

# New Patient Welcome



**EL RIO**  
COMMUNITY HEALTH CENTER

[elrio.org](http://elrio.org)

# Welcome to EL RIO

## Your HEALTHCARE HOME

A healthcare home is a place where healthcare professionals know your needs, history, and how to help you stay healthy.

A healthcare home is not a building – it is a team approach to care that gives you better access to all the services and support you need. That team includes: you, your doctor or other health care provider, the nurses and other staff - you may also want the team to include a trusted friend or family member.

### In a Healthcare Home

#### Excellence in Care

- You have an on-going relationship with your healthcare provider.
- There is better access to care with same day appointments, patient portal and **24/7 nurses to help you**.
- El Rio's healthcare home focuses on:
  - ◇ Patient education.
  - ◇ Disease Prevention/Wellness.
  - ◇ Self-management of chronic conditions.
- El Rio's healthcare home provides additional services:
  - ◇ Nutrition education.
  - ◇ Fitness classes.
  - ◇ Behavioral health visits.
- Your care is based on medical guidelines which have been proven effective.



### What are the Benefits?

#### Your Health our only Priority

- Your healthcare team ...
  - ◇ will help you find a specialist if you need one.
  - ◇ can refer you to community services when needed.
  - ◇ will work with you to plan your care based on your healthcare needs.
  - ◇ will make every effort to help you understand your treatment choices.
  - ◇ will help you optimize your health and well being.
  - ◇ is here to help you, not judge you.
- You will be able to communicate with your healthcare team and make appointments more easily.
- You and your healthcare team will have a relationship based on mutual respect and trust.
- Your cultural and religious beliefs are valued and taken into consideration when it comes to your plan of care.
- You are given information to help you learn more about your ongoing health concerns.

### How Can I Get the Best Care?

- Bring a list of your top questions or concerns to discuss at every visit.
- If you have a chronic condition (for example: diabetes, hypertension, or asthma), ask for a Care Plan that you can use to communicate with other providers involved with your care. A Care Plan should include your diagnosis, your providers name, and any medications you take, etc.
- Be open and honest about your health habits.
- Always ask for something to be repeated if you do not understand it.
- Ask your healthcare team to write down the next steps.
- Ask about how to get care after hours in case you need it.
- Let your healthcare team know during your visit how you feel about how we are taking care of you.
- After your visit, we will be contacting you for a brief survey to let us know how to improve.

# ABOUT US

## History

Since 1970, El Rio Community Health Center has been providing quality, comprehensive, and accessible health care. Today, more than 85,000 people in Tucson come to El Rio for medical, dental, and health care services.

## Mission

Improving the health of our community through comprehensive, accessible, affordable, quality and compassionate care.

## Vision

To be a national model of excellent healthcare.

As a Federally Qualified Health Center and a non-profit organization, we

- Are governed by a Board of Directors representative of our community.
- Utilize an accessible and affordable community health model that provides comprehensive health care.
- Work to improve the health and well-being of our patients and community through direct service, advocacy and education.
- Have more than 1,000 employees and 170+ doctors, dentists and advanced practice providers.
- Consist of 17 locations.
- Accept nearly all insurance plans.
- Accept patients regardless of their ability to pay.
- Utilize a sliding fee scale for self-paying patients.
- Are recognized locally and nationally for the quality of our programs and staff.



## Nationally Recognized Organization

El Rio Community Health Center has demonstrated its commitment to your health through certification by three of the most prominent organizations in the United States.

**The National Committee for Quality Assurance (NCQA)** has granted El Rio a Level 3 Patient Centered Medical Home Certification.

What does it mean for you?

The program organizes care around you, the patient, working in healthcare teams and coordinating and tracking your care over time. This healthcare process facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient's family.

**Joint Commission Accreditation**

What does it mean for you?

Our promise to YOU is high-quality health services that meet or exceed standards for the industry and to deliver EXCELLENT care to every patient.

**Healthy Equity Index Accreditation**

The HEI accreditation means that El Rio Community Health Center has been recognized as a healthcare facility whose policies and practices are fully inclusive for LGBT patients, visitors and employees.



*Your* **HEALTH**  
*is our* **PASSION**

# MEDICAL SERVICES

## Family Medicine

El Rio's Family Medicine primary care providers (PCPs) are trained to deal with the health care needs of men, women, and children of all ages. They provide a range of health services including preventive care and management/education for chronic illnesses.

## Internal Medicine

El Rio's Internal Medicine PCPs focus on adult health care. They provide a range of services including preventive care and have special training in chronic illnesses. In addition, they provide inpatient care to El Rio Patients at Carondelet St. Mary's Hospital.

## Pediatrics

El Rio's Pediatricians care for children of all ages (birth to 18 years). They provide a range of health services including preventive care and management/education for chronic diseases. They also provide inpatient care to El Rio patients at Tucson Medical Center.

## Medical Locations **For appointments call 670-3909 | 7am to 8pm M-F and Sat 7am to 4:30pm**

### Congress Health Center

839 W. Congress St.  
Tucson, Arizona 85745

### Southwest Health Center

1510 W. Commerce Court  
Tucson, Arizona 85746

### Northwest Health Center

320 W. Prince Rd.  
Tucson, Arizona 85705

### Pascua Yaqui Health Center

7474 S. Camino de Oeste  
Tucson, Arizona 85746

### El Pueblo Health Center

101 W. Irvington Rd.  
Tucson, Arizona 85714

### Broadway Health Center

1101 E. Broadway  
Tucson, Arizona 85719

### Southeast Health Center

6950 E. Golf Links  
Tucson, Arizona 85730

# DENTAL SERVICES

## Family Dental Services

El Rio offers dental services for the entire family. Services include preventative, restorative, simple oral surgery, crowns, bridges, and complex periodontal (gum disease) care.

## Oral Surgery

El Rio's oral surgery services include tooth extractions and wisdom teeth care.

## Endodontic Services

El Rio's endodontic services consist of root canals.

## Dental Locations **For dental appointments call 670-3909**

### El Rio Congress Dental

839 W. Congress St.  
Tucson, Arizona 85745

### El Rio Southwest Dental

1530 W. Commerce Court  
Tucson, Arizona 85746

### El Rio Northwest Dental

340 W. Prince Rd.  
Tucson, Arizona 85705

**Emergency dental care service is available.**



# WOMEN'S SERVICES

## OB/GYN Associates

El Rio's OB/GYN offers complete care for women through every stage of life. Services include prenatal, birth and postpartum care, specializing in gestational diabetes management, oncology services, reproductive endocrine services, gynecologic procedures, free pregnancy testing, and menopausal care.

## Nurse-Midwifery

El Rio's Certified Nurse-Midwives are specialists in normal childbirth and provide prenatal care, birth, and postpartum care along with well-woman care. With this program, patients can deliver at El Rio's Birth & Women's Health Center or at Tucson Medical Center.

## Birth and Women's Health Center

El Rio's Birth & Women's Health Center is the only freestanding birth center in Tucson and Southern Arizona specializing in natural childbirth by offering water births and pain management support.

## Women's Services Locations **For appointments call 670-3909 | 7am to 8pm M-F and Sat 7am to 4:30pm**

### El Rio OB/GYN Associates

225 W. Irvington Rd.  
Tucson, Arizona 85714

### Birth and Women's Health Center

E. Grant Road, Suite 107  
Tucson, Arizona 85712

### El Rio Congress Midwives

839 W. Congress St.  
Tucson, Arizona 85745

### El Rio Southwest OB/GYN

1510 W. Commerce Court  
Tucson, Arizona 85746

### El Rio Northwest OB/GYN

320 W. Prince Rd.  
Tucson, Arizona 85705

### El Rio Southeast OB/GYN

6950 E. Golf Links  
Tucson, Arizona 85730

**Call 795-9912 for appointments at the Birth & Women's Center, only.**

# PHARMACY LOCATIONS

## Pharmacy Services

Pharmacy services for El Rio patients include:

- Prescription discounts when available
- Prescription delivery may be available for designated areas

### El Rio Congress Pharmacy

839 W. Congress St.  
Tucson, Arizona 85745  
Refill Line: 670-3725  
Hours: M-F 8:30am-9pm  
Closed for lunch 12pm-1pm  
Saturday 8:30am-5pm

### El Rio Southwest Pharmacy

1500 W. Commerce Court  
Tucson, Arizona 85746  
Refill Line: 741-1235  
Hours: M-F 8:30am-5pm  
Closed for lunch 12pm-1pm

### El Rio Northwest Pharmacy

320 W. Prince Rd.  
Tucson, Arizona 85705  
Refill Line: 838-7699  
Hours: M-F 8:30am-5pm  
Closed for lunch 12pm-1pm

### El Rio Pascua Yaqui Pharmacy

7474 S. Camino de Oeste  
Tucson, Arizona 85746  
Refill Line: 838-6617  
Hours: M-TH 8:30am-5pm  
F 9am-5:30pm  
Closed for lunch 12pm-1pm

### El Rio El Pueblo Pharmacy

101 W. Irvington Rd.  
Tucson, Arizona 85714  
Refill Line: 309-4585  
Hours: M-F 8:30am-5pm  
Closed for lunch 12pm-1pm

### El Rio SIA Pharmacy

1701 W. St. Mary's Rd. Suite 150  
Tucson, AZ 85745  
Refill Line: 670-3839  
Hours: M-F 8:30am-5:00pm  
Closed for lunch 12pm-1pm

### El Rio Southeast Pharmacy

6950 E. Golf Links Rd.  
Tucson, Arizona 85730  
Refill Line: 309-3250  
Hours: M-F 8:30am-5pm  
Closed for lunch 12pm-1pm

**Please note:**

ALL locations open at 9am on the 1st and 3rd Wednesdays of the month.

# ADDITIONAL PATIENT SERVICES

## Patient Communications

Our Patient Communications Center can assist you with scheduling an appointment, establishing care with one of our doctors, dentists or healthcare providers and help with general questions. Please call (520) 670-3909 between 7:00am - 8:00pm Monday through Friday and 7:00am -4:30pm on Saturdays.

## RN Triage and Care Coordination

Registered Nurses are available 24/7 to answer questions, give advice and assist with care coordination. Please call (520) 670-3909 and ask to speak with a triage nurse. RN Discharge Care is also offered and patients are educated as to what to expect following their discharge from hospital.

## Community Health Advisors

Community Health Advisors are the link between community resources and patients' medical, social and psychological needs. Community Health Advisors work to ensure continuity of care throughout the El Rio system and various community agencies and are available at most locations to help patients with:

- Pharmacy assistance
- Assistance with health insurance
- Connecting to community resources
- Navigating through El Rio and the health care system
- Health education and health improvement
- Language assistance

## Health Insurance and Patient Information Center

El Rio assists patients in screening eligibility for a variety of medical coverage options or discount programs. These options include:

- Pharmacy assistance
- Pima Community Access Program (PCAP)
- El Rio sliding-fee discount scale
- Please see our Eligibility Requirements Sheet or visit our website –[www.elrio.org](http://www.elrio.org)

## Laboratory and Radiology Services

- Laboratory and Radiology Services are available at Congress, Southwest, Southeast, Northwest and El Pueblo. Please call (520) 670-3909 for more information.
- 3-D Mammography is available at our Congress location. During the exam the breast is compressed while the machine takes low dose x-rays as it moves over the breast in an arc motion. The mammogram will then be viewed as a 3-dimensional picture. To make an appointment for a 3-D mammogram please call (520) 670-3749.

## Integrated Behavior Health Services & Consultation

Behavioral Health Consultants provide services before or after your healthcare visit. As a member of the healthcare team, Behavioral Health Consultants work together with your doctor or healthcare provider and address many of the factors that may affect your physical health, such as:

- Challenges in managing chronic illness
- Barriers to making health behavior change
- Stress factors that impact physical health

Behavioral Health Consultants help you to improve your physical health in the following ways:

- Developing simple health behavior goals that are the best fit for you and your preferences
- Helping you find the motivation to improve your health
- Learning stress reduction and relaxation skills

Behavioral Health Consultants do not provide counseling or therapy but can help refer you to community resources if needed. There are Behavioral Health Consultants at five of our El Rio facilities including: El Pueblo; Congress; Southeast; Northwest; and Southwest. Ask your Primary Care Physician about how a Behavioral Health Consultant can help you reach your goals for better health.

## Pharmacy-Based Diabetes Program - National Recognition

El Rio Community Health Center's Pharmacy-Based Diabetes Program provides intense one-to-one counseling and medical management of this complex condition often accompanied by high blood pressure, cholesterol and multiple medications. This program has been nationally recognized as a Best Practice program by the American Society of Health Systems Pharmacists and has received an Innovative Research Award in Primary Care from the National Association of Community Health Centers. In addition, the American Pharmacist Association Foundation granted it the Pinnacle Award, only one of three awards given annually, to this program that assist patients in achieving better health outcomes, patient safety, improved quality of life and cost reduction.

## Patient Portal – Fastest Way to Communicate with your health care team!

Sign up for the Patient Portal at your next appointment. You can make appointments and ask questions about your health. You'll also get email reminders of your upcoming appointments. ***It's easy and convenient and available 24 hours a day, 7 days a week. It's fast, free and confidential. Please call (520) 309-4300 for more information or to sign up.***

# HEALTH CENTER LOCATIONS AND HOURS

## CONGRESS HEALTH CENTER

839 West Congress  
(520) 670-3909

## NORTHWEST HEALTH CENTER

320 West Prince Rd.  
(520) 670-3909

## SOUTHWEST HEALTH CENTER

1500 W. Commerce Court  
(520) 670-3909

## BROADWAY HEALTH CENTER

1101 E. Broadway  
(520) 624-7750

## EL PUEBLO HEALTH CENTER

101 W. Irvington Road  
(520) 670-3909

## SOUTHEAST HEALTH CENTER

6950 E. Golf Links  
(520) 670-3909

## PASCUA HEALTH CENTER

7490 S. Camino de Oeste  
(520) 879-6225

## EI RIO OB/GYN ASSOCIATES

225 W. Irvington Road  
(520) 884-7304

## BIRTH & WOMEN'S HEALTH CENTER

5979 E. Grant Road #107  
(520) 795-9912

## SPECIAL IMMUNOLOGY ASSOCIATES

1701 W. St. Mary's, Suite 160  
(520) 628-8287

## HEALTH CENTER HOURS

		Extended hours only available at:		
Medical	Dental	Congress Health Center	El Pueblo Health Center	Northwest Health Center
Monday - Friday	Monday - Friday	Monday - Friday	Monday - Friday	Monday - Thursday
8am to 5pm	7am to 6pm	Open 8am to 8pm Same Day Appointments 9am to 8pm Saturday 8am to 2pm	Open 8am to 8pm Same Day Appointments 9am to 8pm Saturday 8am to 5pm	Open 8am to 7pm Same Day Appointments 9am to 7pm Friday 8am to 5pm Closed on Saturday
All Health Centers OPEN at 9:00am the 1st and 3rd Wednesday of every Month				

## Same Day Appointments

When you call us at (520) 670-3909 every effort will be made to schedule a same day appointment with your provider. If your provider is unavailable, we can schedule you with another provider at the same location to ensure you receive care. In the event that we cannot accommodate your appointment at your selected location, we provide appointments at Same Day Appointment Clinic located at our Congress Health Center. *Please call as early in the day as possible.*

## ADDITIONAL RESOURCES

## Volunteer Opportunities

The Health Education (T.H.E.) Project : [www.elrio.org/theproject](http://www.elrio.org/theproject) | (520) 256-2874  
Reach Out and Read Program (520) 449-3339 | Health Center Volunteers (520) 449-3339

## Specialty Health Centers

- Hepatitis C Clinic (520) 670-3821
- Optometry and Ophthalmology Services (520) 670-3909
- Pharmacy Based Diabetes Clinic (520) 670-3805
- Special Immunology Associates (SIA) (520) 628-8287

## Women's Services

- Nurse-Midwifery Services (520) 670-3909
- Well Woman Health Check (520) 670-3909
- Women, Infants & Children Program (WIC) 670-3824

## Prevention and Health Programs

- Sunnyside Teenage Parent Program (TAPP) 889-6689
- Pediatric Immunizations 670-3909
- Diabetes Education Program 670-3904
- El Rio Asthma Program 670-3778
- Ventanilla de Salud 882-5595 x101

## Health and Wellness Community Programs

El Rio offers a variety of FREE wellness programs that include "Yoga for Health", "Diabetes Exercise and Education" as well as many others. Contact Health Builders for a schedule of classes or to register at (520) 309-2084.

## RN Care Coordinators and Triage Nurses

For urgent medical needs after hours, please call (520) 670-3909 to speak with a triage nurse who will assist you. Our RN Care Coordinators are present in all our health centers to personalize your care and help you stay as healthy as possible.

## Service Excellence

El Rio is committed to ensuring that we provide you with quality healthcare and excellent service. If you have a complaint that is not resolved to your satisfaction, you have the right to file a formal grievance. Any El Rio staff member may take the grievance for you and will document your complaint using the El Rio grievance form. If you have any questions related to grievances, please call the Service Excellence Department at (520) 209-2051.

