409.



**OFFICE HOURS:** Monday-Friday 8am-5pm  
**MEDICAL EMERGENCIES:** 911

**SCHEDULING:** You may request an appointment through our secure patient portal or you may call (828) 754-2409. **Same day appointments and walk-ins** are available but we can better serve you by calling in advance.

**ADVICE DURING OFFICE HOURS:** For non-urgent medical needs please contact us by secure email messaging through our patient portal at [www.westcaldwellhc.org/patient-portal/](http://www.westcaldwellhc.org/patient-portal/) or you may call (828) 754-2409. For non-urgent medical needs, you will be asked to leave a message. Every effort is made to respond to calls by the end of the business day, messages left after 4pm will be answered on the next business day.

**AFTER HOURS CARE:** For urgent medical needs, there is always a physician on call when the office is closed. Call (828) 754-2409 Ext. 3 to get the answering service, who will contact the on-call physician.

[www.westcaldwellhc.org](http://www.westcaldwellhc.org)

Parking is available directly in front of our office.

### Special Accommodations

Please let us know if you have hearing, vision or a physical impairment so that we can better prepare for your visit and plan your care. Feel free to include a friend, family member, or other health advocate in your visit with us.

## Collettsville Medical Center



A Medical  
Home is  
ABOUT  
YOU!

4330 Collettsville Road  
Collettsville, NC 28611  
Phone: (828) 754-2409  
Fax: (828) 754-2418

# Collettsville Medical Center

Your Medical Home

Welcome to our practice! We are proud to serve as your patient-centered medical home. At Collettsville Medical Center, we work in Care Teams consisting of doctors, nurse practitioners, nurses and medical assistants in order to give you the best care we can. Our medical records staff, schedulers and office staff are part of the Care Teams. On your first visit we will encourage you to select a Primary Care Provider (PCP). Whenever possible, your appointments will be with your PCP, and if not, with another member of your Care Team.

The members of your Care Team are available to help you.

## Our Care Team

Primary Care Provider  
CMA/MA/CNA  
RN Care Manager  
Administrative Staff  
Front Office Staff  
Quality Improvement Staff  
Behavioral Health Specialist  
Medication Assistance Program Coordinator  
Outreach and Enrollment Coordinator  
Referral Specialist  
Medical Records

## Our Services

Collettsville Medical Center provides care to patients of any age. Care is guided by nationally recognized, evidence-based standards of care. Services include:

- Preventative Care
- Immunizations
- Dermatology
- Gynecological Care
- Adult Care
- Pediatric Care
- Minor Office Procedures
- Self-Care and Chronic Disease Management
- Behavioral Health
- Developmental Screening
- Family Planning
- Complete Physicals
- Health Checks
- Camp Physicals
- Sports Physicals
- DOT Physicals

## Our Patient Portal

Sign in to our secure patient portal through our website at [www.westcaldwellhc.org](http://www.westcaldwellhc.org).

Through the portal you can:

- Ask non-urgent questions
- View test results
- View a summary of your visit

## Care Coordination

For our patients with complex health needs, we provide care coordination. Care coordination provides you with extra support to be sure you get the care you need when you need it. Our care coordinators may call you to assist you with your health care needs.

## Preparing for your Appointment

Plan to arrive 15 minutes before your scheduled appointment time.

For each appointment, please bring:

- Your insurance card
- Co-pay and deductible
- Prescription and Non-prescription Medication bottles
- A description of the problem you are having, how long you have had it, and how it has affected you
- A list of questions you would like to discuss with your health care team

Please let us know if you have been to a hospital, an Emergency Department or to another doctor since your last visit to us. Please give any outside doctor or facility that you visit our contact information and have them forward your visit notes to us.

## Payment Information

We accept most insurance plans. However, patients are seen regardless of insurance status. We offer a \$50 copay to self-pay patients if full balance is paid at the time of service. We also offer a sliding scale fee program to patients that qualify. If you are uninsured and would like health insurance information please go to:

[www.healthcare.gov](http://www.healthcare.gov).

We have a Certified Application Counselor on site that can assist you with an application.