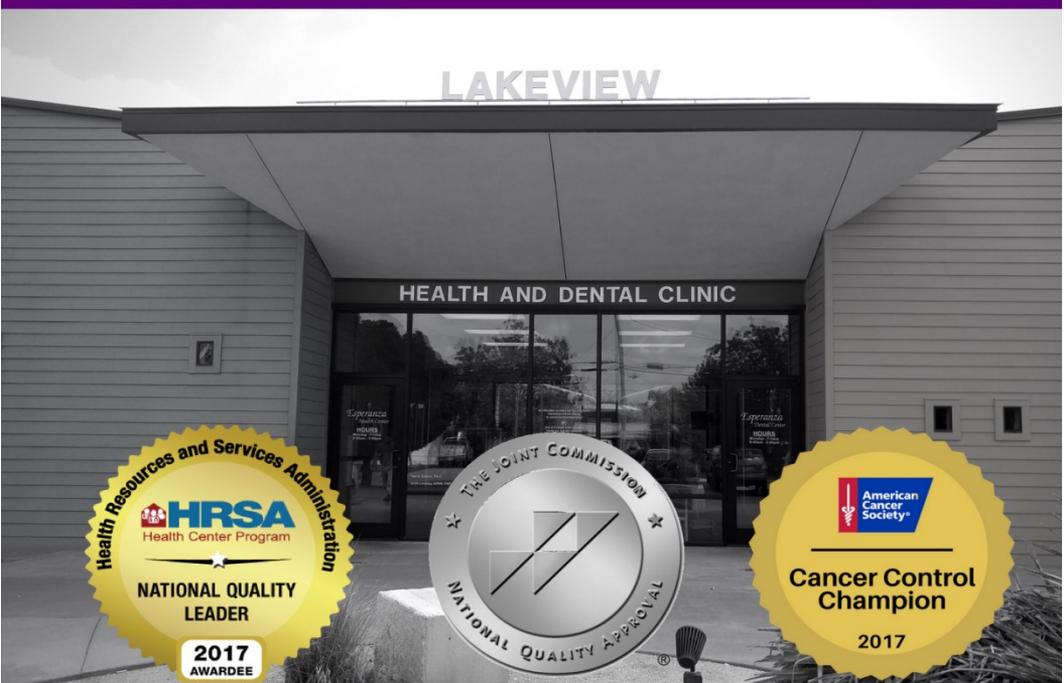




TAMBIÉN TENEMOS UNA GUÍA EN ESPAÑOL

PATIENT RESOURCE GUIDE

EVERYTHING YOU NEED TO KNOW ABOUT
YOUR HEALTHCARE HOME.



How to Use This Guide

This guide is designed to help our patients better understand all of the services and programs La Esperanza Clinic offers. Pages 1-14 will go over general information about our clinic from locations, what to bring to your appointment, payment options, clinic policies, and programs we offer. Pages 17-25 will go over the different medical and dental services we offer sorted by department. Pages 26-31 are for you, the patient, to use. We have included a template in order for you to write down notes for your medical appointment. Pages 32-37 are surveys that you can use to help La Esperanza Clinic improve our services and communications. Please deposit surveys in the designated boxes at each clinic location.

About Us

La Esperanza Clinic, Inc. is a Federally Qualified Health Center (FQHC). FQHCs are community-based health care providers that provide comprehensive patient-centered primary care services in underserved areas. FQHCs will provide services to anyone, regardless of ability to pay.

The clinic has a voluntary board of directors with a membership of nine to fifteen community residents. By mandate a minimum of 51% of members are current patients of our clinic. The board members meet monthly.

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Mission Statement

The mission of La Esperanza Clinic is to provide quality preventive health and dental care services to all people, particularly the medically underserved, of San Angelo and the Concho Valley.

Locations

La Esperanza Clinic has two convenient locations in San Angelo. Each location offers a wide selection of specialized services and a range of operating hours to accommodate all our patients' healthcare needs and schedules. Visitors can expect friendly staff, knowledgeable providers, and a quality health care plan that is designed for the patient's needs.

Our clinics are also located near public transportation. Our Chadbourne Clinic has its own stop on Route 2 and our Lakeview Clinic is about two blocks from the Tom Green County North Library stop on Route 3. If you are disabled, elderly, or insured by Medicaid you may also qualify for discounted or free transportation. Call our outreach department to find out more.

Contact us today to see all we have to offer!

Lakeview Clinic

35 E. 31st Street
San Angelo, TX 76903

South Chadbourne Clinic

1610 S. Chadbourne Street
San Angelo, TX 76903

Administration, Billing, & Outreach Offices

2033 Beauregard Avenue
San Angelo, TX 76901

Lakeview Clinic



*35 E. 31st Street
Mon-Fri 8am to 5pm*

Services Offered

- Acute/Chronic Medical Care
- Annual Physical Examinations
- Behavioral Health
- Benefit Determination Assistance
- Dental-Pediatric & Adult
- Immunizations
- Lab Services
- Nutrition Education/Counseling
- Pediatrics
- Primary Healthcare
- Radiology
- School/Employment Physicals
- Women's Health

South Chadbourne Clinic



1610 S. Chadbourne Street
Mon-Thru 8 am to 8 pm
Fri 8 am to 5 pm | Sat 9 am to 1 pm

Services Offered

- Acute/Chronic Medical Care
- Annual Physical Examinations
- Behavioral Health
- Diabetes Education Classes
- Immunizations
- Lab Services
- Nutrition Education/Counseling
- Physical Therapy
- Primary Healthcare
- Radiology
- School/Employment Exams
- **Saturday:** Walk-ins welcome 9am-1pm

What to Bring

La Esperanza Clinic is dedicated to providing affordable care to all patients; in order to continue offering lower cost care it is necessary to collect a payment during every visit.

In order to serve all our patients in a timely manner, we ask you to have the following ready when visiting the clinic:

- Insurance Cards
- Proof of Income when no insurance is available (see page 8-9)
- Photo ID
- List of current medications/allergies
- All of your current prescriptions
- First Visit:** a Utility Bill with your current address (i.e. water, electric, gas, phone, cable, etc.)

Payment Options

La Esperanza Clinic offers several payment methods that allow patients to have access to the care they need at a cost they can afford.

- Uninsured or underinsured patients qualify for the Sliding Fee Scale Discount Program
- Medicare/Medicaid, CHIP, Private Insurance, and HMO are also accepted
- Onsite assistance with applying for state services such as Medicaid and CHIP is available
- We accept VISA, MasterCard, cash, and check

Self-Pay Patient

La Esperanza Clinic knows every patient is different in their ability to pay. In order to accommodate this, the clinic offers a Sliding Fee Scale Discount Program based on different income situations.

Sliding Fee Scale Discount Program:

In order to be eligible for the Sliding Fee Scale Discount Program, patients must renew their proof of income every 6 months; regardless of if the information has not changed or if they are a long term patient of the clinic.

If you would like more information about the Sliding Fee Scale Discount Program, please call us at (325) 658-5339.

Proof of Earned Income

Proof of income is required from all members of the patient's household in order to be eligible for Sliding Fee Scale Discount Program.

If the patient gets paid bring in the most recent months' pay stubs or copies of paychecks. If paid:

- Weekly— bring four pay stubs
- Bi-weekly— bring two pay stubs
- Twice a month— bring two pay stubs
- Monthly—bring one pay stub

If the patient doesn't have pay stubs or copies of paychecks, their employer can fill out an Employment Verification Form. For all patients, a filed tax return will be accepted until June 30th of the current year.

Proof of Unearned Income:

Please bring the following (if applicable) to be eligible for the Sliding Fee Scale Discount Program:

- Current year's Social Security Award Letter for Supplemental Income
- Unemployment Benefits for current year
- Disability Award Letter
- Pell Grants
- Child Support (current printout from Attorney General's Office)
- Retirement check for current year or statement showing payments

If No Income at All

Please bring a Letter of Support and a copy of the photo ID of the supporter if they will not be present at the time of acceptance. The Letter of Support must include the dollar amount that the supporter provides for the patient in a month.

Patients staying at a shelter should provide a Letter of Support on business letterhead.

Who is a supporter?

A person who provides financial assistance (in the form of housing, toiletries, food, or money) to a patient that does not have another form of income.

How do you calculate the amount provided?

The supporter should determine how much they spend on the patient in a month. This amount should not only include the amount of money given to the patient, but also the cost of other necessities that the supporter provides. For example, if the patient lives with the supporter, the supporter should decide how much they would charge the patient if they were to ask them to pay for their share of rent, utilities, and groceries.

Note: If the visit is not covered or paid in full, any remaining balances will be billed to the patient.

PATIENT PORTAL

YOUR NEW MEDICAL RECORDS RESOURCE



ABOUT YOUR PATIENT PORTAL

La Esperanza Clinic now offers online access to your patient records using our secure Patient Portal. Not only do you have 24/7 access to your medical information, but you can also use it to request appointments.

BENEFITS

This is a free service that allows you to view your medical records at your own convenience while keeping your records secure and confidential.

HOW TO SET UP AN ACCOUNT

- On your next visit, speak with a receptionist about setting up your portal

WHAT TO BRING

- Photo ID - this is to verify your identity in order to maintain your confidentiality
- An email address to give the receptionist

HOW TO LOG IN

- The receptionist will provide you with your log in information
- You can log in securely from any computer or mobile device with an internet connection by visiting: <https://www.nextmd.com/ud2/Login/Login.aspx>



Additional Information

Missed Appointments

Patients will be given up to 15 minutes after the time of their scheduled appointment to arrive. If they arrives any later, they will be asked to reschedule.

Cancelled Appointments

La Esperanza Clinic uses text and call reminders to give patients the opportunity to cancel appointments if they need to. If the patient indicates he/she needs to reschedule they will be contacted by a staff member to make a new appointment.

Medical Records

Records are available upon by request at registration. The patient and anyone listed as an authorized person will be the only ones able to request the patient's records. Medical records also can be accessed by visiting the Patient Portal website.

Refill Policies

If you need medication refills contact your pharmacy first to see if you have refills available. The pharmacy will then contact La Esperanza Clinic for refills if necessary.

If patients require lab work before receiving a refill, they MUST schedule an appointment with their provider. It is up to the provider to determine if they are eligible for a refill. Refills will not be given to patients who are not up to date on their medical visits and lab work.

Programs

Screening for Healthcare Options and Financial Assistance

Understanding your healthcare options can be difficult at times. La Esperanza Clinic offers appointments where you can discuss your healthcare options and what financial assistance you are eligible for.

We also offer appointments with a Certified Application Counselor if you are interested in purchasing health insurance from Marketplace. To learn more, please call (325) 949-6220.

Success By 6

La Esperanza's Success By 6 program is designed to help children of teenage parents. These children need a good start in life because a major part of brain development occurs between conception and the age of six. Research has proven that children born to teenage parents are at high risk for health problems.

We can HELP! To speak with the Success By 6 Case Manager please call (325) 949-7974.

**DID YOU KNOW THAT EVERY 10
MINUTES A TEEN GETS PREGNANT
IN TEXAS?**

Source: Texas Department of State Health Services

Diabetes Education

La Esperanza Clinic offers diabetes education classes to our patients. To get details on the class topics, instructor names, and class times, please contact your primary care provider.

American Cancer Society Partnership

La Esperanza Clinic is currently partnered with the American Cancer Society in order to prevent cancer in our community.



Social Services Referrals

La Esperanza Clinic is dedicated to making an impact in our community and helping our patients succeed. In addition to providing affordable healthcare, we also provide social service referrals to other organizations in our community. For more information, please call our main phone number and ask to speak with someone from our Outreach Department.

PRESCRIPTION DISCOUNT PROGRAM



La Esperanza Clinic, Inc. patients can receive prescription discounts at the following locations:

Pacientes de La Esperanza Clinic, Inc. pueden recibir descuentos para sus recetas en los siguientes lugares:

FOOD KING

2 S Main St, San Angelo, TX 76903
(325) 658 - 6551

1926 N Bryant, San Angelo, TX 76903
(325) 653 - 3271

Monday - Friday (Lunes - Viernes) 9am - 6pm
Saturday (Sabado) 9am - 1pm



HEB (THE ORIGINAL LOCATION)

3301 Sherwood Way, San Angelo, TX 76901
(325) 942 - 0454

Monday - Friday (Lunes - Viernes) 9am - 9pm
Saturday (Sabado) 9am - 6pm
Sunday (Domingo) 10am - 5pm



MEDICAL ARTS PHARMACY

2102 Pecos St, San Angelo, TX 76901
(325) 949 - 4636

Monday - Friday (Lunes - Viernes) 8am - 6pm
Saturday (Sabado) 9am - 2pm



MYERS DRUG

29 S Chadbourne, San Angelo, TX 76903
(325) 655 - 3146

Monday - Friday (Lunes - Viernes) 9am - 6pm
Saturday (Sabado) 9am - 12pm



Serving San Angelo since 1934

DIABETES

30.3
MILLION

30.3 million people have diabetes



That's about 1 out of every 10 people



1 OUT OF 4

don't know they have diabetes

PREDIABETES

84.1
MILLION



84.1 million people — more than 1 out of 3 adults — have prediabetes



9 OUT OF 10

don't know they have prediabetes



If you have prediabetes, losing weight by:



EATING HEALTHY

&



BEING MORE ACTIVE

can cut your risk of getting type 2 diabetes in

HALF



COST



\$245
BILLION

Total medical costs and lost work and wages for people with diagnosed diabetes



Medical costs for people with diabetes are **more than twice as high** as for people without diabetes

Risk of death for adults with diabetes is



50%
HIGHER



than for adults without diabetes

People who have diabetes are at higher risk of serious health complications:



BLINDNESS



KIDNEY FAILURE



HEART DISEASE



STROKE



LOSS OF TOES, FEET, OR LEGS

TYPES OF DIABETES

TYPE 1



BODY DOESN'T MAKE ENOUGH INSULIN

- Can develop at any age
- No known way to prevent it

Nearly **18,000** youth diagnosed each year in 2011 and 2012



In adults, type 1 diabetes accounts for approximately

5%

of all diagnosed cases of diabetes

TYPE 2



BODY CAN'T USE INSULIN PROPERLY

- Can develop at any age
- Most cases can be prevented

In adults, type 2 diabetes accounts for approximately

95%

of all diagnosed cases of diabetes

More than **5,000** youth diagnosed each year in 2011 and 2012



1.5 MILLION

People 18 years and older diagnosed in 2015



RISK FACTORS FOR TYPE 2 DIABETES:



BEING OVERWEIGHT



HAVING A FAMILY HISTORY



BEING PHYSICALLY INACTIVE



BEING 45 AND OLDER

WHAT CAN YOU DO?

You can **prevent** or **delay** type 2 diabetes



LOSE WEIGHT IF NEEDED



EAT HEALTHY



BE MORE ACTIVE

LEARN MORE AT

www.cdc.gov/diabetes/prevention

OR SPEAK TO YOUR DOCTOR

You can **manage** diabetes



WORK WITH A HEALTH PROFESSIONAL



EAT HEALTHY



STAY ACTIVE

LEARN MORE AT

www.cdc.gov/diabetes/ndep

OR SPEAK TO YOUR DOCTOR

REFERENCES

Centers for Disease Control and Prevention. National Diabetes Statistics Report: Estimates of Diabetes and Its Burden in the United States, 2017. Atlanta, GA: U.S. Department of Health and Human Services; 2017.

American Diabetes Association. Economic Costs of Diabetes in the U.S. in 2012. Diabetes Care. 2013;36(4):1033-1044.

Centers for Disease Control and Prevention, National Center for Health Statistics. Underlying Cause of Death 1999-2015 on CDC WONDER Online Database, released December 2016. Data are from the Multiple Cause of Death Files, 1999-2015, as compiled from data provided by the 57 vital statistics jurisdictions through the Vital Statistics Cooperative Program. Accessed at <http://wonder.cdc.gov/ucd1015.html> on April 4, 2017.

Mayer-Davis EJ, Lawrence JM, Dabelea D, Divers J, South S, Dolan L, et al. Incidence Trends of Type 1 and Type 2 Diabetes among Youths, 2002-2012. N Engl J Med. 2017;376:1499-508.

CDC's Division of Diabetes Translation works toward a world free of the devastation of diabetes.



Primary Care

Our primary care providers are able to take care of your family's general healthcare needs.

Services Offered

- Annual Physical Examinations
- Acute Medical Care
- Chronic Medical Care
- Employment/School Physicals
- Immunizations
- Lab Work
- Nutrition Education/Counseling
- Radiology



*CURRENTLY TAKING
MEDICATIONS?*

BRING THEM WITH YOU
TO YOUR NEXT MEDICAL
APPOINTMENT

Primary Care Providers



Teena Dotson, PA-C



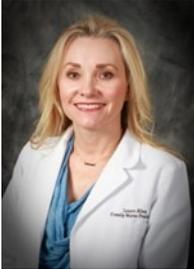
Scott Lindsey RN MSN, FNP-C



Mary Beth Luttrell, RN MSN, FNP-C



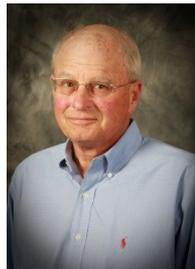
Jeffery Mays, MD



Laura Odom, RN MSN, FNP-C



Debra Sosolik, RN MSN, FNP-BC



Marc Wimpee, MD

Providers' photos are courtesy of Gary D. Hensley

Women's Health

Our women's health department offers services that are designed with female patients in mind.

Services Offered

- Family Planning
- Lab Services
- Menopause Health
- Pap Smear
- Pregnancy Health
- Ultrasounds
- Well Woman Exams

Healthy Texas Women provides assistance to some patients.

Women's Health Providers



Rosalinda Carrizales, DO, OB/GYN



Charles Harzke, MD, OB/GYN



Cindy Stokes, RN, MSN, CNM

What is HPV?*

The Human Papilloma Virus (HPV) is very common and can be easily transferred from one person to another by sexual contact. It can develop into cancer in **both** men and women.

In the United States, about 14 million people, mostly teens, become infected with HPV each year. Over 31,500 people in the United States each year are affected by a type of cancer caused by the HPV infection.

While there is screening available for cervical cancer for women, there is no screening for the other cancers caused by the HPV infection, like cancers of the mouth/throat, anus/rectum, penis, vagina and vulva.

The HPV Vaccine

- With the HPV vaccine, it is now possible to prevent certain types of HPV in the future
- All girls and boys who are 11-12 years old should get the recommended series of HPV vaccine
- The vaccination series can be started at age 9
- Teen boys and girls who did not get vaccinated when they were younger should get it now
- HPV vaccine is recommended for young women through age 26, and young men through age 21
- HPV vaccines work extremely well – Clinical trials showed HPV vaccines provide close to 100% protection against cervical pre-cancers and genital warts

Ask your provider today how you can prevent your boys and girls from HPV in the future.

**Facts are from the CDC and American Cancer society*

Pediatrics

Our pediatric department is dedicated to ensuring your infants, children, and teens remain healthy all year long. Pediatric providers treat patients from age's newborn to 18.

Services Offered

- Acute Illness Treatment
- Annual Health Exams
- Asthma Management
- Learning Difficulties—ADD & ADHD Behavioral Evaluations—Referrals Available
- Newborn Care
- Sport Physicals
- Texas Health Steps Wellness Exams
- Vaccines/Immunizations

Pediatric Providers



Monica Beisel, RN MSN, FNP-C



Celeste Caballero, MD



Caryn Krenek, MD

THE MORE THEY BURN THE BETTER THEY LEARN



YOUR
CHILD

AMOUNT OF
ACTIVITY

VARIOUS
ACTIVITIES

ACADEMIC
ACHIEVEMENT

Did you know that kids who are physically active get better grades?

Research shows that students who earn mostly **A**s are almost twice as likely to get regular physical activity than students who receive mostly **D**s and **F**s.

Physical activity can help students focus, improve behavior and boost positive attitudes. Do what you can to help your child be physically active, be it running, biking or swimming. Any type of physical activity is good, and 60 minutes a day is best. Their grades will thank you!



FOR MORE INFORMATION, VISIT
MakingHealthEasier.org/BurnToLearn

SOURCES |

CDC. Physical Inactivity and Unhealthy Dietary Behaviors and Academic Achievement.

CDC. The association between school based physical activity, including physical education, and academic performance. Atlanta, GA: U.S. DHEW, 2006.

Dental Health

Our clinic's dental health department is dedicated to ensure a bright and healthy smile on all of our patients. Patients can be seen as early as 6 months of age.

Services Offered

- Cleanings
- Exams
- Extractions
- Fillings
- Other Preventive Services
- Referrals for Braces, Oral Surgery, Dentures, and Missing Tooth Replacements

Please Note:

A minimum fee is required during each dental visit. These fees may be higher than those for medical appointments due to x-rays needed before treatment.

Certain services are not covered under the Sliding Fee Scale Discount Program and must be paid in full unless another payment arrangement has been made.

Dental Health Providers



Robert Ruiz, DDS



Carly Dusek, Dental Hygienist

Behavioral Health

We offer counseling services for individuals who are current patients of La Esperanza Clinic. Behavioral health services are by referral only.

Services Offered

- Anxiety
- Attention-Deficit/Hyperactivity Disorder (ADHD)
- Behavioral Health Intake Assessment
- Behavioral Healthcare Coordination & Social Services
- Consultations
- Depression
- Medication Services and Psychotherapy
- Obsessive-Compulsive Disorder (OCD)
- Pain Issues
- Play Therapy Starting at Age 3
- Post-traumatic Stress Disorder (PTSD)
- Sleep Problems
- Weight Issues
- COMING SOON: Substance Abuse Counseling

Behavioral Health Providers



Donna Linton, MSN, PMHMP-BC

Physical Therapy

La Esperanza Clinic currently partners with Angelo State University to offer patients access to high-quality physical therapy services. All Physical Therapy services are by referral only and are only available to current La Esperanza Clinic patients.

Your appointment will include

- Evaluation & Treatment
- Personalized Rehabilitation Programs
- Teaching & Practicing of Prescribed Rehab Program

Patients are now offered the opportunity to receive Physical Therapy services by licensed providers at our South Chadbourne Clinic.



What can a Physical Therapist Help You With?

- RELIEVING PAIN
- IMPROVING MOVEMENT OR ABILITY
- PREVENTING OR RECOVERING FROM A SPORTS INJURY
- PREVENTING DISABILITY OR SURGERY
- REHAB AFTER A STROKE, ACCIDENT, INJURY, OR SURGERY
- WORKING ON BALANCE TO PREVENT A SLIP OR FALL
- MANAGING A CHRONIC ILLNESS LIKE DIABETES, HEART DISEASE, OR ARTHRITIS
- LEARNING TO USE ASSISTIVE DEVICES LIKE A WALKER OR CANE

Medical History

You may find it helpful to fill out this information at home, tear out this page, and bring it to your next appointment.

Current Medications

Please also remember to bring all of your medications to your appointment if possible.

Medical History:

I have been diagnosed with: _____

My immediate family members have been diagnosed with (Please include relation): _____

Emergency Contacts

Emergency Contact: _____

Phone number: (____) ____ - _____ Relation: _____

Emergency Contact: _____

Phone number: (____) ____ - _____ Relation: _____

Allergies

Please list all allergies, including those to medications.

Allergies: _____

Reminder: Please remember to bring your insurance card (or proof of income), a photo ID, current medications, and a payment method to your appointment. If you have not already set up a patient portal, you may also want to write down your email address to give to the receptionist.

Patient Notes

Some patients find it helpful to take notes during their appointments. For your convenience, we have included a spot here for you to do so. The edges of the pages are perforated in order to make it easy for you to file it in your records.

Date: _____ *Provider Name:* _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N *Follow up date:* _____

Date: _____ *Provider Name:* _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N *Follow up date:* _____

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Date: _____ **Provider Name:** _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N **Follow up date:** _____

Date: _____ **Provider Name:** _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N **Follow up date:** _____

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Date: _____ *Provider Name:* _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N *Follow up date:* _____

Date: _____ *Provider Name:* _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N *Follow up date:* _____

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Date: _____ **Provider Name:** _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N **Follow up date:** _____

Date: _____ **Provider Name:** _____

Reason for appointment: _____

Advice: _____

Additional Notes: _____

Follow up needed: Y/N **Follow up date:** _____

First Visit Survey

If this is your first visit to La Esperanza Clinic, please fill out this short survey based on your initial impressions.

1. How did you hear about us?

Facebook	Billboard	Newspaper
Commercial	Our Website	Outreach
From a friend	Referral	Other: _____

2. Do you have any concerns about your visit?

3. La Esperanza Clinic aspires to become your healthcare home and offers many different services. Please circle the services that you **did not** know we offered.

Primary Care	Dental Health
Physical Therapy	Behavioral Health
Women's Health	Ultrasounds
Pediatrics	Nutrition Education
Lab work	Radiology

4. True or False

T / F I've heard good things about La Esperanza.

T / F I would consider making La Esperanza my Healthcare Home.

T / F I have attended an outreach event in the past.

Thank you for your feedback!

Encuesta de Su Primera Visita

Si eso es su primera visita a La Esperanza Clinic, complete esa encuesta breve basado en su impresión inicial, por favor.

1. ¿Cómo se enteró de nosotros?

Facebook

Cartelera

Periódico

Comercial

Sitio Web

Alcance Comunitario

Un Amigo

Referencia

Otra: _____

2. ¿Tiene usted preocupaciones su visita?

3. La Esperanza Clinic gustaría ser su casa de salud y ofrece muchos servicios. Seleccione los servicios que **no sabía** ofrecemos.

Medicina Primaria

Salud Dental

Terapia Física

Salud Mental

Salud de la Mujer

Ultrasonidos

Pediatría

Educación En Nutrición

Servicios de Laboratorio

Servicio de Radiología

4. Cierto o Falso

C / F He oído cosas buenas sobre La Esperanza.

C / F Consideraría hacer La Esperanza mi casa de salud.

C / F He asistido a un evento de extensión en el pasado.

¡Gracias por sus comentarios!

Encuesta Confidencial del Paciente

Nombre del Proveedor Médico _____

¿Qué es lo que le más le gusta del centro o lo que menos le gusta de nuestro Centro? _____

¿Tiene sugerencias para mejorar? _____

Por favor califique la calidad de nuestros servicios en las siguientes áreas y circule el número de acuerdo a cada servicio

1: Muy Pobre 2: Pobre 3: Regular 4: Bueno 5: Muy Bueno

Prontitud con la que recibe servicios

Habilidad para obtener una cita	1	2	3	4	5
Rapidez en contestarle por teléfono	1	2	3	4	5

El Consultorio

Tiempo en la sala de espera	1	2	3	4	5
Tiempo en el cuarto de examen	1	2	3	4	5

Proveedores

Proveedor Médico, Asistente Médico, Enfermera Practicante, Dentista, Higienista, Sonógrafo y Salud Mental

Lo escuchan	1	2	3	4	5
Se toman suficiente tiempo con usted	1	2	3	4	5
Le explican lo que usted quiere saber	1	2	3	4	5

Enfermeras, Médicos y Asistente Dental

Son amistosos y amables cuando le ayudan	1	2	3	4	5
Le contestan sus preguntas	1	2	3	4	5

Demás Empleados

Incluye: Recepcionista, Empleados de Alcance Comunitario y Educadores para Pacientes

Amables y dispuestos en ayudarle	1	2	3	4	5
Le contestan sus preguntas	1	2	3	4	5

Facilidades

El consultorio está en orden y limpio.	1	2	3	4	5
--	---	---	---	---	---

Optional Survey

*La Esperanza Clinic would like to keep you updated on our services and relevant health information. Please fill out the survey below to let us know how you would prefer to receive that information.**

Please rank the following platforms based on how you would prefer to receive important updates from La Esperanza Clinic.

1= Most Preferred, 7= Least Preferred

_____ Facebook

_____ Mail

_____ E-mail Newsletter

_____ Billboard

_____ Local Newspaper

_____ Local T.V. Station

_____ Our Website

_____ Outreach

_____ Other: _____

*by filling out this survey, you are not requesting to be put on an email or a mailing list

Encuesta Opcional

*La Esperanza Clinic gustaría mantener usted bien informado sobre nuestros servicios e información de salud. Complete esta encuesta a avísenos cómo le gustaría recibir esa información.**

Clasificar las siguientes opciones basándose en cómo preferiría a recibir información importante de La Esperanza Clinic, por favor.

1 = Más Preferido, 7 = Menos Preferido

_____ Facebook

_____ Correo

_____ Correo electrónico

_____ Cartelera

_____ Periódico local

_____ Estación de televisión local

_____ Nuestro sitio web

_____ Eventos de Alcance Comunitarios

_____ Otra: _____

* Por completando esta encuesta, no está solicitando ser puesto en una lista de correo o correo electrónico.

Frequently Asked Questions

Q: English is not my primary language, do you have translators?

A: Yes! We offer a translation service.

Q: Do you accept walk-ins?

A: On Saturdays, the South Chadbourne Clinic accepts walk-ins from 9am to 1pm. For visits during the week, please call ahead to schedule an appointment.

Q: I do not have health insurance; can I still come to your clinics?

A: Of course! We offer a Sliding Fee Scale Discount Program for those who are uninsured based off of your current income.

Q: I paid at my appointment, why did I receive a bill?

A: We collect a minimum payment at the visit, but that is not your total. Depending on what your appointment entails, additional costs may be added.

Q: I received a bill but I cannot afford to pay it right away, do you have any payment plans?

A: If you have trouble paying your complete bill, please call our office to discuss a payment arrangement.

Q: What payment methods do you accept?

A: We accept VISA/MasterCard, cash, and checks.



La Esperanza Clinic, Inc.



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