

COMMUNITY HEALTH ALLIANCE

WELCOME TO COMMUNITY HEALTH ALLIANCE

Community Health Alliance (CHA) Medical/Dental Center opened its doors in 1995 and has been providing health care services to our community ever since. Since opening, CHA has seen tremendous growth in the number of individuals and families who come to CHA for their healthcare needs. We welcome you to

CHA so we can work together to meet your primary health care needs. CHA also provides chronic illness management, pediatrics, general dentistry for children and limited services for adults experiencing homelessness, behavioral health services, reproductive health services, pharmacy, lab, and the Women, Infants and Children's (WIC) nutrition program. For more information about CHA, refer to our website at www.chanevada.org.

How to Get Help When CHA Is Not Open: If you are having an emergency, chest pain, or difficulty breathing, or you are seriously ill or are passing out, call 911 to get immediate medical help.

If it is not an emergency, call **775-329-6300**, and an answering service will take your call, ask you questions and contact the "on-call" medical or dental provider if necessary. This service is only for serious problems that can't wait until the next day but are not an emergency. The medical or dental provider will then call you back.

CHA also works with the REMSA Nurse Health Line. For patients 10 years old and younger, a nurse is available 24 hours a day for help. You can call directly at 775-284-3599.

Other Services CHA Offers

- **Women, Infants and Children (WIC) Program**
- **Prescription Food Pantry**
- **On-Site Pharmacy at Wells/Sparks**
- **Dental Outreach Programs**
- **Quest Lab**
- **In-Person Assisters (IPA) for access in insurances and other services**
- **Vaccines for Children Program**
- **Healthy Living Program for Childhood Obesity Treatment and Prevention**
- **Women's Health Connection**
- **Reproductive Health**
- **Preventive Care Services**
- **Multilingual Interpretation Services**
- **Telemedicine- telephonic and video visits with health care providers**
- **Patient Portal**
- **Patient Self-Management**
- **Care Coordination across Multiple Settings**

"Care Team Approach"

As a CHA patient, a team of professionals helps you. Our goal is to provide you with evidence-based care to keep you healthy. This goes beyond the medical visit. Our trained staff will help you with:

- Enrollment, financial responsibility, and scheduling appointments for medical and dental visits
- Referrals for treatments or tests
- Getting prescriptions
- Education on health topics

Our goal is to work as a team *with you* to get your health needs met. This requires good communication among the care team members and you. If you have questions or are unsure about the care you receive, please talk to one of your team members.

Community Health Alliance Locations

Wells Avenue Medical and Dental Center
Hours: 7:00 a.m.-6:00 p.m., Monday-Friday

1055 S. Wells Avenue
Reno, NV 89502
(775) 329-6300
(775) 336-3035

CHA Pharmacy- Wells
Hours: 8:00 a.m.-5:30 p.m., Monday-Friday
(Closed for lunch from 12:30-1 p.m.)

Nell J. Redfield Health Center, Sun Valley
Hours: 7:00 a.m.-4:00 p.m., Monday-Friday

5295 Sun Valley Blvd., Suite 5
Sun Valley, Nevada 89433
(775) 329-6300

Sparks Health Center
Hours: 7:00 a.m.-6:00 p.m., Monday-Friday
CHA- Sparks Pharmacy
Hours: 8:00 a.m.-4:00 p.m., Monday-Friday
(Closed for lunch from 12:30-1 p.m.)

2244 Oddie Blvd
Sparks, Nevada 89431
(775) 329-6300

Nell J. Redfield Health Center, Neil Road
Hours: 7:00 a.m.-4:00 p.m., Monday-Friday

3915 Neil Road
Reno, Nevada 89502
(775) 329-6300

North Valleys Health Center
Hours: 7:00 a.m.-4:00 p.m., Monday-Friday

280 Vista Knoll #106
Reno, Nevada 89506
(775) 329-6300

Center For Complex Care
(Must qualify to be seen here)
Hours: 7:30 a.m.-5:00 p.m., Monday-Friday

330 Crampton St.
Reno, NV 89502
(775) 329-6300

Record Street Health Center
Serving the Community's Homeless
Medical Hours: 6:30 a.m.-3 p.m., Monday-Friday
Dental Hours: 6:30 a.m.-3 p.m., Thursday only

335 Record Street, Suite 250
Reno, NV 89512
(775) 329-6300

CHA Administration Office/Billing
Hours: 8 a.m.-5 p.m.

680 S. Rock Blvd.
Reno, NV 89502
(775) 329-6300

CHA Policies and Patient Rights and Responsibilities

You have the right to receive considerate and respectful care through:

- ❖ Maintaining your personal privacy and comfort, providing a safe and secure setting to receive care, free from all forms of abuse or harassment.
- ❖ Confidential handling of all communications and records pertaining to care. Medical records are only available to persons directly involved in your care and except to the extent allowed by law, are not released without your written permission.
- ❖ Being informed of the services available in this health center and the names and credentials of the personnel providing your care.
- ❖ Changing your provider if other qualified providers are available.
- ❖ Confidential Sexual and Reproductive Health Services

You have the right to actively participate in your healthcare by:

- ❖ Receiving information about your health status, the course of treatment in terms that you can understand.
- ❖ Reviewing your medical chart with the treating provider and to receive a thorough explanation of treatment, results of tests and procedures.
- ❖ Receiving information regarding rules and policies that apply to your conduct while a patient.
- ❖ Access to information contained in your medical records within a reasonable time frame (except in certain circumstances regulated by law).
- ❖ Participating in the planning of your care and treatment options, including the option of no treatment. You have the right to refuse medication and treatment.
- ❖ Being provided, to the degree known, an explanation of your complete medical/health condition, diagnosis, prognosis and recommended treatment, including the risk(s) of treatment or no treatment, alternatives and expected result(s).
- ❖ Receiving an explanation of your bill regardless of the source of payment, including available methods of payment, and if you are uninsured, information regarding our financial assistance program.

You have the right of resolution of issues or complaints:

- ❖ As a patient, you have rights to not be discriminated against because of age, race, religion, gender, sexual orientation, color, nationality, language, marital status, citizenship, veteran status, physical, mental, or intellectual disability, cultural, economic, educational background or the source of payment for services.
- ❖ You have the right to necessary interpretation services related to language and/or disability but need to inform staff of this accommodation need timely.
- ❖ You have the right to make suggestions, recommended changes in policies and services, voice grievances or make complaints to or about facility personnel without risk of reprisal. You may voice grievances or recommend changes directly with a supervisor, manager or your physician, on the patient satisfaction survey or by submitting a complaint form to the Compliance Officer. This form can be obtained from any health center staff. You may contact the Compliance Officer at 775.870.4312 to verbalize your complaint(s).

Each patient, and/or their designated representative, receiving services in this health center shall have the following responsibilities:

- ❖ To provide complete and accurate information to the best of your ability regarding your health, health complaints, past illnesses, hospitalizations, medications and allergies/sensitivities and other matters relating to your health care.
- ❖ To follow the treatment plan (including discharge instructions and follow-up appointments) prescribed by your provider and to notify your provider of any decision to not follow your treatment plan.
- ❖ Ask your provider if you do not understand your treatment plan.
- ❖ To read all permits and/or consents that you sign and to ask the staff or provider for clarification or help for anything you do not understand.
- ❖ To inform us if you have a durable power of attorney, an advance directive, a living will or any other directive and to provide a copy for our records.
- ❖ To provide accurate proof of your financial situation and accept financial responsibility for any charges not covered by your insurance or incurred based on our sliding fee scale; paying timely.
- ❖ To keep your appointments; if you cannot keep an appointment, let us know as soon as possible so another patient may have that appointment.
- ❖ Maintain respectful communications and interactions with your Community Health Alliance healthcare team members.
- ❖ Conduct yourself appropriately within Community Health Alliance facilities; you may not verbally or physically abuse personnel or property or make verbal threats or use threatening (hostile/aggressive) language.
- ❖ Use appropriate words without vulgar or threatening language.
- ❖ Refrain from coming to appointments intoxicated.

All patients must sign an acknowledgement of this policy when they register. If you have questions about this policy, please speak to the Health Center Manager before signing.

Missed and Late Appointments Policy

- ❖ **Scheduled Appointments:** As a CHA patient, it is your responsibility to keep all scheduled appointments. Rescheduling will cause you a delay in your care. CHA requests notice of any cancellation at least 24-hours prior to the appointment or earlier if possible.
- ❖ **Arrival Time:** We ask patients to arrive 15-30 minutes before an appointment and sign in for your visit.
- ❖ **Early Arrival:** When a patient arrives earlier than their appointment time.
- ❖ **Check In:** This is the time between your arrival time and your scheduled appointment time during which front office staff registers you and updates your patient information.
- ❖ **Scheduled Appointment Time:** This is the time you are scheduled to see your provider.
- ❖ **Missed Appointment:** A missed appointment is the same as a “no show” appointment. A missed appointment is a scheduled appointment which the patient does not show up for and does not contact CHA to cancel the appointment prior to the scheduled appointment time. If the patient arrives after their scheduled appointment time on the day of their appointment, it is not considered a missed appointment; it is considered a late arrival.
- ❖ **Cancelled Appointment:** A scheduled appointment which the patient calls to cancel or reschedule prior to the scheduled appointment. If the patient calls after the appointment, it's a missed appointment.

- ❖ **Acceptable Late Arrival:** A patient who arrives at their scheduled CHA site within five (5) minutes after their scheduled appointment. This is not considered a missed appointment (no show) regardless of whether the patient is seen that day.
- ❖ **Non-Acceptable Late Arrivals:** A patient who arrives at their scheduled CHA site six (6) minutes or more after their scheduled appointment. This is considered a late arrival regardless of whether the patient is seen that day and will not be marked as a missed appointment (no show). Patients may wait to be seen as a “walk-in” appointment. If the patient is not able or willing to stay, the front office will offer to reschedule patient for a future appointment.
- ❖ **Broken Appointment:** Any missed appointment, cancelled/re-scheduled appointment with less than 24 hours, or late arrival (arrival more than 5 minutes after scheduled appointment time) where the provider is unable to accommodate the patient. If the provider is able to accommodate a patient who has arrived late, then the appointment will not be considered “broken”.
- ❖ **Exceptions:** Exceptions may be considered and may be addressed by the site supervisor and/or medical/dental provider. Examples include weather, transportation, medical issues, hospitalization, financial issues, work/school, or other variations; these are exceptions and only at the discretion of the Manager, Supervisor, and/or provider. The Center for Complex Care and Record Street facilities have a separate appointment policy.
 - A new patient who has missed their first scheduled appointment must speak with the designated Manager or Behavioral Health provider prior to scheduling their second appointment. This will still be counted as a missed appointment. If the new patient misses their second appointment, they must go through the same process.
- ❖ **Medical:** At the 3rd missed appointment the patient will be notified they must fill out an appeal form for the three (3) missed appointments before scheduling any future appointments. The patient will need to turn in the appeal form to their primary health center home. The Health Center Manager or designee will approve with no restrictions after reviewing appeal and speaking with the patient.
- ❖ **Dental:** Patients with two (2) broken appointments within a 12-month rolling calendar year beginning from the date of the first broken appointment can be seen on a “walk-in” basis or schedule a same-day appointment only for a period of one year after the second broken appointment.

All patients must sign an acknowledgement of this policy when they register. If you have questions about this policy, please speak to the Health Center Manager before signing.

Chronic Pain Management Policy: CHA does not provide chronic pain management with opiate-based medication for new patients nor will established patients be started on chronic pain management services. All patients must sign an acknowledgement of this policy when they register. If you have questions about this policy, please speak to the Health Center Manager before signing.

Acute Pain Controlled Substance Policy:

- ❖ Acute pain is defined as physical pain that can be resolved in a short period of time. CHA may treat a patient for acute pain at the discretion of the treatment provider. CHA’s acute pain controlled substance policy is as follows:

- ❖ You should advise your medical provider/dentist if you are already taking pain medication prescribed by another physician or dentist. During the time of your care in this office, unless we have referred you to a pain management specialist, this medical provider/dentist will be the **ONLY SOURCE OF YOUR PAIN MEDICATION**. You may still receive other medication (for example medications for infection, swelling, etc.) from another medical provider, but only **ONE** medical provider/dentist should be prescribing your pain medication at a time.
- ❖ Prescriptions will not be refilled after normal business hours or on holidays or weekends. This is for your safety and the safety of others.
- ❖ An early refill on your pain medicine will **NOT** be granted if you take more than the prescribed amount.
- ❖ If you require a refill on your pain medication prescription, you must notify your medical provider/dentist who will need to authorize a new prescription if approved. It may take up to two working days to refill a prescription. The medical provider/dentist may or may not refill opiate or other controlled substances, but alternate pain medications may be given instead.
 - Prescriptions will not be refilled if you have failed to follow prescribed treatment plan /testing, or you have been dismissed from the practice.
 - Prescriptions that have been lost, discarded or stolen will not be refilled.
- ❖ It is CHA's legal duty to report to authorities the name of a patient whom we believe may be taking, selling or distributing controlled substances or other medications illegally. Also, it is our duty to report to the Nevada State Board of Pharmacy the name of a patient who is receiving pain medication from more than one physician or dentist.
- ❖ We reserve the right to terminate the medical provider/dentist-patient relationship in the event of any breach of controlled substance agreement by the patient.

If you have questions, please speak to the Health Center Manager before signing.

Psychiatric Medications: The medical providers at CHA do not routinely provide prescriptions for nor manage chronic use of anti-anxiety medications that qualify as controlled substance (e.g. Valium, Xanax, Ativan, etc.). Patients at the Center for Complex Care may receive these services from a qualified psychiatric medical provider.

Dental Procedure Policy: CHA Dental Center will replace dental work completed by a CHA provider under the following conditions:

- ❖ Crowns (caps), Fixed Bridges, Veneers, Inlays/Onlays, Fillings (Resin [white] or Amalgam [silver]): Replacement of these items will be covered at no charge to the patient if failure of the item occurs within one year due to CHA provider error or defect in the materials used.

Patients are responsible for the cost of replacing an item if the following conditions apply:

- ❖ If you have been diagnosed with bruxism (teeth grinding) and have been advised that you should wear a protective mouth guard and do not wear it or do not have it made.
- ❖ If you do not return for your routine dental visits as recommended.
- ❖ If you do not return for your recommended dental cleanings in the frequency prescribed by your dentist or hygienist.
- ❖ If there is new decay present which requires the item to be replaced.
- ❖ If there is trauma, an accident, neglect, or treatment to an adjacent tooth that involves the restored tooth.

Please be aware that your dental insurance may not cover replacements of items; if not, you will be responsible for any costs involved.

All patients must sign an acknowledgement of this policy when they register. If you have questions about this policy, please speak to the CHA Manager before signing.

Payment Due at Time of Services: All co-payments, deposits and sliding fees are due and payable at the time of check-in. No one will be refused service for not having health insurance or the ability to pay. Sliding-fee discounts are available to patients whose income does not exceed 200% of the Federal Poverty Level. These discounts are available based on family size and income only. These discounts are calculated annually or when family size or income changes.

Sexual and Reproductive Health Services: Patients with family incomes that do not exceed 250% of the Federal Poverty Level may utilize the Reproductive Sliding Fee Discount Scale (SFDS). The SFDS will be provided to all persons of reproductive age regardless of race, gender, or sexual orientation. Patients that are uninsured, underinsured, have third party insurance, private or public ie: Medicaid, may be eligible for the SFDS based on family size and income level. CHA acknowledges that sexual and reproductive health services may be accessed without income verification based on self-reported income levels as reported on the Sliding Fee Application form.

Patient Financial Responsibility: When you come to CHA for an appointment, whether it is medical, dental, behavioral health or dietetics, you may be asked to make a deposit. This deposit is only a down payment on what total amount you may owe for the visit on that date. The staff will provide you with a receipt at the time of the payment.

You will receive a bill in the mail that explains any other charges that you had from your visit that day. You are responsible for any outstanding balance due. We will not mail a bill to patients or minors who request confidential sexual and reproductive health services.

If you are unable or do not pay your balance due on that invoice, you will continue to receive monthly notices of the amount due. We may call patients to advise them of an outstanding payment. You have the option of calling our Billing Department to arrange a payment. The Billing Department can be reached at (775) 329-6300, option 5.

Consent for Billing: All patients must sign an acknowledgement of this policy when they register:

I assign all insurance payments to be made directly to CHA. This authorization and assignment is a permanent, one-time signature. I reserve the right to revoke this at any time with my written notice.

If you have questions about this policy, please speak to the Health Center Manager before signing. If you have billing questions, please call 775-329-6300, then choose option 6.

If you are receiving Title X services for your sexual or reproductive health, you have the ability to leave a donation. Donations are never required to receive services or supplies.

Consent to Test in the Event of a Health Care Worker Exposure: All patients must sign an acknowledgement of this policy when they register:

If a healthcare worker involved in my care and treatment becomes exposed to certain bodily fluids, my blood will be tested for the possibility of transmission of a blood-borne disease. I understand that the test is performed by drawing blood and using a substance to test the blood. I also understand that there will be NO COST to me for the performance of this test. I am encouraged to ask my treating provider any questions regarding the nature of the blood test, risks, and alternate test, before the test takes place. I understand that the result of this blood test will only be made available to CHA for employee follow-up and to my treating provider, and the results will be kept strictly confidential. I understand that I may request the result of the test from my treating provider.

Complaints: For complaints related to HIPAA, an accommodation based on a disability, or perceived discrimination related to age, gender, sexual identity, race, ethnicity or disability, call our compliance officer at 775-870-4312. Forms are available at each location. For all other complaints, contact the Health Center Manager or their designee.

When you become a health center member, you will be asked to choose a medical provider that you will see when you get care at the health center. You are given a choice of providers who are available according to your preferences, insurance type or payment arrangement, and health center location. Your regular team of caregivers gets to know you, your history and your health needs, and you will know who to contact for care. Seeing the same provider makes your care more consistent and personal. In some cases, when your provider is not available, you may see a different provider.

Dental patients will be scheduled with the first available dental provider. If you have a preferred provider you would like to see, please inform the staff member scheduling your appointment. We will do our best to accommodate such requests whenever possible.

Role of Your Care Team Members

Front Office Representatives

Front Office Staff: The Front Office Staff greets you when you come to your health center. They enroll you as a patient at your health center and works with you to determine what fees you will pay for the services provided. They will ask you for information needed to start your care. These staff members can answer your questions about how your insurance works, how you pay for care, and what programs you may be eligible for to help you get health services. They check you in for scheduled appointments, make sure you have completed the paperwork for each visit, and let you know how long you can expect to be in the waiting room. The Front Office Staff will also collect your fees or co-payment due for the services provided. They will notify your care team that you are ready to be seen. These staff members can answer any questions about checking into your appointment.

Check-Out Staff: The Check-Out Staff are the last people you see when you visit your health center. Your care team member will direct you to the Check-Out station after your visit. Here they will be sure your fees or co-payments are paid and your next appointment is scheduled. These staff members ask you to complete a survey, answer your last questions and assist you enrolling in the CHA Portal so you can access your records.

Call Center Representatives

Call Center Staff: The Call Center staff help you make many types of appointments at CHA. This staff will provide the information you need to bring for registering as a patient or assist with directing your call for questions you may have for your care team. The Call Center hours are Monday-Friday, 7 a.m. to 6 p.m.

Clinical Staff

Medical Assistant (MA): Your MA works with your provider so you will get to know each other. The MA will greet you in the waiting room, escort you to the exam room, take your vital signs, update your information, and prepare you for your visit with the medical provider. Feel free to ask them questions about your health and what is planned at each of your visits. At the end of your visit, they will provide you with a printed care plan, prescriptions, referrals, discharge instructions, and education material, then guide you to Check-Out.

Medical Provider/Primary Care Provider (PCP): At CHA, we have several types of medical providers who can be your medical care team leader including Family Medicine/Internal Medicine Physicians (MD/DO), Pediatricians, Advanced Nurse Practitioners (APRN), and Physician Assistants (PA). The medical provider is responsible for preventing illness, and diagnosing and treating patients. They order tests, prescribe medications, make referrals, provide you educational information, and plan treatments for you. Each medical provider works with an MA as a

part of the care team. Feel free to ask them questions about your health and what is planned for each of your visits.

Behavioral Health Services: CHA is proud to offer behavioral health and services. As part of our integrated care program, our behavioral health program helps you address mental, emotional or behavioral issues that contribute to poor overall health, substance abuse, depression, anxiety and more. The program helps address your symptoms and needs. Our Behavioral Health team, delivers interventions and links you to needed resources in the community to improve your quality of life.

Triage Medical Assistant (MA): If you call CHA, the Triage MA is will help answer your questions about labs, imaging, and procedure results and referrals. The Triage MA may also help with prescription questions and prior authorizations. If you are having a medical emergency, this staff will advise you to call 911. The Triage MA hours are Monday-Friday, 7 a.m.-4 p.m.

Licensed Practical Nurse (LPN): Your LPN works with several providers and MAs as part of your medical team. The LPN will call you with test results and give you instructions from your provider. If you have questions between visits, they are happy to talk to the provider for you to get your questions answered.

Care Coordinator: At CHA, we have several types of Care Coordinators to help patients. Some Care Coordinators work directly with your Care Team help with referrals and case management. CHA has care coordinators who specialize in specific services like breast, cervical and colorectal cancer screening.

Health Information Management (HIM): CHA's health information management team are responsible for supporting our providers and patients to obtain health records. The HIM staff reach out to providers for copies of health documents resulting from a referral to or from CHA to other offices. Most of these records can be obtained without the patient completing a release form,. However, some offices and some providers our patients have seen in the past but are no longer a patient of, do require a form to be completed. If a patient wants to access their health records for their own use, HIM staff assist with this process, as well. Patients may want to have their health records changed; HIM assist with these requests, as well. Forms for all of these situations are available at all CHA health center locations and our Rock Administration office, where the HIM staff are located.

Dental Front Office Representatives

Dental Front Office Staff: The Dental Front Office Staff greets you when you come to your health center. They check you in for scheduled appointments, make sure you have completed your paperwork for each visit, and let you know how long you can expect to be in the waiting room. The Front Office Staff will also collect your fees or co-payment due for the services provided. They will notify your care team that you are ready to be seen. These staff members can answer any questions about checking in to your appointment.

Dental Check-Out Staff: The Dental Check-Out Staff are the last people you see when you visit your health center. Your care team member will direct you to the check-out station after your visit. Here they will be sure your fees or co-payments are paid, review your treatment plan and schedule your next appointment. These staff members ask you to complete a survey and answer your questions.

Dental Assistant (DA): The Dental Assistant will greet you in the waiting room, escort you to the dental center, and seat you for the dentist to examine your teeth. They will also ask you questions about your health/mouth

and assist the dentist by keeping the room clean. Other tasks may include handling instruments, taking X-rays, polishing teeth, placing sealants and escorting you to the check-out window.

Registered Dental Hygienist (RDH): The Dental Hygienist will perform dental hygiene and preventative procedures. This may include cleaning your teeth, taking X-rays, placing sealants and assisting the dentist during your visit. The Dental Hygienist will also discuss how to take care of your teeth and healthy nutritional habits to improve your oral health.

Dentist: The Dentist is in charge of the team that directs your oral health care. The Dentist examines your mouth, diagnoses any problems you have, explains your treatment options, and performs treatment on your teeth and gums. Feel free to ask about treatment options and any questions you have about your oral health.

Administration

Managers: Managers oversee your health center and dental center operations, coordinating all non-clinical functions of the centers and day-to-day operations.

Supervisors: Supervisors in each CHA department and service area are also available to help you. If you have a “Success Story” or a concern, don’t hesitate to talk with a manager or supervisor.

Other Services CHA Offers

Women, Infants and Children (WIC) Program: WIC staff will meet with you to determine if you qualify for nutrition services through the WIC program. Qualification is based on your family characteristics, size and income. If you qualify, WIC staff will provide you with healthy food, nutrition education, and breastfeeding support, as well as identify other services that could benefit your family. WIC staff are valuable sources of information on nutrition for the whole family.

Prescription Food Pantry: Established in 2015, the Prescription Food Pantry provides free healthy food to families and individuals who are food insecure. Our Prescription Food Pantry emphasizes on the “healthy, medical” aspect of our pantry so we can better identify patients the nutritional needs. The aim of the food pantry is to improve food security, provide nutritious foods, and prevent or aid in the treatment of chronic diseases.

Pharmacy: CHA has two on-site pharmacies that provide low-cost prescription medications. They are in the Wells and Sparks health centers. The CHA pharmacies accept most private insurance plans, Medicare part D, and all Medicaid plans. For uninsured patients, our pharmacy provides prescriptions at greatly reduced prices over outside pharmacies with many medications as low as \$4 per month. We are able to provide financial assistance to those who are unable to afford their medications.

The average wait time to get your prescription filled after your CHA appointment is 14 minutes! Before you leave the health center, let our pharmacy fill your prescription, and you can walk out with your medications. CHA pharmacies also accepts transfers from other pharmacies if you would like to move existing prescriptions from one of our providers. Call our pharmacy, and we will do the rest. This request will take 24 hours.

Other services offered by the CHA Pharmacy:

- Free delivery of medications to the patients’ home (20 mile radius of health center)
- Medication reconciliation services
- Financial assistance with medication cost
- Adult immunization services at low or no cost
- Text alerts to notify you when your prescriptions are ready for pick up.

CHA Wells Pharmacy hours are Monday-Friday, 8 a.m.-5:30 p.m. (Closed for lunch from 12:30-1:00 p.m.). Call the pharmacy at 775-336-3035.

CHA Sparks Pharmacy hours are Monday-Friday, 8 a.m.-4p.m. (closed for lunch from 12:30-1:00 p.m.) Call the pharmacy at 775-997-7303.

Lab: Quest Laboratory has a blood draw station at the CHA Wells Center. You are welcome to use this facility, but you must be sure that Quest lab is covered by your insurance. Medicaid, Medicare, and self-pay patients are eligible to use this lab, but some private and supplemental insurance plans are not contracted with Quest. CHA does not operate the Quest Lab. Quest provides their own staff and operates this lab as a convenience to you. The lab does schedule appointments and has walk-in appointments. Monday–Friday, 7:00 a.m.-12:00 p.m. and 1:30-3:00 p.m.

In-Person Assisters (IPA): IPAs help patients purchase health insurance plans through the Nevada health insurance marketplace. The marketplace enrollment period occurs for 45 days every year during November and December and throughout the year for people who are eligible under special circumstances. In addition, IPAs can assist with applications for Medicaid, SNAP, and energy assistance. IPAs are also certified to assist Medicare recipients with enrolling into Part C and D.

Vaccines for Children Program: CHA provides childhood immunizations to children who are uninsured, underinsured, eligible for Medicaid, and Native American or Alaska Natives. These vaccines are free to children due to federal assistance. However, an administrative fee is charged for the injections.

Healthy Living Program: Implemented in 2016 and based on the successful and nationally recognized Let’s Go! Program, the Health Living Program advances the prevention and treatment of childhood obesity by integrating excellence in clinical care, research, quality education and community advocacy.

Nutrition: Registered dietitians provide medical nutrition therapy and counseling to assist patients in addressing acute nutrition concerns; and chronic disease management and prevention. Our dietitians provide patient-centered care that focuses on realistic, patient-determined goals to help in supporting patients make lasting behavioral change for their health.

Women’s Health Connection: The Women’s Health Connection is a Nevada program for early detection of breast and cervical cancer. This program is available at no cost for eligible women.

Preventive Care: CHA’s focus on early intervention, screening and preventive care means that a team care member may contact you to schedule for things like well-child checks, labs, immunizations, annual wellness appointments, or prevention screenings

Sexual and Reproductive Health Services: At CHA we can help you achieve, delay or space your pregnancies to ensure you have kids when you are ready. We work with women, men, teens and the LGBTQIA populations to provide services and education including; providing birth control, testing and treating sexually transmitted infections, increasing breast and cervical health, and providing teen sexual health and pregnancy prevention services. All services are voluntary and not a required for other CHA services.

Translation Services: English and Spanish are spoken at CHA. If you do not speak English or Spanish, translation services for multiple languages and the hearing impaired may be provided at the time of your appointment.

Telehealth: Telehealth is providing medical care at a distance. Telehealth can enhance patient-provider relationships, increase access to care, enable quicker interventions and decrease costs. Available technology capabilities as well as an existing provider-patient relationship impacts whether the standard of care can be achieved for a specific encounter type. To help in your diagnosis and treatment, you may be asked for your visit to be recorded. You may refuse recording at time of visit

Patient Portal: The CHA Patient Portal provides patients online secure access to their medical health information. The Patient Portal can be accessed from any device with web-access including smartphones and tablets. Patients can also give family members access, such as parents and legal guardians, to make sharing health information even easier. Patients are introduced to the Patient Portal at discharge by the Check-Out staff. Once a patient creates their account and logs in, they can access the following medical health information at their convenience:

- After Visit Summary (Patient Care Plan)
- Recent Lab Results
- Radiology Orders
- Medication List
- Referral Orders
- Laboratory Orders

Patient Self-Management: Self-management involves three different tasks: care of the body and management of the condition, adapting everyday activities and roles to the condition, and dealing with the emotions arising from having the condition. Self-management support involves collaboration between you and your care provider to help you understand your role in managing your health, make informed decisions about care, and engage in healthy behaviors. Visit our website at www.chanevada.org for more information about your health and our services.

Coordinating Care Across Multiple Settings: The CHA Health center works with you for your health. That means we are interested in the decisions you make about your health (diet, use of alcohol/drugs, sexual activity, physical activity), services you need, problems you have had in the past, and your health goals for the future. We will also need to understand what resources you have to get the types of care or services you need. Understanding these things helps us work with you to better manage your health.

Your care team will work with you at the time of your visits and after/in between your visits. Your care team will be contacting (may contact) you at home to follow up on health issues. We will (may) also mail your reminders periodically on services you may need. The care team will also be talking with other service providers who may be involved in your care when you need lab tests, images, appointments with other medical or dental providers, and when information is needed from other caregivers such as if you were admitted to the hospital or emergency room. We want to work with you to make sure your visits are effective.

Obstetrical Services: CHA does not provide pregnancy management as part of our primary care services. However, CHA does provide other primary care services to our patients while they are pregnant such as treatment of asthma exacerbations, allergies, etc.

Our organization is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n), FTCA – Federal Tort Claims Act deemed facility. This health center receives Health and Human Services (HHS) funding and has Federal Public Health Services (PH) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

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