



PATIENT HANDBOOK

WELCOME

The Larry Combest Community Health and Wellness Center, Combest Central Community Health Center and the Abilene Community Health Center are part of the Texas Tech University Health Sciences Center (TTUHSC), School of Nursing (SON). We are a Federally Qualified Health Center (FQHC). We will provide you with a patient centered medical home to assist you with disease management and prevention. Our team will help you coordinate your health care, and will encourage you to actively participate in your care decisions and management. Each of our clinics will help you with coordinating specialty care and procedures. We provide care to you based on current best practices that are evidence based and supported by research. We will help you learn how you can best manage your health through education, encouragement, and support.

MISSION STATEMENT

**To provide access to comprehensive health services to those in need;
To reduce or eliminate health disparities among high risk populations; and
To integrate student clinical experiences and faculty in effective delivery
of health care services.**

ACCESS TO CARE

Our clinics are designed to provide you with routine primary and behavioral health care that meets your needs and addresses prevention and management of chronic disease through on-going screening and monitoring. You have the option of selecting your provider of choice and being followed by that provider.



Larry Combest Community Health and Wellness Center

301 40th St.
Lubbock, Texas 79404
806-743-9555

Hours of Operation

Monday-Friday
8:00 am- 8:00 pm*
Saturday
8:00 am -1:00 pm

***Clinic hours may vary depending on seasonal needs or community restrictions. Please contact the clinic for more up to date information.**

After Hours
806-743-9355

ACCEPTS

Medicare
Medicaid
CHIP

And other private insurance
Sliding Fee Scale available
(Proof of Income required)



Combest Central Community Health Center

2424 50th St.; Ste. 300
Lubbock, Texas 79412
806-743-2424

Hours of Operation

Monday-Friday
8:00 am- 5 pm
Closed Daily
12:00 pm – 1:00 pm

After Hours
806-743-2424

ACCEPTS

Medicare
Medicaid
CHIP

And other private insurance
Sliding Fee Scale available
(Proof of Income required)



Abilene Community Health Center

1749 Pine St.
Abilene, Texas 79601
325-696-0600

Hours of Operation

Monday-Friday
8:00 am- 5 pm
Closed Daily
12:00 pm – 1:00 pm

After Hours
325-696-0600

ACCEPTS

Medicare
Medicaid
CHIP

And other private insurance
Sliding Fee Scale available
(Proof of Income required)

LARRY COMBEST COMMUNITY HEALTH AND WELLNESS CENTER



Specializing in Primary Care and Behavioral Health

Larry Combest Community Health & Wellness Center is a Federally Qualified Health Center serving people of all ages from Lubbock and surrounding areas. Our Nurse Led Center specializes in primary care, behavioral health and management of chronic diseases such as diabetes, asthma, hypertension and obesity. Primary Care and Behavioral Health Care are provided by Nurse Practitioners, Certified Nurse Mid-wives and Psychiatric Nurse Practitioners.

Special Healthcare services offered:

- Primary and Behavioral Health Care (Clinic / Urgent Care Services)
- Diabetes & Wellness Education
- Prenatal Care
- Behavioral Health
- Senior House Calls
- Prescription Assistance
- Transportation
- Outreach & Enrollment
- Care Management



Transportation

We offer transportation to patients to The Larry Combest Community Health & Wellness Center.

Criteria for Transportation Services

- Must be an established patient at Larry Combest Community Health & Wellness Center
- Must have no means of transportation
- Minor children must be accompanied by a parent/ guardian for transport; Car seats and booster chairs are required. It is the responsibility of the parent/ guardian to meet state and federal requirements

For more information please call 806-743-9355, 2-3 days prior to your scheduled appointment to inquire about transportation availability.

Larry Combest Community Health and Wellness Center



Our Care Team:

- Nurse Practitioners (NP) will provide primary medical care for you. You will be able to select an available NP of your choice that will partner with you in your care, as your primary care provider (PCP). They are supervised by our physician medical director. Your follow up care will be scheduled with this NP.
- Clinic Nurses include both RN and LVN licensed nurses. Our Triage RN is available to answer your questions when you visit the clinic or call on the phone.
- Behavioral Health services are available with our Psychiatrist, Psychologist, Psychiatric Nurse Practitioner, Licensed Professional Counselor or Licensed Clinical Social Worker. Our clinic will frequently screen you for need of these services as part of our routine health screening for your visit. You may also request behavioral health services when you feel you need them.
- Our Referral Specialist will help you with the authorization of insurance/payment and scheduling of special care or services recommended by your PCP.
- Our Care Manager will be available to help you with questions regarding your plan of care, help with information for your best self-care, and help you manage your outside referrals or procedures.
- Community Health Workers are available to assist those with complex problems that the PCP feels needs special attention.
- Patient Service Specialists will help you with your registration, your appointment scheduling needs and with payment arrangements. They can assist you with a consent for your previous medical records to be sent to your PCP.
- Outreach staff will help you with information and application for the Affordable Care Act, Medicaid, CHIP, SNAP/TANF, and Women's Medicaid for expectant mothers. Please let your PCP know if you are interested in this service.
- Our Medical Records Specialist is available to help you with obtaining your medical records. You can ask to speak with them at check-out, or by phone from 8-12 and 1-5 Monday through Friday by calling 806-743-9355 and selecting option 4.

COMBEST CENTRAL COMMUNITY HEALTH CENTER



Specializing in Primary and Behavior Health Care

The Combest Central Community Health Center is a Federally Qualified Health Center serving people of all ages from Lubbock and surrounding areas. Our Nurse Led Center specializes in primary care, behavioral health and management of chronic diseases such as diabetes, asthma, hypertension and obesity. Primary Care and Behavioral Health Care are provided by Nurse Practitioners, Certified Nurse Mid-wives and Psychiatric Nurse Practitioners.

Nurse Practitioners

Special Healthcare Services Offered

- Primary and Behavioral Health Care
- Diabetes & Wellness Education
- Prenatal Care
- Behavioral Health
- Senior House Calls
- Prescription Assistance
- Transportation
- Outreach & Enrollment
- Care Management

Transportation

We offer transportation to the Combest Central Community Health Center

Criteria for Transportation Services

- Must be an established patient at Combest Central Community Health Center
- Must have no means of transportation
- Minor children must be accompanied by a parent/ guardian for transport; Car seats and booster chairs are required. It is the responsibility of the parent/ guardian to meet state and federal requirements.

For more information please call 743-2424, 2-3 days prior to your scheduled appointment to inquire about transportation availability.



COMBEST CENTRAL COMMUNITY HEALTH CENTER

Our Care Team:

- Nurse Practitioners (NP) will provide primary medical care for you and will partner with you in your care, as your primary care provider (PCP). They are supervised by our physician medical director. Your follow up care will be scheduled with this NP.
- Our clinic nurses are RN and LVN licensed nurses. They are available to answer your questions when you visit the clinic or call on the phone.
- Our nurses will be available to help you with questions regarding your plan of care, help with information for your best self-care, and help you manage your outside referrals or procedures.
- Behavioral Health services are available with our Psychiatric Nurse Practitioner or Licensed Professional Counselor. Our clinic will frequently screen you for need of these services as part of our routine health screening for your visit. You may also request behavioral health services when you feel you need them.
- Our staff will help you with referrals and with the authorization of insurance/payment and scheduling of special care or services recommended by your PCP.
- Patient Service Specialists at the registration desk will help you with your registration, your appointment scheduling needs and with payment arrangements. They can assist you with a consent for your medical records from your previous health care providers.
- Our Medical Records Specialist is available help you with obtaining your medical records by phone from 8-12 and 1-5 Mon. through Fri. by calling 806-743-2424 and selecting option 4.
- Outreach staff will help you with information and application for the Affordable Care Act, Medicaid, CHIP, SNAP/TANF, and Women's Medicaid for expectant mothers. Please let your PCP know if you are interested in this service.
- Dental care is available through our community partner Covenant Health System.
- Diabetes education and smoking cessation supports are available to you. Consult with your PCP for assistance with these needs.
- We encourage all our patients to arrive at least 20 minutes before their scheduled appointment and to bring all medications currently being taken.



ABILENE COMMUNITY HEALTH CENTER

The Abilene Community Health Center is a Federally Qualified Health Center serving people of all ages from Abilene and surrounding areas. Our Nurse Led Center specializes in primary care and management of chronic diseases such as diabetes, asthma, hypertension and obesity provided by Nurse Practitioners.

Services

- Primary Care
- Behavioral Services
- Prescription Assistance
- Immunizations
- Care Management
- Physical Exams for all ages
- Minor Injuries
- Counseling Services

Address

1749 Pine St.
Abilene, TX 79601

Hours:

Monday - Friday: 8am - 12pm, 1pm - 5pm
(Closed daily from 12pm - 1pm)

Contact Us

- Call (325) 696-0600 to make an appointment
- Call (325) 696-0600 after hours, or 911 for emergencies
- Walk-ins welcome

Our Care Team:

- Nurse Practitioners (NP) or Physician Assistants will provide primary medical care for you and will partner with you in your care, as your primary care provider (PCP). They are supervised by our physician medical director. Your follow up care will be scheduled with this provider.
- Our clinic nurses are RN and LVN licensed nurses. They are available to answer your questions when you visit the clinic or call on the phone.
- Our nurses will be available to help you with questions regarding your plan of care, help with information for your best self-care, and help you manage your outside referrals or procedures.
- Behavioral Health services are available with our Licensed Clinical Social Worker. Our clinic will frequently screen you for need of these services as part of our routine health screening for your visit. You may also request behavioral health services when you feel you need them.
- Patient Service Specialists at the registration desk will help you with your registration, your appointment scheduling needs and with payment arrangements. They can assist you with a consent for your medical records from your previous health care providers.
- Medical Records are handled by our Lubbock specialists. You can obtain your medical records by phone from 8- 12 and 1-5 Monday through Friday by calling 325-696-0600 and selecting option 4.
- Diabetes education and smoking cessation supports are available to you by registered pharmacist appointments. Consult with your PCP for assistance with these needs.
- We encourage all our patients to arrive at least 20 minutes before their scheduled appointment and to bring all medications currently being taken.

ACCESS TO CARE REGARDLESS OF ABILITY TO PAY

Our clinics are designed to provide you with routine primary care, urgent care, and behavioral/mental health care to help meet your healthcare needs. Your primary care provider will help you manage your health through screenings and management of any chronic diseases you may have. If you need urgent care for other issues, such as colds or injuries, and your provider is not available you will be given the option to see another provider at the Center.

MEDICAL HISTORY

In order to fully understand your health needs and provide the best possible care, we need to obtain medical records from your previous care providers. This will tell us what has occurred to you medically in the past, as well as what worked well for you and what did not work. Please sign a consent to release medical records when you check out today. Our Medical Records Specialist will obtain the records once you have completed the required consent. Please understand that it may take some time to receive a response from your previous care provider. By calling your clinic number, and selecting option 4, you will be transferred to the medical records department.

Please arrive 15-20 minutes before your appointment time and bring all your current medications with you to each of your appointments.

APPOINTMENTS

We value your time with us. If you are unable to keep your appointment, we kindly request that you call your clinic ahead of time and let us know of your cancellation. We are happy to reschedule your appointment at a time that best meets your needs.

MEDICATION REFILLS

For medication refills, please notify the pharmacy that filled your prescription, a week prior to the need for refill. (The pharmacy name and contact information is printed on the bottle label.) Your pharmacy will notify your clinic that a refill is needed. The request will be processed by the clinic nurse the day received, or the next business day. If you have not kept your follow up appointments or your PCP has not prescribed the medication, the refill will need approval by your PCP. Obtaining this approval will take additional time, so please allow for this in your planning. Pain medications require a new prescription be issued by the NP, and will not be prescribed if you do not keep your follow up visits. If something has occurred that prevented you from attending your follow up visit, you need to call your

clinic and notify them of the problem to allow for consideration by the PCP. Our goal is to provide you safe, quality care. Follow up visits and lab results are needed to evaluate your response to medications.

ADDITIONAL SERVICES

Available in Lubbock Only

Helping First-Time Parents

The Nurse-Family Partnership is an evidence-based community health program that helps transform the lives of vulnerable mothers pregnant with their first child. The nurse-client relationship is focused on improving pregnancy outcomes, child health and development and economic self-sufficiency of first-time families. The Nurse-Family Partnership program is free to income-eligible participants.

Services

- Prenatal Care
- Labor and Delivery
- Relationships
- Community Resources
- Normal Child Growth/Development
- Family Dynamics

Each family served has a registered nurse home visitor 2 times per month on average that continues until the child is 2 years old. Services are provided to the following counties: Lamb, Hale, Floyd, Hockley, Lubbock, Crosby, Terry, Lynn and Garza.

Call: 806-743-3390

The Nest offers free services to expecting mothers. Services include distribution of educational materials and classes for women before, during and after pregnancy. It is a national collaborative program between the TTUHSC SON, LCCHWC, March of Dimes and Zeta Phi Beta Sorority, Inc.

The Nest Goals

- Educate women about having a healthy pregnancy
- Educate women in prenatal care
- Create a supportive environment that promotes healthy behaviors
- Help participants overcome barriers to care and become assertive and informed consumers of prenatal care services.

The Nest Offers

- List of prenatal care providers
- Contact information for Medicaid and WIC
- Information and referrals given to other community resources in order to enhance the physical and emotional well-being of participant.
- Prenatal classes offered
- Pregnancy test – free

Hours

Monday — Wednesday · 9am – 2pm

Thursday · 9am - 1:30pm

Friday · Closed

Address: 2424 50th St. STE 302 | Lubbock, TX 79412

For more information call 806-743-6667 or fax 806-743-6668.

Care Access Outside of Clinic Hours:

You will have access to speak to a Nurse Practitioner outside of regular office hours for immediate, urgent needs. When you call your clinic number outside of clinic hours, the answering service will direct your call to the on-call NP. It is important to give complete, accurate information to the answering service so the on-call NP can access your records and return your call. Routine medication refills will not be directed to the on-call NP. You will be asked to leave a message on the Nurse/Prescription refill line. Your call will be returned when the clinic is open. Please note: The NP on-call cannot prescribe pain medication when outside clinic hours. They will give you directions on what you need to do for your issue.

ACCESS TO CARE REGARDLESS OF ABILITY TO PAY

This clinic provides care regardless of your payment source or ability to pay. We will not deny services due to lack of payment. When asked to make payment, please communicate with staff and make arrangements that are acceptable to you and the clinic for payment. If you cannot pay on the date of your visit, you will receive a bill in the mail. If you did not previously make payment arrangements at check out, you can call and speak with a Billing Specialist to complete this process. If you receive a bill that you do not feel is accurate, contact a Billing Specialist at 806-743-9355, and option 3 will transfer to the Billing office.

SLIDING FEE SCALE / BILLING PROCESSES

The Combest Clinics are Federally Qualified Health Centers (FQHC). Because of this we offer our services to all patients regardless of their insurance or ability to pay. The grant dollars we receive from the federal government requires that we follow specific guidelines as it relates to **documentation and billing processes.**

We offer our services through a sliding fee discount to patients who are at or below 200% of the current year's Federal Poverty Guidelines. These guidelines are based on the household and the annual household income. To qualify for the sliding fee discount you must provide us with specific documentation listed below based on your current situation.

If **employed** this documentation can be one of the following:

- Tax forms -gross earnings
- W2 Gross earnings
- Two recent checks stubs (gross earnings)
- Written statement from employer

If **unemployed**, this documentation can be one of the following:

- Public Assistance Documentation
- Zero Income Form/Unemployment form (affidavit)
- Social security check stub or letter of award
- Letter of reference from a 501 ©(3) such as a church
- Certification Letter from Medical Assistance of Department of Social Services

The proof of income documentation and the Sliding Fee Scale application are required and will need to be renewed **every six months. Unemployment renewal will occur every three months.**

If you don't have one of the needed documents listed above, you will be considered a private pay patient. However, you have 14 days to return proof of income documentation to our office to be scaled and approved for the sliding scale billing process.

If your household income is above 200% of the current poverty guidelines or you are unable to provide us with proper documentation needed you **do not** qualify for the sliding fee discount program at our clinic sites. You will be asked to make a deposit of \$50 for the clinic visit and the remainder will be billed to you. We are more than happy to set up payment arrangements for you to assist with your financial needs. Consideration is made for such circumstances as lost employment, homelessness, experienced a recent catastrophe or the sudden death in the family.

Please ask the front desk staff for any needed assistance.

YOU WILL NEVER BE DENIED SERVICES BASED ON INABILITY TO PAY!

Welcome and thank you for choosing us for your health care! Our goal is to provide you with quality care in a patient centered medical home, and to help you improve your overall health and wellness. We want to provide care that is respectful of your preferences, needs and values. We want to involve you in decisions regarding your health, by providing you the needed information and available options. Please ask any team member to contact one of our administrative staff if you feel we are not meeting these standards.

PATIENT PORTAL



Texas Tech Physicians.

MyTeamCare



UMC HEALTH SYSTEM | UMC PHYSICIANS | TEXAS TECH PHYSICIANS

YOUR HEALTH CARE,
just a click away.

myteamcare.com

Did you know that you can access your health information on line?

You can get information like medication lists, immunizations, health issues, surgeries and procedures and some test results.

You will need your Medical Records Number (MRN)

Ask front desk staff for the MyTeamCare brochure & your medical record number

Enroll by going to:

<http://www.texastechphysicians.com/lubbockportal/default.aspx>

IOS app: MyTeamCare



Android app: MyTeamCare

