

Checklist

Make a list of questions. Put the most important at the top. Ask the most important questions first and if you cannot get all of your answers on the first visit, have a list with you to help you keep track of your answers.

Make a list of other health care clinicians you have visited including names, addresses, phone numbers and reasons for visit.

Take all medicine in original containers to your visit.

Medication List

Concerns & Questions

You don't have to go to the ER
unless you really need it.

Health Home

For common illnesses, when you or your family member look or act sick:

- Fever • Vomiting • Flu • Sore Throat • Cough

For problems that may need care now:

- Asthma • Sprains • Infections • Injuries
- Cuts that may need stitches

Behavioral Health Needs

If you are experiencing a mental health crisis please call 211 for further assistance.

Emergency Room

Go to the ER when you or a family member could die or risk their health without immediate help.

- Chest Pain • Cannot Stop Bleeding
- Breathing is very hard • After a serious accident

CONVENIENT HOURS THAT WORK FOR YOU

Monday	8:00 a.m. to 7:00 p.m.
Tuesday	8:00 a.m. to 5:00 p.m.
Wednesday	8:00 a.m. to 5:00 p.m.
Thursday	8:00 a.m. to 7:00 p.m.
Friday	8:00 a.m. to 5:00 p.m.

For urgent matters after normal clinic hours you can call (920)787-5514 or 800-942-5330 and an on-call provider will call you back. Please continue to call 911 for all emergencies.

Family Health/La Clinica provides services to patients regardless of the type of insurance or lack of insurance coverage.

APPOINTMENT INFORMATION

- Calling in advance is always best.
- We offer same day appointments for medical only.
- Arrive 15 minutes prior to your appointment for patient paperwork.

Medical & Dental Center

400 South Townline Rd
PO Box 1440
Wautoma, WI 54982

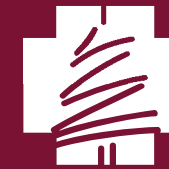
Phone: 920.787.5514
Fax: 920.787.4737

Dental Center

800 Herriot
PO Box 448
Mauston, WI 53948

Phone: 608.847.6700
Fax: 608.847.6122

(800)942-5330 | famhealth.com



Family Health
La Clinica



**Patient Centered
Health Home**

Medical & Dental Center
(800)942-5330 | famhealth.com

What is a HEALTH HOME?

A Medical Home is called a "Home" because we'd like this office to be the first place you think of for all of your medical needs. Our goal is to make it easy and comfortable to get the care you need in a way that works best for you.

As your healthcare provider, we are here to facilitate a personal partnership with you and your family to provide you with the best quality, comprehensive, and progressive primary care.

Improved Communication

You can communicate with a Health Home Team Member anytime during normal working hours by calling (920)787-5514 or sending a clinical message via the Patient Portal.

Patient Portal for 24/7 access to your Health Information.

Online access via the Patient Portal for medication refills and appointment scheduling.

We offer same day appointments for medical only services. Please arrive 15 minutes prior to your appointment for patient paperwork.

**Call for an
appointment
(800)942-5330**

Integrated Services Offered

Primary Health Care

Adult Well Care
Immunizations
Vaccinations
Well-Baby Care
Preventative Services
Chronic Disease Management

Women's Health

Family Planning
Annual Exams
Breast Health
Prenatal Care & Follow-up
Menopausal Care

Specialty Services

Colposcopy
Prolotherapy
Endometrial Biopsy
Frenotomy

Health Education

Diabetes & Nutrition
Smoking Cessation

Financial Services

Apply for Sliding Fee Assistance

Assistance obtaining insurance coverage

Behavioral Health

Psychiatric Treatment
Addiction Treatment
Child & Adolescent Treatment
Medication Management
Symptom Management
Therapy-Individual/Couple/Group
Consults

Pre Employment

Drug Testing
Health Screening
CDL Examinations

Lab Services

Thyroid
Cholesterol
Blood Sugar
Urinalysis

WIC Services

Food & Nutrition Program
Breastfeeding Counseling

Dental Services

Oral Exams, Consults & X-Rays
Fillings & Cleanings
Flouride Treatments
Dentures & Partial
Emergency Care

Transfer your records to FHLC.
Contact a Care Coordinator at
800-942-5330 Ext 439

Be an Active Participant

While the success of the PCMH model depends on the attention and skills of our medical team, your input and involvement are also very important. By providing your health care team with the information they need and following your personal health plan, you will reach your health care goals and ensure a happy, health future.

As a member of my team, I will.

Choose a primary Clinician.

Bring all medicines, supplements, and herbal or holistic products I use in their original containers to my appointment.

Fill my prescriptions on time, use them as prescribed, and tell you of any problems.

Let you know if I am unable to take medicine or follow my care plan.

Let you know when I get care somewhere else.

Help you create my action plan and track my progress.

Ask you things I do not understand.

Ask you if I need any tests or shots.

Ask for support services when I need them.

Tell you how I am feeling and how it effects my life.

Bring all questions I have to my appointments.



As a member of my team, you will.

Respect me and my family values and needs.

Ask me to take part in my health care.

Respect my culture and use language I understand.

Help me set health goals and create an action plan.

Track the care I get from other clinicians.

Ask for my ideas on how we can improve my care.

Offer appointments at times when I can come in .

Explain test results and what will happen next.

Help me get support services when I need them including Behavioral Health, Dental and WIC.

Stay in contact with me as my partner in care.

Take time to make a personal connection with me.

Help me plan for and manage any chronic health problems.

Find specialists when they are needed.

Use evidence-based medicine.