

Primary Care Start Guide

PRIMARY CARE CONNECTOR

POWERED BY



IN PARTNERSHIP WITH



Lower Lights Health



Need Support?

If you have any questions
or need to reschedule
your first appointment,
please call the AndHealth
Primary Care Connector Line
at **614-380-3074**

.....

If you need to reschedule a
follow-up appointment please
call Lower Lights Health at
614-274-1455,
option 1 (three times).
For Spanish, press 9.

.....

FOR MEDICAL EMERGENCIES:

Please call 9-1-1.

Contents

- 2** Introduction
- 2** Appointment Costs
- 4** Your New Primary Care
- 6** Transportation
- 7** Lower Lights Health Locations
- 8** Getting Ready: Your Appointment
- 9** Following Appointments
- 10** When to Use Care
- 11** Frequently Asked Question

Welcome to Your New Primary Care Provider!

This guide is a resource to help you navigate
your upcoming primary care appointment.
You'll find space to take notes and checklists
to help you prepare.

MY FIRST APPOINTMENT:

DATE:

START TIME:

LOCATION:

INTRODUCTION

Getting Started

Establishing care with a primary care provider allows for personalized, ongoing health management close to home. This means your health concerns can be addressed more proactively, preventing minor issues from becoming more serious.

Primary care providers support your ongoing care and recovery by offering:

- Complete physical exams
- Immunizations
- Lab work and testing
- Medication support
- Management of acute health problems
- Evaluation, referral, and support for chronic health conditions

If you have any questions or need to reschedule your first appointment, please call the AndHealth Primary Care Connector Line at **614-380-3074**.

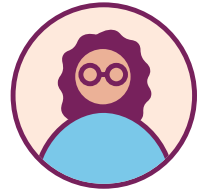
If you've already had your first appointment at Lower Lights Health and need to reschedule a follow-up appointment, please call Lower Lights Health at **614-274-1455, option 1 (three times)**.

PAYMENT DETAILS

Appointment Costs

- Lower Lights Health accepts Medicaid, Medicare, and most major health insurance plans.
- If you don't have active health insurance coverage, your copay will be based on a sliding scale fee and will be \$20–\$60, dependent on your *household* income. To apply for the sliding scale, please bring in proof of income for the last 30 days. You can bring your most recent tax return, pay stubs, W-2s, social security documents, or 1099s.
- If you do not have proof of income to provide you will either need to bring in a letter from your employer explaining your income over the past month or you will need to sign a document at check-in verifying that you do not have any household income.
- If you have questions or concerns about health insurance coverage please call the the Lower Lights Health Coverage Assistance Team at **614-274-1455, ext. 6232**.

NOTES / QUESTIONS:



YOUR NEW PRIMARY CARE

Lower Lights Health

Lower Lights Health offers more than primary care. Other services include OB/GYN, Behavioral Health, Dental, Pharmacy, Specialty Care, Infectious Disease Care, and Pediatric Care.

All of the following services are available on a sliding scale fee:

OB/GYN Services include: prenatal care, postpartum care, contraceptive counseling, pregnancy testing and counseling, childbirth education, case management, health screenings, gynecological/cervical cancer screenings, annual exams, including breast exams, pap smears, and other cancer screenings, adolescent gynecological care, and referrals to support services.

Behavioral Health Services include: psychiatric care (including diagnostic and medication management assessments), therapeutic clinical counseling for patients experiencing a crisis or with ongoing mental health diagnoses, integrative social work services to identify barriers to care and connection to resources.

Dental Services include: comprehensive exams, x-rays, oral cancer screenings, cleanings and periodontal scaling and root planing, fluoride application, sealants, fillings/restorations, tooth extractions, referrals to specialty dental care.

Pharmacy Services include: retail and specialty pharmacies operating on a sliding-scale fee for those without active insurance coverage, free delivery of medications for patients with insurance, and \$6 delivery of medications for patients without insurance.

You may get a new script from your Lower Lights primary care provider. It's easy to fill at Lower Lights and delivery options are available!

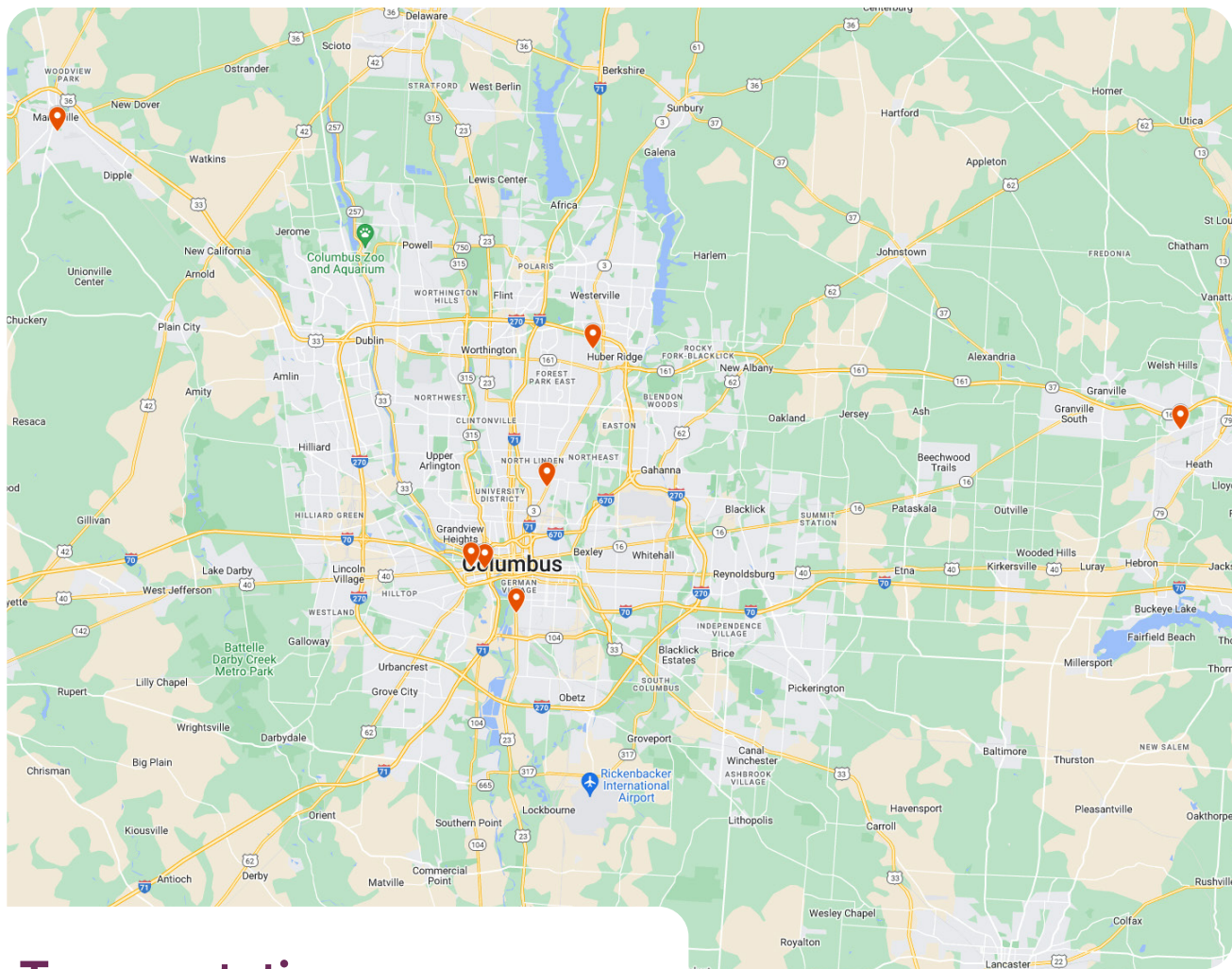
Specialty Care Services include: rheumatology, dermatology, and neurology (migraine + headache sub-specialty). Instead of receiving a referral to a specialist, patients can access specialty care services at a Lower Lights location, for conditions such as Migraine, Psoriasis, Psoriatic Arthritis, Rheumatoid Arthritis, and Ankylosing Spondylitis.

Please call **614-697-3455** to learn more about specialty care services.

testing and treatment for viral liver disease (Hepatitis C), PrEP HIV Prevention and internal referrals to specialty providers. Insured or not, there are resources available to help cover the cost of medications.

- **PrEP HIV Prevention:** PrEP is a once a day pill that can lower your risk for contracting HIV. PrEP has been shown effective and most useful to those who:
 - Have an HIV+ partner
 - Have had an STI within the last six months
 - Have not consistently used condoms
 - Are doing sex work
 - Have started PrEP previously
 - Use drugs or alcohol
 - Have had more than one sex partner

NOTES / QUESTIONS:



Transportation

If you need transportation to your first visit, please call the AndHealth Primary Care Connector line at **614-380-3074**. We are able to assist, regardless of your ability to pay.

Explore the map at **[AndHealth.com/PrimaryCare](https://www.andhealth.com/PrimaryCare)**

Lower Lights Health Locations

Free parking available onsite at all locations

- ☐ **1. Lower Lights Health Center**
1160 W. Broad Street
Columbus, OH 43222
- ☐ **2. Lower Lights German Village**
1560 S. High Street
Columbus, OH 43207
- ☐ **3. Lower Lights Franklinton Central**
777 W. State Street, Suite 201 A
Columbus, OH 43222
- ☐ **4. Lower Lights Linden**
2028 Cleveland Avenue
Columbus, OH 43211
- ☐ **5. Lower Lights Cooper Road**
6000 Cooper Road
Westerville, OH 43081
- ☐ **6. Lower Lights UnionStar**
773 S. Walnut Street
Marysville, OH 43040
- ☐ **7. Lower Lights Newark**
69 S. Terrace Avenue
Newark, OH 43055

See locations at get directions at LLCHC.org/Locations

GETTING READY

Your First Appointment

- ☐ Arrive 30 minutes before your appointment time begins
- ☐ When at the health center, you will need to check-in at the front desk
- ☐ Make sure to bring your photo ID and your insurance card or your proof of income (see page 3 for Appointment Cost details) for the last 30 days to share when they ask
- ☐ If you have it, bring paperwork from recent visits, such as: Emergency Department (ED) Summary, notes from urgent care or a specialist
- ☐ You will need to fill out some new patient paperwork and wait for your appointment to begin
- ☐ During your visit, your provider will ask about your health history including any recent diagnoses, hospital visits, and medications you take.
- ☐ Do you have specific health concerns? Ask your provider about them during your visit.

NOTES / QUESTIONS:

Consider using this space to list current medications, vitamins, supplements, and health concerns to discuss with your primary care provider:

AFTER YOUR FIRST APPOINTMENT

What's Next?

- ☐ Set up MyChart
- ☐ If you would like to fill your prescriptions at the Lower Lights pharmacy let the front desk staff know or call their pharmacy at 614-947-7615. For uninsured patients, the pharmacy operates on a sliding-scale fee and patients can get their prescriptions delivered for \$6. For patients with insurance, there is no additional charge for prescription delivery.
- ☐ Schedule a follow-up appointment. You can schedule at the front desk after you complete your appointment or call Lower Lights at 614-274-1455, option 1 (three times). If you are interested in scheduling a virtual appointment let the person scheduling you know.
- ☐ Complete lab work if it was ordered by your provider.

NEXT VISITS

Following Appointments

- ☐ Arrive before your appointment begins
- ☐ When at the health center you will need to check-in at the front desk
- ☐ Do you have any specific health concerns? Ask your provider about them during your visit.
- ☐ If you completed lab work after your previous appointment, ask your provider any questions you may have about your lab results.

Primary Care

Urgent Care

Emergency Dept.

PREVENTATIVE
CARE

PRIMARY CARE/
MAINTENANCE

MINOR
EMERGENCIES

MAJOR
EMERGENCIES

CATASTROPHIC

MOST COST-EFFECTIVE

MOST EXPENSIVE

WHEN TO USE CARE

Primary Care Provider, Urgent Care, or the Emergency Department?

1. **Primary Care** uses include complete physical exams, immunizations, lab work and testing, medication support, management of acute health problems, evaluation, cold, flu, or COVID-19 symptoms, and referral and support for chronic health conditions, migraine, or headaches.
2. **Urgent Care** uses include visits for upper respiratory problems, minor burns, UTIs, minor cuts or abrasions, minor skin infections or rashes, non-life threatening allergic reactions.
3. **Emergency Departments** are used when you are experiencing a severe, or potentially life threatening condition such as symptoms of heart attack or stroke, seizure, loss of consciousness, abdominal pain, poisoning, difficulty breathing, head injury, open fractures, severe cuts, burns or uncontrollable bleeding.

FAQ

Frequently Asked Questions

Who do I contact if I have questions or need to reschedule my appointment?

If you need to reschedule your appointment or have any additional questions, please call the AndHealth Primary Care Connector line at **614-380-3074**.

I don't have health insurance, how will I pay for my visit?

Patients without active health insurance coverage are eligible to apply for Lower Lights Health's sliding-scale fee, detailed in page 4 of your Start Guide.

What if I don't have proof of income to provide at check-in?

This is no problem! If you don't have proof of income to provide you will either need to bring in a letter from your employer explaining your income over the past month or you will need to sign a document at check-in verifying that you do not have any household income.

What should I bring with me to my appointment?

You will need to bring a photo ID, a list of medications that you are taking, and an insurance card or proof of income for the last 30 days.

I applied for financial assistance at OhioHealth. Does that extend to Lower Lights Health?

We can help you with discounted services at Lower Lights Health since financial assistance at OhioHealth does not extend to other healthcare providers. If you have questions or concerns about health insurance coverage please call the the Lower Lights Health Coverage Assistance Team at **614-274-1455 ext. 6232**.

I have been waiting to see a Rheumatologist or Dermatologist, what should I do?

AndHealth partners with Lower Lights Health to provide specialty care to their patients. Call the AndHealth Enrollment line at **614-380-3075** to learn more about our rheumatology and dermatology programs.

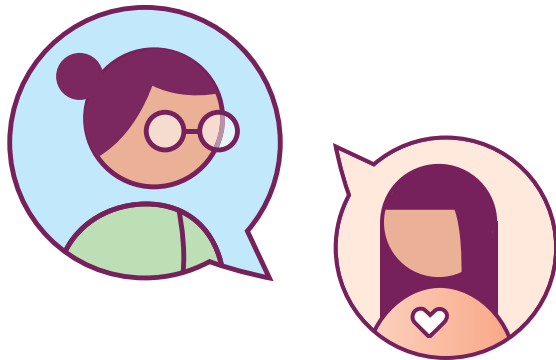
I need access to behavioral health, OB/GYN services, or dental services. Does Lower Lights Health have these services?

Yes, Lower Lights Health has behavioral health, OB/GYN, and dental services in house. During your first appointment ask your provider if they can refer you to these departments.

I have a family member who needs a primary care provider, can they be seen at Lower Lights Health?

Yes! To schedule a medical appointment please call Lower Lights Health at **614-274-1455, option 1 (three times).**

NOTES / QUESTIONS:



Need Support?

If you have any questions or need to reschedule your first appointment, please call the AndHealth Primary Care Connector Line at

614-380-3074



If you need to reschedule a follow-up appointment please call Lower Lights Health at

**614-274-1455,
option 1 (three times).**



FOR MEDICAL EMERGENCIES:

Please call 9-1-1.

Visit AndHealth.com/PrimaryCare to access a digital copy of this guide.



Lower Lights Health



andhealth