Patient Services

Your experience as a patient at HealthCare Partners is our top priority. In the spirit of our core value of continuous improvement, we have developed the following programs to assist you in accessing the services you need.
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Following My Health

You now have access to your medical records online through our Follow My Health patient portal. Through this new patient portal, you can track your medications, review recent immunizations, view test results, schedule appointments and much more, all within the convenience of your own home. To join, please talk to your clinic to get signed up.

Schedule appointments  View test and lab results  Request Rx refills
If you need to speak with someone from HealthCare Partners after hours or on weekends or holidays, our after-hours call center is there to help. When you call your clinic phone number after hours, you will be greeted by a HealthCare Partners teammate specifically trained to assist you. You can change your appointment and check on needed medication refills.

If you have a medical issue, we have trained, licensed Registered Nurses to answer your questions. These HealthCare Partners Nurses have full access to your Electronic Health Record and can assist with guiding you through urgent needs.
Through your Care Management Team you have access to:

- Education on health conditions
- Tips on how to follow your provider’s instructions
- Assistance with coordination of your care
- Information on community and national resources
- Assistance in working with your insurance company

If you experience a hospitalization or major life event, teammates from Care Management will be there for you and your family to offer guidance, instruction, and support.

You can contact your Care Management Team through your primary care provider office. Just ask to speak with someone on your Care Management Team.
HAVE AN URGENT NEED?

If you are experiencing one of these conditions and are not able to visit your primary care physician or if it is after hours, then stop by an affiliated HealthCare Partners urgent care clinic:

- Flu & Common Cold Symptoms
- Sinus Infections
- Back Pain
- Diabetes
- Diarrhea or Dehydration
- Strains & Sprains
- Headaches
- Lacerations
- All Other Non-Life Threatening Conditions

HEALTHCARE PARTNERS URGENT CARE CLINICS WILL HAVE YOUR MEDICAL RECORDS ON FILE!
VISIT AN URGENT CARE NEAR YOU!

35% OF ER VISITS IN THE U.S. COULD HAVE BEEN RESOLVED FASTER AT AN URGENT CARE

1 IN 5 VISITS TO HOSPITAL ERS COULD BE TREATED AT URGENT CARE CENTERS

YOUR COST AT AN URGENT CARE IS LESS EXPENSIVE THAN AN ER

*Source: urgentcare.org

Call a clinic listed below if you have questions on urgent vs. non-emergency conditions:

**West Lake Mead Urgent Care**
595 West Lake Mead Pkwy.
Henderson, NV 89015
(702) 566-5500
(Clinic & After Hours Patient Access Line)
Mon–Fri 7:00am – 8:00pm
Sat 8:00am – 6:00pm
Sun 8:00am – 12:00pm

**Wynn Urgent Care**
4880 S. Wynn Rd.
Las Vegas, NV 89103
(702) 871-5005
(Clinic & After Hours Patient Access Line)
Open 24 Hours/365 Days

**Calvada Urgent Care**
1501 E. Calvada Blvd.
Pahrump, NV 89048
(775) 727-5500
(Clinic & After Hours Patient Access Line)
Mon–Sat 8:00am – 8:00pm

More locations coming soon!

View all affiliated urgent care locations at hcpnv.com/urgentcare.
Your clinic can provide you with a Wellpac planner, a personalized health organizer that allows you to:

- Keep all of your medical information in one convenient location.
- The Wellpac planner is expandable, making it easy for you to file your medical records such as lab results and clinical summaries.
- Include important information about your doctor’s office as well as health and wellness resources to help manage your health.

These planners will become an important tool that you will add to over time. Each member of HealthCare Partners’ health care team will work with you to add medical information to the Wellpac during every visit, including the front-office staff, medical assistants, nurses and care managers. This will ensure you have all of your pertinent information with you when you visit your specialist or other medical offices. Ask the front office for your Wellpac at your next visit.
THE IMPORTANCE OF
A Comprehensive Evaluation:

In order to accurately assess and treat all of your conditions, and to get to know you better, we recommend you have a Comprehensive Evaluation completed at least twice a year.

A Comprehensive Evaluation is a very thorough exam your provider performs so that your medical record reflects the most complete picture of your health profile. The exam may include labs, x-rays, or other additional diagnostic or screening tests to help determine all of your needs.

Because we at HealthCare Partners want to make sure you receive quality care, we recommend you schedule your Comprehensive Evaluation soon if you have not had one this year. It will help your provider and clinic team manage your health effectively, and it will help ensure you receive all of the resources and assistance available to you.
HEALTH CARE CHECKLIST

At HealthCare Partners we want you to be informed and involved with your health care. This checklist will help you keep track of important topics that you will discuss with your provider and his or her team over the course of the year.

STAYING HEALTHY FOR EVERYONE:

☐ Complete Breast Cancer Screening
☐ Complete Colon Cancer Screening
☐ Complete Glaucoma Screening
☐ Discussed Exercise

Recommended Exercise: __________________________________________

☐ Discussed Maintaining Mental Health
☐ Check Weight Daily

Recommended Foods: ___________________________________________

☐ Completed Annual Flu Vaccine Date: ____________________________
☐ Completed Pneumonia Vaccine Date: _____________________________
☐ Discussed Bladder Control/Leakage of Urine
☐ Discussed Advanced Directives
☐ Discussed Fall Prevention
MANAGING YOUR MEDICATIONS:
- Reviewed All Medications
- Discussed Difficulties with Your Medication
- Discussed Importance of Taking Your Medication

MANAGING CHRONIC DISEASES:
- Controlling Blood Pressure
  
  Blood Pressure on this Visit: ________________________________

- Measuring and Controlling Cholesterol
- Diabetes
  - Check and Improve HBA1c
  - Check for Damage to Vision
  - Check for Damage to Kidneys
- Evaluating and Treating Osteoporosis
- Treating Rheumatoid Arthritis
- Discussed Ability to Care for Yourself
  
  Signs to Look for When in Decline: ________________________________

- Discussed Pain Control
OUR CUSTOMER SERVICE:

- Let us know whenever you are hospitalized
- How we will tell you about test results
- How to get an urgent appointment
- How to get a referral to a specialist
- How to get refills on your medication
- How to get help after hours
- How to access the health plan customer service
- How to get an interpreter or contact us through teletypewriter (TTY)/telecommunication device for the deaf (TDD)
- How to compliment a staff member
- How to tell us of a concern with our service

IF YOU EVER HAVE ANY QUESTIONS ABOUT THE FOLLOWING TOPICS MAKE SURE TO ASK YOUR DOCTOR:

- The importance of receiving the flu and pneumonia shots
- How to start or improve your exercise and physical activity
- Ways to treat urinary incontinence, the leakage of urine
- Ways to prevent falls or treat problems with balance or walking
- Any emotional problems, such as feeling anxious, depressed or irritable
SPECIALIST REFERRAL PROCESS

A referral to see a specialist is handled on an individual basis as determined by your provider. The expected time frame to see your specialist will vary based on the type of referral being ordered and the type of specialist you are seeing.

BELOW ARE THE 7 STEPS TO THE SPECIALIST REFERRAL PROCESS:

Step 1: Your primary care provider will determine the type of referral that needs to be ordered and will write your referral. The expected time frame for the paperwork completion step is based on the referral type.

- Routine: You will be notified within 10-14 days on average
- ASAP: You will be notified within 3-5 days on average
- Urgent/Stat: You will be notified within one business day

Step 2: The referral is sent to the HealthCare Partners referrals department from your provider's office for processing and insurances verification.

Step 3: The HealthCare Partners referrals team will send your referral to your health plan for authorization

- Your health plan will notify HealthCare Partners if additional pre-testing is required. You will then be notified by HealthCare Partners if additional pre-testing is required to process the referral
- There may be times when your referral is denied, in which case you will be notified by HealthCare Partners and/or your health plan

Step 4: Once your referral has been approved, you will be notified by HealthCare Partners with an automated phone call and letter.

Step 5: Follow the instructions found in the teal referral-marked envelope that will be mailed to you.

Step 6: Patient to schedule appointment to see specialist.

Step 7: After your appointment, your specialist will send records to your primary care provider.

If you have any questions or need assistance scheduling your appointment with your specialist, please contact the referrals department at 702.566.3952
We know the health care system can be complicated at times. Here at HealthCare Partners we have a team designed to help patients navigate through our system. Our Service Excellence Team is available to assist with questions, concerns or if you would like to pay someone a compliment. They can be reached via phone, email or online:

Mon – Fri: 7am – 6pm  |  702.479.2300
resolution@hcpnv.com  |  hcpnv.com/contact
PART OF BEING WELL IS BEING HEARD.

At HealthCare Partners we are committed to providing our patients with quality care. We always want your overall experience to be excellent. We value feedback so that we can continue to meet your needs and exceed your expectations.

Throughout the year you may receive surveys in the mail or be asked to fill out electronic questionnaires in the clinic. These surveys ask you to evaluate your health care experience as well as your input on topics that are important. The questions focus on aspects of quality only our patients are best qualified to assess, such as the communication skills of providers and accessibility of health care services.

This information will allow us to assess your needs in order to:

- Provide you with appropriate care
- Provide needed care in a timely manner
- Coordinate the best communication between you and your provider and care team

HealthCare Partners is always striving to provide the best possible care to our patients. We are asking for your input so we can evaluate our successes and identify where we can improve. Please take a moment and complete the surveys you receive.

We look forward to serving as your partner in health for many years to come.

You Said, We Did.

Tell us how we’re doing by:

- VISITING OUR WEBSITE HCPNV.COM
- EMAILING US RESOLUTION@HCPNV.COM
- CALLING 702.479.2300
- REVIEWING YOUR EXPERIENCE IN-CLINIC CUSTOMER FEEDBACK SURVEY
SIGN UP FOR OUR
MONTHLY E-NEWSLETTER!
WWW.HCPNV.COM/EMAILSIGNUP

HERE ARE SOME BENEFITS OF RECEIVING THE HEALTHCARE PARTNERS E-NEWSLETTER

- HEALTH AWARENESS TIPS
- UPDATES ON NEW AND EXISTING SERVICES
- HEALTHY RECIPES
- PERSONAL EVENT INVITES

Stay Connected!
@HCP_Nevada /HealthCarePartnersNevada hcpnv.com