



Partnership
Community Health Center

**PATIENT
INFORMATION**

WELCOME!



Welcome to Partnership Community Health Center.

We are honored that you have chosen us as your health care provider. Thank you! We are committed to providing you and your loved ones with high quality care at every point in your life journey.

As a Partnership patient, here are some of the things you can expect:

Primary medical, dental, and behavioral health care, with a focus on a “team approach” to care. Your care team is made up of the providers (doctors, nurse practitioners, dentists, dental hygienists, counselors) and supporting staff you see at Partnership. They work together to make sure you receive the attention, support and compassion you deserve.

Care at a cost you can afford. Providing affordable care to all patients, regardless of income or insurance status, is central to our mission. We proudly accept BadgerCare+/Medicaid, Medicare, and many commercial medical insurance plans. If you do not have insurance or are under-insured, our sliding fee discount program may allow us to reduce the amount you pay.

Care in your language. We are committed to caring for you in your language. We can arrange for interpretation in almost any language.

Please take some time to read through the resources in this packet to learn about the ways we can work together to keep you healthy. Included are the following items:

- Our Services
- What to Expect at Your PCHC Visit
- Frequently Asked Questions (FAQs)
- Transportation Resources
- Contact Information

For more information, please visit our website at www.partnershipchc.org

Once again, welcome and thank you for trusting us with your care. We look forward to working with you to achieve your health and wellness goals.

Sincerely,

Your Partnership Care Team

OUR SERVICES

Primary Care

We are proud to offer a wide range of primary care services to meet you and your family's everyday health needs, including:

- Annual wellness exams (including Medicare Annual Wellness)
- Chronic disease management
- Healthy lifestyle support
- Immunizations/vaccinations
- Medication Assisted Recovery/Substance Use Disorder treatment
- On-site lab services
- Pediatrics
- Physicals
- Prescription assistance
- Radiology (on-site x-rays)
- Referrals to specialty care
- Sick visits/acute care (Sore throat, cough, flu, etc.)
- Smoking cessation
- Telehealth appointments

Partnership is a "medical home." What does that mean?

A medical home is a team-based approach to providing total healthcare. Your care team will include your Partnership primary care provider, the other healthcare providers who support you, and — most importantly — YOU!



Together, you and your care team will work on a wellness plan that:

- Is personalized just for you
- Is coordinated with other health care providers
- Connects you with all the members of your care team

Your care at PCHC uses evidence-based guidelines from sources like: the American Academy of Family Physicians, the American Heart Association, the American Diabetes Association, and the United States Preventative Services task force.

Behavioral Health

At PCHC, we understand that untreated mental or behavioral health challenges can make it difficult to maintain healthy, lasting changes, such as improving your diet, increasing physical activity, or staying on track with prescriptions. That's why we offer compassionate, personalized behavioral health services to support your mental and emotional well-being.

Whether you're experiencing stress, anxiety, depression, or other concerns, our team is here to help. Through counseling, medication, or a combination of both, we work with you to better understand your experiences and move toward meaningful solutions.

Our Behavioral Health team can support you with:

- Anxiety
- Depression
- ADHD
- Managing Life Stress
- Loss or Grief
- Substance Use
- Relationship Support
- Anger Management
- Health Goals
- Behavior Change

WHERE TO GO FOR CARE



Primary Care

Partnership Community Health Center (PCHC) Primary Care typically offers appointments within 24 hours and can sometimes accommodate same-day care. Our providers are trained to treat non-emergency illnesses and injuries, in addition to sick visits and annual check-ups for all ages.

Make an appointment with your PCHC provider for:

- Yearly check-ups or physicals
- Seasonal allergies
- Chronic pain
- Ear and/or sinus pain
- Fever, cold, and flu
- Minor injuries or burns
- Rashes
- Sore throat
- Stomach ache
- Joint pain



Call us first

We want to make sure you get connected to the right type of care. **Please call us (920-731-7445) to speak with one of our nurses for:**

- Asthma/COPD flare-ups
- Severe abdominal pain
- Allergic reactions
- Cuts/wounds that may need stitches



Emergency Care

Emergency Rooms (ERs) are staffed 24 hours a day, 7 days a week by emergency medicine physicians. ERs are able to handle a range of emergency illnesses and injuries for both adults and children.

Visit an Emergency Room for:

- Broken bones
- Chest pain or heart attack
- Severe difficulty breathing
- Fainting, dizziness, or weakness
- Head or neck injuries
- Seizures
- Strokes
- Uncontrolled bleeding

OUR SERVICES

Dental

Whether you have never missed a routine dental check-up in your life or whether it is your first time ever going to the dentist, we can help you get a smile you can be proud of! Our team of dentists and dental hygienists provide non-judgmental, compassionate care and aim to create a safe, welcoming environment for all patients. We currently have three dental locations in Appleton, Oshkosh, and Waupaca.

Our dental services include:

- Dental Exams and X-Rays
- Routine Check-ups & Cleanings
- Deep Cleaning/Periodontal Maintenance
- Sealants
- Fluoride Treatment
- Restorative Care
- Extractions
- Dentures & Partials

Partnership is one of the few dental providers in the area that accepts Medicaid (also known as BadgerCare+ or the ForwardHealth card) for dental services.



Health Insurance Enrollment

Partnership can help you get the coverage you need! Our team of Enrollment Specialists are knowledgeable about the different health insurance options available to you and can help with:

- Medicaid (BadgerCare+) enrollment and renewal assistance
- Health Insurance Marketplace (HealthCare.gov) enrollment and assistance
- Partnership's Sliding Fee Discount Program
- FoodShare applications
- Referrals to community resources

HealthCare.gov

BADGERCARE+





Partnership
Community Health Center

FREQUENTLY ASKED QUESTIONS (FAQs)

PRIMARY CARE FAQs

How do I schedule a primary care appointment?

The best way to schedule an appointment is by calling our main line at 920-731-7445, Monday - Friday during business hours. Same-day appointments may be available, but we cannot guarantee that they will be.

What do I need to know for my upcoming primary care appointment?

We want to make sure that we have enough time to address your health needs and concerns. We ask that you arrive 10 minutes early for your appointment. This will provide our team the opportunity to register you, update your medical records, and gather any information before your visit. If needed, you will be notified of any additional instructions for your visit at least one day in advance.

Please bring to each appointment:

1. A current photo ID
2. Your insurance card (if you have health insurance)
3. Sliding fees or copays from insurance due will be collected when you check in

Appointment reminder texts/calls — As an additional courtesy to our patients, we offer text/phone call reminders 48 hours before each visit. Please notify a Patient Service Representative at our front desk if you are not receiving appointment reminders and would like to.

How do I cancel an appointment?

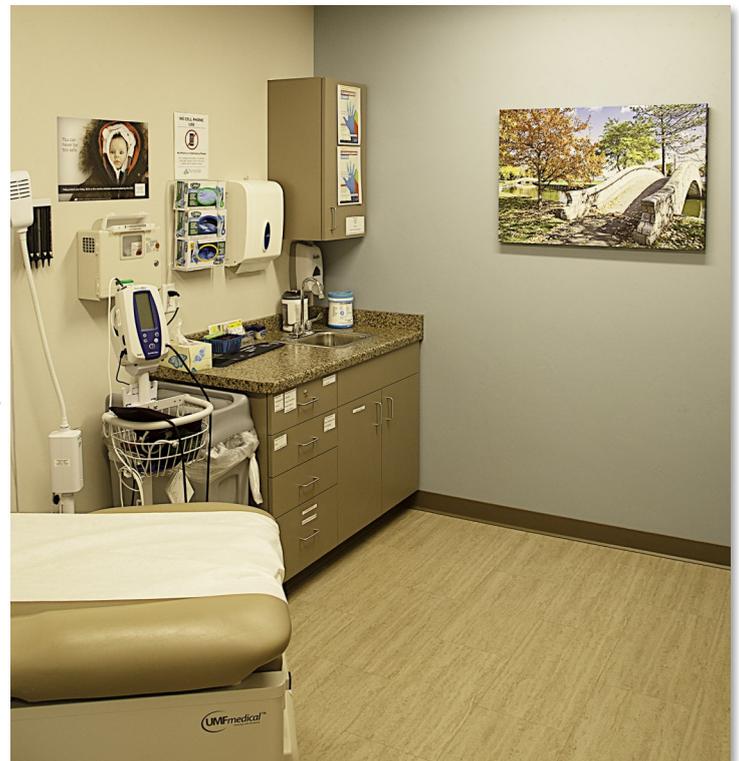
We respectfully ask that you call our main line to cancel appointments with a 24-hour notice. You can reschedule your appointment at that time.

What happens if I arrive late?

If you arrive late, we will make every attempt to see you the same day. If we are unable, we may have to reschedule on a different day.

What can I expect after my visit?

After each visit, you will receive an “After Visit Summary” that contains a description of what happened at your visit as well as information about your current health. It may also include updates to your treatment plan and/or instructions for follow-up care. Please review the summary each time to make sure it is accurate.



PRIMARY CARE FAQs

How do I submit a request for a prescription refill?

The best way to request a prescription refill is through your pharmacy of choice. Please call your pharmacy first and ask a pharmacist/pharmacy technician if you have refills available. This is an important step that speeds up the process.

Please note that each new prescription sent by your provider has a new Rx number. Even if your medication bottle and/or the automated system at your pharmacy indicates you have no refills remaining, there may be refills for the same medication under a different Rx number.

If you still need assistance after calling your pharmacy, you can call our dedicated Pharmacy Refill Line at 920-750-6630. Most refills will be at your pharmacy within 1-3 business days after your call.

How can I reach you “after hours?”

If you need to reach us after the health center is closed with what you feel is a life-threatening emergency, please dial 911 or go to a local emergency department immediately.

If you are experiencing an urgent medical situation that you don't feel is life-threatening, you may speak to a ThedaCare triage nurse by calling ThedaCare On Call at **920-830-6877**. You may also choose to leave us a message on our main line and we will return your call the following business day.



Access your medical information **anytime, anywhere.**



Sign up today! Download the MyChart mobile app
or **Visit: partnershipchc.thedacare.org**

Use your computer or smartphone to:

-  Message your care team
-  Precheck-in for your appointment
-  Request a medication refill
-  Keep track of your visits
-  Access your test results and medical records

DENTAL FAQs

How do I schedule a dental appointment?

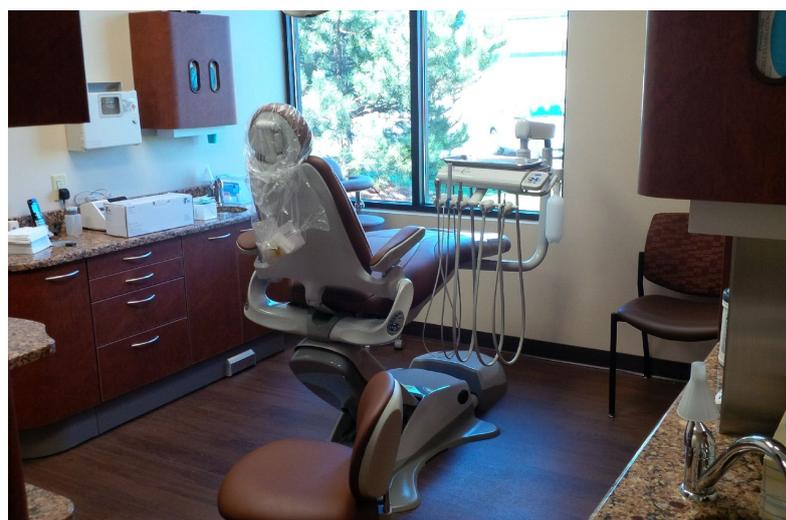
The best way to schedule an appointment is by calling our main line at 920-731-7445, Monday - Friday during business hours. Same-day appointments may be available, but we cannot guarantee that they will be.

What do I need to know for my upcoming dental appointment?

We want to make sure that we have enough time to address your health needs and concerns. We ask that you plan to arrive at least 10 minutes early for your appointment. This will provide our team the opportunity to register you, update your medical records, and gather any information before your visit.

Please bring to each appointment:

- A current photo ID (patient or parent/ guardian)
- Your insurance card (if you have Dental insurance coverage)
- A current list of medications
- Legal Guardianship paperwork, if applicable
- Payment, if applicable:
 - Sliding fee scale fees will be collected following your appointment



Will I receive a confirmation call ?

As an additional courtesy to our patients, we offer text reminders 3 days and 1 day prior to each visit. If the appointment is not confirmed at these times, we will make a courtesy confirmation call. Please notify a Patient Service Representative at our front desk if you are not receiving appointment reminders and would like to.

How do I cancel an appointment?

We respectfully ask that you call our main line to cancel appointment with at 24-hour notice. You can reschedule your appointment at this time. Appointments cancelled less than 4-hours prior to appointment time are considered "late-cancellations."

In order to ensure we are able to meet patient needs, if you late-cancel or no-show two appointments within a 6-month period, you will be placed on same-day status for 6-months. During this 6-months, you will only be able to make an appointment if we have same-day appointment availability and must call (920) 731-7445 to schedule.

DENTAL FAQS

Who can come to the visit?

For the safety of our patients and staff, please limit the number of people coming to your appointment. We will only allow one family member/friend/caretaker in the treatment room, in addition to the patient.

If the patient is a minor or has a Legal Guardian, the parent/ guardian must accompany the patient to their appointment and remain onsite for the duration of the appointment.

- If the parent/ guardian of a minor patient cannot accompany the patient, the patient must be accompanied by another adult (18+), and Power of Attorney paperwork (provided by Partnership or available at www.partnershipchc.org) must be completed prior to the appointment.
- If the patient is an adult with a guardian and the guardian cannot accompany the patient, paperwork (Health History, Consent Forms, etc.) must be completed and signed prior to the appointment date. An Authorization to Access form (Provided by Partnership) must also be completed prior to the appointment and the patient must be accompanied by the listed adult.

What happens if I arrive late?

If you arrive late, we will make our best attempt to see you the same day. Due to the demand of our appointment schedule, however we may not be able and will reschedule your appointment for a different day.

What can I expect after my visit?

We will schedule any additional appointment(s) that are required and, if you owe a balance, you will pay at this time. You may also receive follow-up and/or aftercare instructions following your dental treatment.

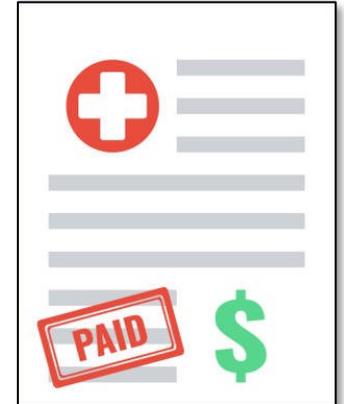
BILLING FAQs

Will insurance cover my visit to Partnership?

Everyone's insurance plan is different. Please contact your specific plan for individual coverage information.

Will I get a bill for the services I received?

You may receive a bill if your insurance company does not cover all the services you received at your visit, or if you are uninsured and did not pay at the time of the service.



Why do you ask for my proof of income?

As a Federally Qualified Health Center, we may be able to reduce the cost of your services as a part of our Sliding Fee Discount Program. Your discount amount is based on your household size and income, which is why we ask for copies of your paystubs and other proof of income. This helps you pay less!

Do I qualify for your Sliding Fee Discount Program?

Our Sliding Fee Scale is updated yearly based on the Federal Poverty guidelines published by the government. We take both your household size and income into consideration when determining your discount level. If either of those change at any point, please let us know and we can re-evaluate your eligibility.

I qualify for the Sliding Fee Scale, so why is my spouse getting charged full price?

Please let us know if other members of your family/household are receiving medical, dental or behavioral health services at Partnership, so that we can apply the appropriate discounts.

Why did I receive a bill from ThedaCare for my lab work?

Partnership does not have a full-service lab onsite. We send certain lab tests to ThedaCare to be analyzed. They will bill your insurance (if applicable) and you may be responsible for some portion of the lab fees. ThedaCare has agreed to waive lab fees for Partnership patients who don't have insurance.

Why did I receive a bill from Radiology Associates of Appleton for an x-ray taken during my office visit?

We do not have a radiologist on staff. We send x-rays to Radiology Associates of Appleton to be read. They will bill your insurance (if applicable) and you may be responsible for some portion of the x-ray reading fee. Radiology Associates of Appleton has agreed to discount to \$20 per x-ray for Partnership patients who don't have insurance.

BILLING FAQs

How can I get an estimate of what my visit will cost?

Patients who either:

- 1) don't have insurance,
- 2) are receiving services not covered by their insurance plan, or
- 3) have an insurance plan that is out-of-network with Partnership,

are entitled to receive a cost estimate of their upcoming appointment. This "Good Faith Estimate" can be requested at least 3 days in advance of the appointment and will include the total expected cost of any non-emergency items or services. We will provide a Good Faith Estimate within 1 business day for any appointments scheduled 3-9 days in advance, and within 3 business days for appointments scheduled 10 or more days in advance.

How do I pay my bill?

You can pay your bill from Partnership in several different ways:

1. **Online**—Go to partnershipchc.org and click on the **Pay My Bill** button on the home page.
2. **Mail**—Mail a check, money order or credit card information to:
119 N. McCarthy Rd. Suite S, Appleton, WI 54913-9107,
along with the top portion of your billing statement.
3. **In-person**—Our Patient Service Representatives at the front desk can take your payment (cash, check, money order credit/debit) at any of our clinical locations.
4. **Phone**-- Call the Billing Dept at 920-750-7334 and leave a detailed message.

*For additional questions about your bill, please contact our Billing Department at **920-750-7334** and leave a detailed voice message. We will return your call within 48 business hours.*

CONTACT US



Primary Care and Behavioral Health

5471 Waterford Lane
Appleton, WI 54913

Hours:

7:30 AM – 6:30 PM | M, T, TH
7:30 AM – 5:00 PM | W, F

Phone: 920-731-7445

Dental



Appleton

5337 W. Grande Market Drive
Appleton, WI 54913

Hours:

7:40 AM – 6:00 PM | M-TH
7:40 AM – 12:00 PM | F



Oshkosh

550 City Center, Oshkosh, WI
Oshkosh, WI 54901

Hours:

7:40 AM – 6:00 PM | M-TH
7:40 AM – 12:00 PM | F



Waupaca

825 W. Fulton Street
Waupaca, WI 54981

Hours:

7:40 AM – 6:00 PM | M-TH
Closed | F

For all dental inquiries, please call **920-731-7445**

Other Sites



Health Insurance Enrollment

119 N. McCarthy Road, Suite S (Door #21)
Appleton, WI 54913

Hours:

8:00 AM – 4:30 PM | M-F

Phone: 920-882-6420

TRANSPORTATION RESOURCES

Non-Emergency Medical Transportation for BadgerCare Patients

Call MTM at [1-866-907-1493](tel:1-866-907-1493) at least **2 business days before** your appointment.

Call hours: Monday through Friday from 7am to 6pm.

Scheduling is also available online at www.mtm-inc.net/wisconsin/ or through the MTM Link Member mobile app.

Same day rides available for urgent care if scheduled at least 3 hours in advance (Note: MTM will verify the urgency of your appointment with your provider)

Information needed when scheduling:

- Forward Health #
- Appointment Date and Time
- Your Name, Phone Number and Address
- Clinic Name, Phone Number and Address



Veyo offers the following, based on your medical and transportation needs: **mileage reimbursements, bus tickets and/or rides.**

Valley Transit or GO Transit Bus

Partnership Community Health Center bus route information shown below:

Medical Center

5471 Waterford Lane, Appleton, WI 54913

Dental Center - Appleton

5337 W. Grande Market Dr., Appleton, WI 54913

Health Insurance Enrollment Center

119 N. McCarthy Rd. Ste. S (Door #21), Appleton, WI 54913

Bus Line #15 (Valley Transit, Fox Cities)

Nearest Bus Stop: Corner of Casaloma Dr. & Grande Market Dr.

Dental Center - Oshkosh

550 City Center Oshkosh, WI 54901

Nearest Bus Stop: Across from the Downtown Transit Center.



Don't qualify for a ride through MTM?

Need other transportation resources?

920-225-1719

The Connector through Valley Transit

To schedule or cancel a ride, call [920-832-5789](tel:920-832-5789). A **minimum 2-hour notice is required** for each ride you schedule.

Operates from **4am through midnight Monday – Saturday** (not on holidays)

- Used in combination with Valley Transit bus during regular bus hours
- Brings you to locations outside the normal bus routes (The Connector Zone)

For each one-way trip, **you will pay \$2 on the bus and \$4 on The Connector.**



*Making a difference in the lives of people;
Creating a healthy community.*