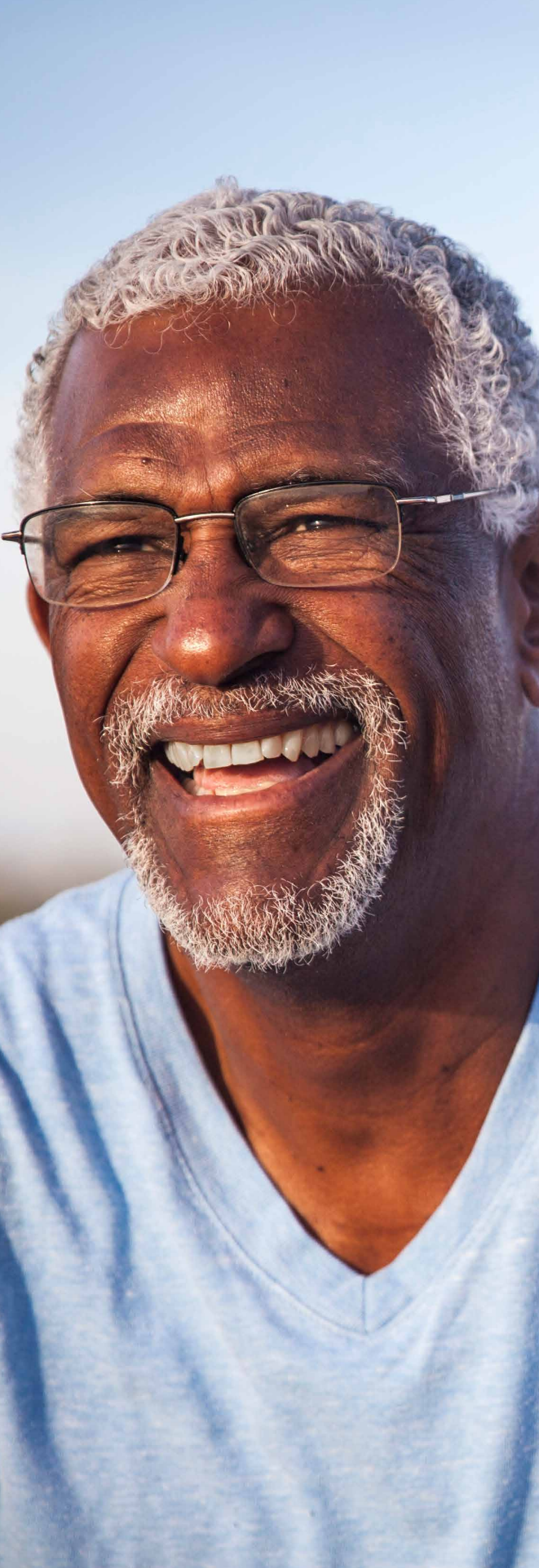




# Welcome to HealthCare Partners!

Thank you for choosing  
us as your partner in health.



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# Welcome to HealthCare Partners!

We thank you for choosing us as your partner in health. At HealthCare Partners, we approach your health with Total Care. Our mission is to deliver the highest quality care to our patients. We do this by offering you a variety of ways to access care, conveniently, when you need it most.

This high quality of care is supported by educational health programs and resources, helping you to live your healthiest life. Our promise is to provide the personal attention you deserve and help ensure your individual health care needs are met.

Your experience as a patient at HealthCare Partners is our top priority. In the spirit of our core value of continuous improvement, we have included information on various patient access points as well as services and resources to assist you in accessing the care you need.

Welcome to the beginning of feeling your best.

# Patient Service Center

Our Patient Service Center is here to assist you with specific needs. Located in Las Vegas, the center is available during business hours and is staffed by HealthCare Partners' teammates. The center communicates with the care team at each location, so they are familiar with your clinic.

- Available during business hours and communicates with the care team at each location
- Checks the status of your referrals
- Prioritizes emergency care and identifies patients who need immediate medical attention
- Initiates the process to help prevent or treat the symptoms of a disease or the side effects caused by treatment of a disease as early as possible
- Can look up lab results if the provider has already reviewed them

## Patient Access Line

If you need to speak with someone from HealthCare Partners after hours, on weekends or holidays, our after-hours patient access line is here 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.

- Available after hours and serves as the care team when your provider's clinic is closed
- Trained, licensed registered nurses are available to answer your questions and can assist with guiding you through urgent needs
- In some cases, may prescribe emergency maintenance medication refills
- Prioritizes emergency care and identifies patients who need immediate medical attention
- Can begin the process to help prevent or treat the symptoms of a disease or the side effects caused by treatment of a disease as early as possible

# Urgent Care & Walk-In Clinics

If you are experiencing one of the below conditions and are unable to visit your primary care provider, or if it's after hours, then stop by one of our urgent care locations. Visit an urgent care if you experience:

- Flu & common cold symptoms
- Sinus infections
- Diarrhea or dehydration
- Strains & sprains
- Headaches
- Lacerations
- Other non life-threatening conditions

An unnecessary visit to the emergency room could result in additional out-of-pocket expenses. In case of a life or limb threatening situation, please go to the nearest emergency room or call 911.



## Our Urgent Care Locations & Walk-In Clinics

### Calvada Urgent Care

1397 S. Loop Rd.  
Pahrump, NV 89048  
775.727.5500

**Mon-Sun: 8 am-8 pm**

### West Charleston Urgent Care

9499 W. Charleston Blvd.  
Suite 150  
Las Vegas, NV 89117  
702.228.5477

**Mon-Fri: 7 am-8 pm**

**Sat-Sun: 8 am-4 pm**

### West Lake Mead Urgent Care

595 W. Lake Mead Pkwy.  
Henderson, NV 89015  
702.566.5500

**Mon-Sun: 8 am-8 pm**

### Wynn Urgent Care

4880 S. Wynn Rd.  
Las Vegas, NV 89103  
702.871.5005

**Open 24 Hours/365 Days**

### South Rainbow Walk-In

1000 S. Rainbow Blvd.  
Las Vegas, NV 89145  
702.255.4200

**Mon-Fri: 8 am-7 pm**

### Centennial Center Walk-In

6170 N. Durango Dr.  
Suite 130  
Las Vegas, NV 89149  
702.940.1550

**Mon-Sat: 8 am-8 pm**

To view affiliated location details, visit [hcpnv.com/urgentcare](http://hcpnv.com/urgentcare)

# FollowMyHealth™

Our patient portal, FollowMyHealth™, allows you 24/7 access to manage your health care. Access the portal to:

- Review medical records
- Request medication refills
- Review immunizations
- Access test results
- Update insurance information
- Send your care team a message
- Request and cancel appointments

To enroll, simply talk to one of our teammates the next time you visit a HealthCare Partners location!

## Telemedicine

If you're unable to see your primary care provider, or visit an urgent care or walk-in location, HealthCare Partners' Medicare Advantage patients now have access to telemedicine, a service providing virtual doctor visits. HealthCare Partners uses Teladoc™, one of the leading, comprehensive telemedicine solutions. Available 24/7, Teladoc™ is not meant to replace your primary care provider but can be used when immediate care for a non-emergency medical issue is needed.

Teladoc™ doctors are U.S. board certified with an average of 15 years' experience and can treat medical issues such as:

- Flu & common cold symptoms
- Sinus & respiratory infections
- Ear infections
- Allergies
- Other non-emergency illnesses

If necessary, certain prescriptions can also be prescribed and sent to a pharmacy of your choice. You can find additional information about Teladoc™ on their website at [Teladoc.com](https://www.teladoc.com) or by phone at (800) 835-2362.

# HealthyMe Annual Wellness Visit

To allow your provider to get to know you better, it is recommended that you have an annual wellness visit, or what we call a HealthyMe visit, once a year. An annual wellness visit is a very thorough exam that may include labs, X-rays, and diagnostics or screening tests. It may be covered by your insurance. There is a concierge service to help with scheduling issues and sooner appointment requests, as they relate to annual wellness visits.

Below are screenings generally supported by annual wellness visits:

- If you are a woman between the ages of 50-74, it is recommended that you have a mammogram every two years.
- Colorectal cancer screening is recommended to those between the ages of 50-75. A colonoscopy is recommended every 10 years.
- If you are diabetic, it is recommended that you have a diabetic eye exam every year. Your provider can help you learn more.

**If you haven't had your annual wellness visit this year, we recommend scheduling one soon.**

## Referral Process

**Did you know processing times can vary based on your insurance and referral type?**

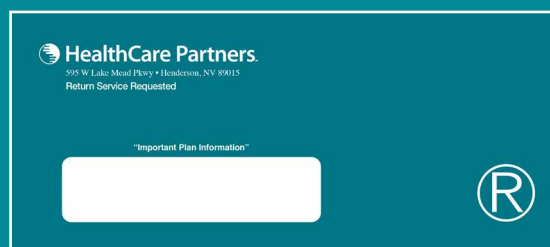
There are three different types of referral statuses:

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

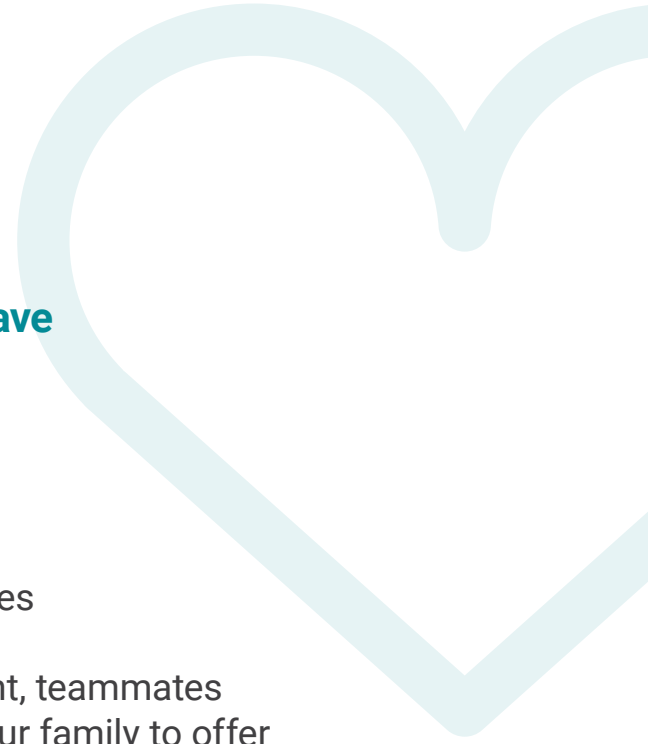
Patients are contacted via telephone when notified on completion of STAT and ASAP referrals. Patients are contacted via mail when notified of completion of routine referrals.

Specialist directories are available online.

Our referral information is included in a TEAL envelope sent to your home.



# Care Management



**Through your Care Management Team you have access to:**

- Education about your health condition
- Tips on how to follow your doctor's instructions
- Assistance with coordination of your care
- Information on community and national resources

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.



# Tips for Prescription Refills

If your provider has prescribed medication for you to take, it's important to take the medication as instructed. To prevent any delays when refilling your prescriptions, follow these simple tips:

## Call the pharmacy first

Are you unsure of how many refills are left on your prescriptions? Contact the pharmacy to verify any remaining refills. When requesting refills, please have the drug name, strength, directions and quantity. An example of how to read your prescription label is below. Controlled substance prescriptions must be picked up from the clinic and may require drug testing and more frequent visits.

## Plan ahead

Don't wait until you run out of medication—call your provider right away. Remember, it takes 3-4 days to complete a refill request. Also, specify if you want the prescription written for a mail order or local pharmacy.

## Take your medications as instructed by your provider

Visit your provider at least every 3-6 months to ensure your refill requests can be processed without an additional visit to the clinic. Bring your medications to every visit.

# Deciphering Your Prescription Medicine Label



# Service Excellence Team

We know the health care system can be complicated at times. HealthCare Partners has a dedicated team to help patients navigate through our system. Our Service Excellence Team is available to assist with questions or concerns. And because we care, we would like to hear your positive or negative feedback. They can be reached via phone, email or online.



MONDAY-FRIDAY  
7 AM-6 PM

702.479.2300  
[resolution@hcpnv.com](mailto:resolution@hcpnv.com)  
[hcpnv.com/contact](http://hcpnv.com/contact)

# Why Forms are Important

HealthCare Partners patient forms are vital to ensure that out-of-pocket expenses do not occur due to missing or incorrect insurance information.

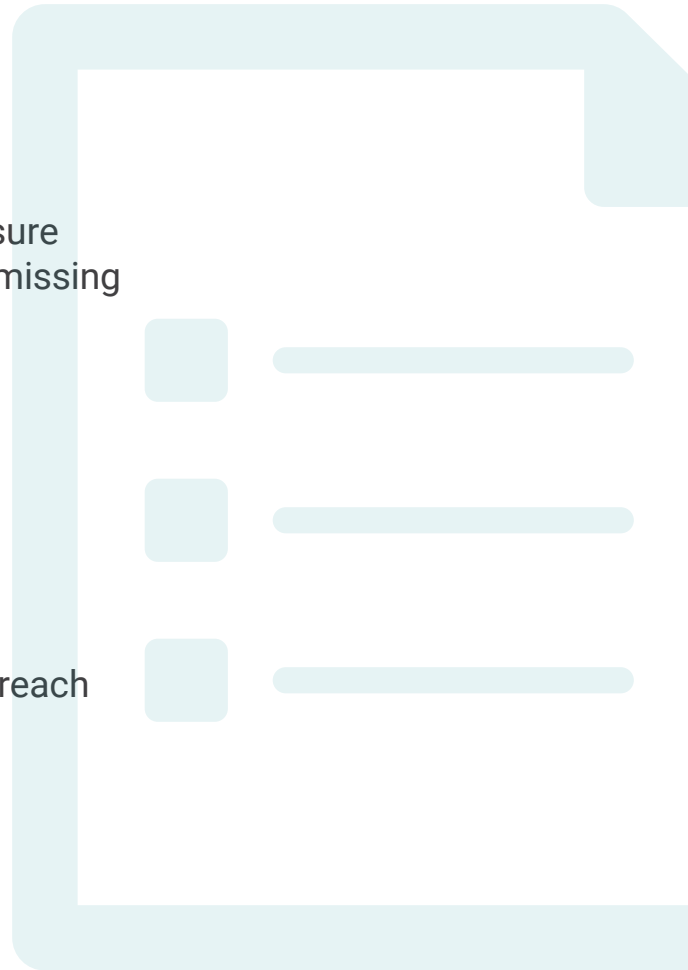
Accuracy is key to prevent:

- Billing errors
- Prescription errors
- Incorrect out-of-pocket expenses

Correct contact information ensures that we can reach you in a timely manner for:

- Lab results
- Referrals
- Diagnostic reports
- Appointment confirmations and information

Medical Release forms are essential for obtaining medical records from previous providers and care teams.



# Patient Advisory Council

Do you like to share your experiences with others? Do you want to help us improve the quality of the care we provide to patients?

If so, we need your help! HealthCare Partners has started a Patient Advisory Council to gather patient feedback and ideas to help us improve the quality and safety of the care we provide. This group will give patients, like you, a voice when it comes to planning for the future. Join us!

To learn more, contact our team at [advisorycouncil@hcpnv.com](mailto:advisorycouncil@hcpnv.com) or 702.479.2300 (TTY: 711).

## Part of being well is being heard.

Tell us how we're doing by:

- Visiting our website | [hcpnv.com](http://hcpnv.com)
- Emailing us | [resolution@hcpnv.com](mailto:resolution@hcpnv.com)
- Calling us | 702.479.2300 (TTY: 711)
- Reviewing your experience by completing an in-clinic customer feedback survey

