

Happy Valley 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.

Happy Valley 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.

Happy Valley Medical Center is a designated Level 3 NCQA Patient-Centered Medical Home.

Transferring Your Medical Records

In order to transfer your medical records from another provider or specialist, you will need to fill out a **Records Release Form**, which can be found at <https://westcaldwellhc.org/resources/>. If you need assistance with this process, contact (828) 754-6850 and ask for Medical Records.



OFFICE HOURS:
Monday-Thursday 8am-6pm
Friday 8am-5pm
Saturday 8am-12pm
MEDICAL EMERGENCIES: 911

SCHEDULING: You may request an appointment through our secure patient portal or you may call (828) 754-6850. **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/ or you may call (828) 754-6850. 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) 754-6850 and follow the instructions given to reach the on-call physician.

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.

Happy Valley Medical Center



A Medical
Home is
**ABOUT
YOU!**

1345 NC Highway 268
Lenoir, NC 28645
Phone: (828) 754-6850
Fax: (828) 757-3214
www.westcaldwellhc.org

Happy Valley Medical Center

Your Medical Home

Welcome to our practice! We are proud to serve as your patient-centered medical home. At Happy Valley 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. During 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 Providers
LPN/CMA/CNA
RN Care Manager
Administrative Staff
Front Office Staff
Quality Improvement Staff
Behavioral Health Specialists
Medication Assistance Program Coordinator
Outreach and Enrollment Coordinator
Referral Specialist
Medical Records

Our Services

Happy Valley 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
- Sports Physicals
- DOT Physicals

Our Patient Portal

Sign in to our secure patient portal through our website at <https://westcaldwellhc.org/patient-portal/>

Through the portal you can:

- Ask non-urgent questions
- View your medical records
- Request appointments

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 prompt-pay discount to self-pay patients if full balance is paid at the time of service. We also offer a Sliding Fee Discount Program (SFDP) to patients that qualify. If you are uninsured and would like health insurance information please go to www.healthcare.gov.

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