

---

# PHC

## PATIENT HANDBOOK

---





Hi there, and welcome to PHC! My name is Serena and I will be your patient handbook guide. I'll share useful information to help make your visit with us as convenient, safe, and easy to understand as possible.

This handbook includes PHC's mission, vision, and values as well as an overview of our programs and services. Learn about your rights and responsibilities as our patient, find important contact information, and other ways PHC can best support you and your family.

# Table of Contents

<b>#1 About Us</b>	<b>3</b>
- Welcome	
- About Us	
- Mission Vision & Values	
- PHC's Board of Directors	
<b>#2 Rights &amp; Responsibilities</b>	<b>6</b>
- Patient Rights & Responsibilities	
- Nondiscrimination Notice & Accessibility Requirements	
<b>#3 Privacy &amp; Your Medical Records</b>	<b>9</b>
- Privacy Practices	
- Confidentiality Statement	
- Request Your Medical Records	
- Filing a Complaint	
<b>#4 Medical Care at PHC</b>	<b>12</b>
- Medical Care	
- Behavioral Health Care	
- Virtual Visits	
- Walk-in Clinics	
- Residency Programs	
<b>#5 Dental Care at PHC</b>	<b>16</b>
- Dental Care	
<b>#6 PHC Programs</b>	<b>17</b>
- Homeless Support Services	
- Pharmacy	
- HIV Prevention, Care, & Treatment (The Project at PHC)	
- Healing Garden & Walking Path	
<b>#7 Answering Your Questions About Billing</b>	<b>19</b>
- Your PHC Bill	
- Quest Lab Bills	
- Contact for Billing Department	
<b>#8 Resources</b>	<b>20</b>
- Community Services	
- PHC Contact Information	

Dear Patients, Clients, Caregivers, and Friends,

Welcome to PHC, I'm glad you're here! I hope you find this handbook a useful resource and introduction to who we are and what we do. PHC services are available to all, regardless of ability to pay, language spoken, immigration status, insured or uninsured, or employment status. Our doors are open to everyone.

When visiting a PHC clinic or program, you will find a team dedicated to our mission - caring professionals providing health care and supportive services to improve your quality of life. Our staff is here to care for your medical, dental, and behavioral health as well as address challenges with transportation, language, housing, or other barriers to care. This commitment is reflected in the quality, skill, and compassion our staff exhibits every day.

**Thank you for choosing PHC. It is our privilege to serve you.**

Sincerely,

Kelly Huntsman, CEO



# About Us

In 1981 PHC opened its first clinic in Des Moines. Since then additional clinics, programs, and services have been added, including expanding our service area to Ames and Marshalltown. In addition to medical and dental care, PHC has expanded to provide Homeless Support and HIV care and treatment.

The philosophy of care supported by PHC is the Joint Commission's Primary Care Medical Home (PCMH). This means PHC works hard to meet standards of high quality, safe, and coordinated primary care services, accessible to all. You can learn more about the Joint Commission and what this accreditation means at [www.jointcommission.org](http://www.jointcommission.org).

PHC accepts all patients, including

- ☐ People who do not have insurance.
- ☐ People who need assistance applying for insurance (our team of health benefits specialists can help with the application process).
- ☐ People who have insurance.
- ☐ People who have insurance but can not afford copays and deductibles.

# Our Mission, Vision & Values

## Mission

To be a team of caring professionals providing healthcare and supportive services for all people to improve their quality of life.

## Vision

**Innovating** to meet ever-changing health care challenges,  
**Investing** in compassionate, caring, and talented teams,  
**Welcoming** patients and clients to a safe and inclusive environment and  
**Engaging** our patients in holistic care so they may flourish.

## Values

- Integrity: Being honest, sincere, and doing the right thing
- Compassion: Demonstrating empathy, caring, and providing hope
- Access: Being available, affordable, and flexible
- Respect: Dignity, treating others as you want to be treated, & valuing everyone
- Excellence: Being the very best, high quality, and a dedicated team

## Board of Directors

PHC is governed by a community board that includes patient board members as well as representatives from each of the counties we serve. The board ensures PHC stays on course with its mission, vision, and values. With their guidance, PHC fulfills its purpose of improving the health and quality of life of our patients and clients.

The [Health Resources and Services Administration](#) (HRSA) requires 51% of health center board members to be patients or clients who are served by the organization. They must also represent individuals who are served by PHC in terms of demographic factors, such as race, ethnicity, and gender. A list of current board members can be found here: [www.phciowa.org/about/](http://www.phciowa.org/about/).

If you're interested in learning more about serving on PHC's board, please contact PHC's Executive Assistant at (515) 248-1447.

## Helpful Hints

1. Waiting for your appointment? Guest wifi is available! Ask the registration team for the password.
2. PHC staff can refer you to other community resources, such as food pantries, legal aid, transportation assistance, and housing support. There is a short list of resources on the last page of this handbook.
3. Most PHC medical clinics now offer walk-in care for acute needs such as minor cuts and bruises, earache, vomiting/diarrhea, allergies, infections, strains, and sprains.
4. If you need a medication refill, please call your pharmacy. Do not call your health care provider's office. Reach the PHC Pharmacy (515) 262-0854.
5. Sign up for text message appointment reminders, and let a member of our registration team know you would like to "opt-in" for text message reminders.



**Serena:** If you want to request your medical records, file a complaint, or learn more about your rights and responsibilities as a PHC patient, you will find this information in the **purple tab**, starting on page 6.

## Patient Rights & Responsibilities

PHC respects each patient and is dedicated to giving the best care possible. The *Patient Rights and Responsibilities* outlined here explain what you can expect from PHC and what we expect of you.

### Your Rights as a PHC Patient

You have the right to:

- ☐ Expect quality care. PHC will not discriminate or permit discrimination against any person or group on the grounds of race, color, sex, national origin, age, religion, sexual orientation, gender identity, or any other protected class.
- ☐ Know the names and qualifications of the PHC staff.
- ☐ Receive correct, accurate information.
- ☐ Get the information or education you need to make a decision about your care, including options for your care and risks associated with those options.
- ☐ Know the cost of your care and learn ways you may pay for it, including applying for the sliding fee scale or other resources that you may be eligible to receive.
- ☐ Be treated with courtesy and respect.
- ☐ Private, confidential care.
- ☐ Ask questions about your health care and expect answers.
- ☐ Get advice after hours.
- ☐ Expect reasonable access to care.
- ☐ Say no to participation in any research projects.
- ☐ File a patient complaint. More information about filing a complaint can be found here [phciowa.org/contact/](https://phciowa.org/contact/).
- ☐ Say no to treatment.
- ☐ Be assessed for pain.
- ☐ Get another opinion about your illness.
- ☐ Change medical providers at PHC.
- ☐ Ask for a reasonable accommodation if you have a disability.
- ☐ Know about legal reporting requirements.
- ☐ Ask for help with a living will or durable power of attorney for health care.

### Your Responsibilities as a PHC Patient

- ☐ Take care of your health.
- ☐ Call 24 hours in advance if you are unable to keep your appointment.
- ☐ Follow instructions from your healthcare provider for yourself, your children, or others for whom you care.

- ☐ Get annual checkups for you and your family.
- ☐ Call your pharmacy when you need to refill your medications. Please do not call your provider, the pharmacy takes these calls.
- ☐ Providing PHC staff with accurate and complete information about your illness, health issues, and medications you are taking.
- ☐ Let PHC know if you choose to move your medical or dental care to another provider.
- ☐ Pay your copay at each visit and make an effort to pay your bill on time.
- ☐ Give PHC the correct information about your health.
- ☐ Know your insurance plan and bring all insurance cards to each visit.
- ☐ Show respect for other patients and PHC staff.
- ☐ Call about ongoing or non-emergency health problems during office hours.
- ☐ Tell your provider about your pain; informing your provider if your health becomes worse or if you have an unexpected reaction to a medication.
- ☐ Ask your provider if you do not understand the information given to you.
- ☐ Give written permission to release your health care records (from other providers) to PHC when necessary.
- ☐ Provide PHC a copy of your living will or durable power of attorney for health care matters.

## **Notice Informing Individuals about Nondiscrimination, Accessibility Requirements**

### **Discrimination is Against the Law**

Primary Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Primary Health Care does not exclude people or treat them differently because of race, color, gender identity, national origin, age, disability, or sex. Primary Health Care will:

- ☐ provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - ☐ Qualified sign language interpreters
  - ☐ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- ☐ provide free language services to people whose primary language is not English, such as:
  - ☐ Qualified interpreters
  - ☐ Printed/digital information in other languages

If you believe PHC has failed to provide these services or discriminated in another way on the



basis of race, color, national origin, age, disability, gender identity, sexual orientation, or sex, you can file a grievance with PHC's Compliance Officer or with the U.S. Department of Health and Human Services, Office for Civil Rights.

Please report any concerns or questions regarding care you have received, compliance with the law, regulations, or Primary Health Care Inc.'s policies to (515) 248-1451. This is an anonymous, private hotline that is available 24 hours a day, seven days a week.

Civil rights complaints with the U.S. Department of Health and Human Services, Office for Civil Rights may be filed electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F, HHH Building  
Washington D.C. 20201  
(800) 368-1019  
(800) 537-7697 (TDD)



**Serena:** Are you, a friend or family member struggling with substance use disorder? Ask to speak to a behavioral health consultant (BHC) at your visit. A BHC will talk with you, assess your or your loved one's needs, and provide connections to resources. You can also learn if Medication-Assisted Treatment is an option.

# Privacy Practices

PHC understands health information about you and your health care is personal and we're committed to protecting your health information. We create a record of the care and service each patient receives. The record is used to provide quality care and to comply with legal requirements.

This notice applies to all PHC records about your care. It details the ways we may use and disclose health information about you. It also describes your rights to health information kept about you and explains the requirements PHC must meet related to the disclosure of your health information.

PHC is required by law to

- make sure health information that identifies you is kept private in accordance with relevant law.
- give you this notice of our legal duties and privacy practices with respect to your personal health information.
- follow the terms of the notice currently in effect for all of your personal health information.
- provide notice to affected individuals of a breach of unsecured protected health information.

## How We May Use and Disclose Your Health Information

For treatment	For health oversight activities
For payment	For judicial and administrative proceedings
For health care operations	For law enforcement purposes
For appointment reminders or changes	For public health activities
Health-related services and treatment alternatives	About victims of abuse, neglect, or domestic violence
Fundraising activities (limited to name, address, phone number, and dates of service)	To a coroner, health examiners, and funeral directors
To individuals involved in the payment of your care	For organ, eye, or tissue donation
As required by law	For research
To avert a serious threat to health or safety	For specialized government functions
For worker's compensation	

# Your Privacy Rights

Right to inspect and copy your personal health information	Right to amend
Right to receive an accounting of disclosures	Right to receive confidential communications
Right to request a restriction	Right to request restrictions to a health plan
PHC is not required to agree to your request for restriction if it is not feasible for us to comply with your request or if we believe it will negatively impact our ability to care for you	Right to a paper copy of this notice

For more detailed information regarding the uses and disclosures of your protected health information and your privacy rights, please review the [Notice of Privacy Practices](#) provided to you at registration.

## Confidentiality Statement

Patient consent for [Release of Information](#) (ROI) shall be signed prior to a patient viewing the medical record and/or release of medical records. A release of information can be found on our website at [www.phciowa.org/patients/](http://www.phciowa.org/patients/). Persons authorized to consent:

- ☐ A patient that is 18 years of age or older.
- ☐ A patient’s legal representative.
- ☐ A parent, guardian, or legal representative on behalf of a minor under 18 years of age
- ☐ If the patient is a minor and is seeking treatment for substance abuse, family planning, sexually transmitted diseases, or mental health care, the signature of the minor is necessary.
- ☐ Unless otherwise ordered by the court in a custody hearing, both parents shall have legal access to information concerning the child, including but not limited to medical and hospital records.
- ☐ If the patient has been adjudicated incompetent (legally determined as unable to give consent), the guardian or other legal representative may give consent authorized by law to act on the patient’s behalf.

## Request Your Medical Records

Patients may request their medical records in the following ways:

- ☐ Fill out a Release of Information (ROI) form at your PHC Clinic or, if they have moved, fill the form out at their current provider’s office.
- ☐ Request a Release of Information form is mailed to them.
- ☐ Download a form from our website. ([www.phciowa.org](http://www.phciowa.org))

Once completed:

- ☐ Mail the ROI to PHC's medical records department
- ☐ Fax the completed form to (515) 248-1832
- ☐ Email the form to [mrecords@phcinc.net](mailto:mrecords@phcinc.net)

Mailing address:

PHC Medical Records  
1200 University Ave. #200  
Des Moines, IA 50314

## Filing a Complaint

If you believe your privacy rights have been violated, you may file a complaint with PHC or with the Department of Health and Human Services. You may file a complaint by mailing, faxing, or emailing a written description of your complaint. You may also call by telephone.

In your complaint, please describe the situation, and include the dates and names of all involved. Please provide your contact information so we may follow up with you. There is no penalty for filing a complaint.

You may contact [PHC's Compliance Officer](#) with your complaint, contact information is below:

PHC  
Attn: Compliance Officer  
1200 University Ave. #200  
Des Moines, IA 50314  
(515) 248-1447

A complaint can be emailed to [compliance@phcinc.net](mailto:compliance@phcinc.net) or call the confidential corporate compliance hotline at (515) 248-1451.

## Medical Care at PHC

It's important for people of all ages to receive preventative medical care, in addition to sick care or chronic disease management. Our health care provider teams see newborns, children, adolescents, adults, and the elderly. In addition to family practice, which includes healthcare for patients of all ages, PHC offers the following services:

- ☐ Behavioral health care for children & adults
- ☐ Family planning, birth control, std testing & treatment
- ☐ Family practice (well-child, well-woman, immunizations, physicals, etc)
- ☐ HIV prevention, care, and treatment
- ☐ Internal medicine
- ☐ Medication-Assisted Treatment (MAT) for alcohol or opioid use disorder
- ☐ Midwifery
- ☐ Obstetrics & gynecology
- ☐ Pediatrics
- ☐ Psychiatric medication management
- ☐ Walk-in care (allergies, small cuts, bruises, sprains, strains, earaches etc.)

## Behavioral Health Care

PHC provides whole-person care. This means the medical team keeps in mind the behavioral and social concerns you or your family may have. Behavioral health consultants (BHCs) work alongside the medical care team to allow for an “on the spot” appointment. BHCs care for children, adolescents, and adults.

A BHC can help patients manage stressors associated with chronic medical conditions such as

- ☐ Obesity
- ☐ Chronic pain
- ☐ Sleep issues
- ☐ Headaches
- ☐ Diabetes

BHCs can also help adults and children with behavioral changes related to

- ☐ Depression
- ☐ Anxiety
- ☐ Substance use disorder
- ☐ Alcohol use disorder
- ☐ Weight loss
- ☐ Managing emotional or behavioral difficulties such as grief, anger, stress, and worry

## Your Appointment

Call your PHC clinic to schedule an in-person or virtual visit (also known as telehealth) with your healthcare provider.

Virtual visits are easy, confidential, and available for no extra charge. Not all visits are appropriate for telehealth, ask your provider or a member of the patient scheduling team if a virtual appointment will work for your next visit.

If your appointment is in person, please bring all of your medications, vitamins, and supplements to your appointment. You will also need your insurance card, Medicaid card, and other healthcare benefit programs you may be enrolled in.

If you cannot make your appointment, please call ahead of time to reschedule as a virtual visit or for another time. We understand sometimes things come up and an appointment may need to be canceled. Please call to let us know you are not coming as we may be able to schedule another patient.

If you need help managing a chronic illness (diabetes, hypertension, COPD, etc) or need tips on medication management, please ask your healthcare provider what resources are available to you.

Save yourself time at registration by completing registration forms in advance. Forms can be found at [phciowa.org/patients/](https://phciowa.org/patients/), by clicking the “Patient Forms” button.



**Serena:** Remember to tell your healthcare provider all of the medications, vitamins, and supplements you take. It is helpful if you bring those with you to your appointment.

## Virtual Visit

A virtual visit is when you have an appointment with your healthcare provider via the internet (on your phone, tablet, or computer). When you call to schedule, you are always welcome to ask for a virtual appointment. Virtual visits are based on what care you may need or the health issues you have. If the provider decides an in-person visit will better meet your needs, the team will let you know.

## Walk-in Clinics

Some PHC medical clinics offer walk-in care. The purpose of these clinics is to provide care for acute issues such as small cuts and burns, earaches, moderate flu symptoms, sprains, and strains, vomiting, and diarrhea.

Patients should use a hospital emergency department for injury or illnesses such as head or eye injury, broken bones, dislocated joints, fever with rash, chest pains, seizures, slurred speech, or confusion. If it is an emergency and you are unsure what to do, please call 911.

### Walk-in Clinic Locations

Ames Medical Clinic - 3510 Lincoln Way

B. Engebretsen Medical Clinic - 2353 SE 14th St.

Marshalltown Medical Clinic - 101 Iowa Ave. W.

University Medical Clinic - 1200 University Ave. (east entrance)

West Side Medical Clinic - 7555 Hickman Rd.

## PHC's Residency Programs

PHC partners with MercyOne Medical Center to form the Iowa Medical Education Collaborative (IMEC) to enhance graduate medical opportunities in Iowa. IMEC is the sponsor for the internal medicine and family medicine programs. Mercy One Medical Center trains residents in its inpatient settings, and some outpatient settings while PHC trains residents in two outpatient clinics.

This important program provides clinical experience for new doctors. If PHC at Mercy (250 Laurel St.) is your home clinic, you may receive care from a family practice resident and a faculty physician.

The internal medicine residency program's outpatient clinic is located at PHC's East Side Clinic at 3509 E. 29th St. in Des Moines. Internal medicine healthcare providers treat adults only and family practice providers see patients of all ages.

These appointments sometimes take a bit longer due to two physicians visiting with the patient. We thank you for your patience and appreciate your willingness to be an important part of our health center graduate medical education experience.



**Serena:** PHC offers dental care in Ames, Des Moines, and Marshalltown. Regular dental check-ups and cleanings are important for children and adults. Our dental staff, hygienists, and dentists will take great care of your smile!



## Dental Care at PHC

Primary Health Care offers preventive and routine dental care for children, adolescents, and adults. If you cannot make your appointment, please call 24 hours ahead of time to reschedule or cancel. We understand sometimes things come up and an appointment may need to be canceled. Please call to let us know you are not coming as we may be able to schedule another patient at that time.

Dental care available at PHC for adults and children includes

- ☐ Emergency care
- ☐ Exams and x-rays
- ☐ Preventive care (cleanings, fluoride, and sealants)
- ☐ Treatment of gum disease
- ☐ Restorative care (fillings and crowns)
- ☐ Limited oral surgery (tooth/teeth extractions)

Our dental clinics accept Medicaid, private insurance and offer a sliding fee scale for self-pay patients. Health benefit specialists are available to help patients enroll in insurance plans, Medicaid, or other benefits they may be eligible to receive.



### Helpful Hints to Keep Your Teeth Healthy:

- ☐ Brush your teeth two times a day.
- ☐ Brush for two minutes each time.
- ☐ Floss every day.
- ☐ Avoid sugary food and drinks.
- ☐ Drink plenty of water.
- ☐ Schedule regular checkups every 6 months.
- ☐ Don't smoke.
- ☐ Gently brush your tongue when you brush.

## Homeless Support Services

The Homeless Support Services team includes Centralized Intake, Supportive Services for Veterans' Families, street outreach, rapid rehousing, and other supportive services/programs.

Centralized Intake is the front door for people experiencing homelessness or near homelessness in Polk County. Centralized Intake collaborates with area homeless, family, and domestic violence shelters as well as other non-profit agencies to provide timely, and appropriate referrals in Polk County.

Centralized Intake workers meet with and assess each individual or family's situation to determine the best course of action to assist them.

Centralized Intake encompasses

- ☐ Emergency shelter
- ☐ Public benefits
- ☐ Case management agencies
- ☐ Manages the waiting list for housing programs

## Supportive Services for Veterans Families

(SSVF) is a program funded by the Department of Veteran Affairs that aims to stably house veterans who are homeless or near homeless. The program is delivered in Dallas, Jasper, Marshall, Polk, Story, and Warren counties. SSVF provides outreach and case management services. Case managers assist veterans and their families with housing placement as well as guidance on applying for income, VA, and other public benefits.

If you are experiencing homelessness or living in an unstable housing environment, please contact our Homeless Support Services team at (515) 248-1850.

## Visit PHC's Healing Garden & Walking Path

The Healing Garden & Walking Path is located on the East Side Clinic campus, at 3509 E. 29th Street. On the east side of the clinic's parking lot is an entrance to the garden. Forming a perimeter around the garden is a walking path, a seating area, and a small gazebo to stop and enjoy the quiet of nature. All are welcome, you do not have to be a PHC patient to visit.

in those communities.

PHC pharmacists can:

- ☐ Fill your prescriptions (must be prescribed by a PHC health care provider).
- ☐ Answer questions and offer medication counseling.
- ☐ Demonstrate how to use inhalers and glucometers.
- ☐ Offer nutrition and diabetic counseling.

Because PHC is a Federally Qualified Health Center, we are eligible to participate in the 340B Drug Pricing Program. It allows us to get medications at discounted prices and pass those savings on to our patients. In order to participate in this drug discount program, PHC's pharmacy can only fill prescriptions written by a PHC health care provider.

PHC Pharmacy takes Iowa Medicaid, some commercial insurance plans, as well as uninsured patients.

## **The Project at PHC** (HIV prevention, care, and treatment)

The Project offers a full continuum of HIV services from testing to treatment, in a welcoming and caring environment. The care team includes an American Academy of HIV Medicine certified nurse practitioner, registered nurses, case managers, health benefits specialists, and a community outreach prevention team.

Health benefit specialists can help connect you to the resources you may be eligible to receive, such as assistance to pay for HIV medications. Case management services are also available to eligible clients. This team can assist you with managing appointments, navigating difficulties related to housing, or other challenges you may encounter.

Free and confidential HIV and STD testing is available. Schedule online at <https://phctheproject.org/free-testing/> or call (515) 248-1500 to make an appointment. Hours for testing may vary, please call or use the online scheduler to secure your testing appointment.

## Your PHC Bill

If you have a question about your PHC bill, contact the billing department between the hours of 8:00am - 5:00pm, Monday through Friday.

Medical billing (515) 280-4312

Dental billing (515) 280-4318

You may also pay your bill online, find the “Pay My Bill” button here: [phciowa.org/patients/](https://phciowa.org/patients/)

Primary Health Care uses a company called Quest Diagnostics for our lab services. You may receive a bill directly from Quest Diagnostics if your insurance does not cover the lab or if you are a self-pay patient. Please contact Quest directly for lab-related charges. If you are on a financial assistance plan with PHC and receive a Quest bill, please contact a health benefits specialist at your PHC clinic to help you.



**Serena:** PHC takes protecting your health information very seriously. The pages with a pink tab, starting on page 9, have information on our privacy practices, your privacy rights as our patient, and how you can request your medical records.

# Community Resources

This is not a comprehensive list of all available services. United Way offers a list of social services available in Iowa here: [www.211iowa.org](http://www.211iowa.org), call 211 or text your zip code to 898211 to find services near you.

	Polk County	Story County	Marshall County
Clothing & Household	<p>St. Vincent De Paul Society 1426 6th Avenue Des Moines, IA 50314 (515) 282 - 8327 ext 140</p> <p>Bidwell Riverside 1203 Hartford Avenue Des Moines, Iowa 50315 515-244-6251 <a href="http://dmarcunited.org/food/pantry-locations/">dmarcunited.org/food/pantry-locations/</a></p>	<p>Greater Love Ministries 613 W North Street Madrid, IA 50156 (515) 795 - 3913</p> <p>Ballard Community Clothes Pantry <i>(located behind Ballard Creek Assisted Living)</i> Huxley, IA 50124 (515) 291 - 3543</p> <p>Bethesda Lutheran Church 1517 Northwestern Avenue Ames, IA 50010 (515) 232 - 6256</p>	<p>Caring Center Inc 8 West Church Street Marshalltown, IA 50158 (641) 753 - 8280</p> <p>Salvation Army - Marshalltown 232 North 31th Street Marshalltown, IA 50158 (641) 752 - 3084</p>
Domestic Violence Shelter & Assistance	<p>Children and Families of Iowa (515) 471 - 8699 <a href="http://www.cf Iowa.org">www.cf Iowa.org</a></p> <p>Dorothy's House (515) 777 - 4383 <a href="http://dorothyshouse.org">dorothyshouse.org</a></p>	<p>Children and Families of Iowa (515) 471 - 8699 <a href="http://cf Iowa.org">cf Iowa.org</a></p> <p>Sexual Abuse: ( 515) 292-5378 or (800) 203-3488</p> <p>Domestic Abuse: (515) 292-0519 or (855) 983-4641</p> <p>Housing: (515) 292-0543 or (855) 696-2980</p>	<p>LUNA 16 East Main Street Marshalltown, IA 50158 (515) 669 - 1149</p>
Food Pantry	<p>Bidwell-Riverside Center 1203 Hartford Center Des Moines, IA 50315 (515) 244 - 6251 <a href="http://Bidwellriverside.org">Bidwellriverside.org</a></p> <p>Des Moines Public Schools Food Pantries 2100 Fleur Drive Des Moines, IA 50321 (515) 242-7545 <a href="http://dmschools.org">dmschools.org</a> DMARC Pantry Locations</p>	<p>The Shop Food Pantry 1306 Beyer Hall Ames, IA (515) 294 - 8081</p> <p>Calvary United Methodist Church 1403 24th Street Ames, IA 50010 (515) 232 - 6329</p>	<p>Salvation Army 107 West state Street Marshalltown, IA 50158 (641) 753 - 5236</p> <p>Emergency Food Box 109 South 3rd Street Marshalltown, IA 50158 (641) 753 - 0486</p>

	Polk County	Story County	Marshall County
	<p>(833) 362-7220 dmarcunited.org/food/pantry-locations/</p> <p>PHC East Side Clinic DMARC Mobile Pantry in parking lot Call clinic for schedule (515) 248-1600</p>	<p>First Christian Church 611 Clark Avenue Ames, IA 50010 (515) 232-5766</p>	<p>Baxter Community Food Pantry 203 South Main Street Baxter, IA 50028 (641) 227-3391</p>
<b>Help for Seniors</b>	<p>Polk County Senior Services 2008 Forest Avenue Des Moines, IA 50314 (515) 286-5276 polkcountyiowa.gov</p> <p>Dahl Adult Day Center 3520 Grand Ave. Des Moines, IA 50312 (515) 271-6701 wesleylife.org</p>	<p>Heartland Senior Services 205 South Walnut Avenue Ames, IA 50010 (515) 233-2906</p> <p>The Rose of Ames 1315 Coconino Rd. Ames, IA 50014 (515) 268-8828</p> <p>Optimae Life Services - Central Iowa Region 600 E Court Ave. Des Moines, IA 50309 (515) 283-1330 optimaelifeservices.com</p>	<p>Central Iowa Residential Services 111 East Linn Street Marshalltown, IA 50158 (641) 752 5762</p> <p>Northeast Iowa Agency on Aging 123 West Main St. Marshalltown, IA 50158 (800) 779-8707</p>
<b>Housing Assistance / Shelters</b>	<p>PHC Homeless Support Services Centralized Intake 1200 University Ave. Des Moines, IA 50314 (515) 248-1850</p> <p>Central Iowa Shelter &amp; Services 1420 Mulberry St. Des Moines, IA 50309 (515) 284-5719</p> <p>Bethel Mission Men's Shelter 1310 6th Ave. Des Moines, IA 50314 (515) 244-5445</p>	<p>The Bridge Home Coordinated Entry 225 S.Kellogg Ave. Ames, IA 50010 (515) 232-8075</p> <p>Habitat for Humanity of Central Iowa 3504 Grand Ave. Ames, IA 50010 hfhci.org</p>	<p>The Bridge Home Coordinated Entry 225 S. Kellogg Ave. Ames, IA 50010 (515) 232-8075</p> <p>City of Marshalltown 36 North Center St. Marshalltown, IA 50158 (641) 754-5756</p> <p>Youth &amp; Shelter Services 22 North Center St. Marshalltown, IA 50158 (641) 752-2300</p>
<b>Legal Assistance</b> (child support,	<p>Iowa Legal Aid DMACC Urban Campus apply for free legal help (800) 532-1275</p>	<p>Legal Aid Society of Story County 937 Sixth St. Nevada, IA 50201</p>	<p>Iowa Department of Human Services 101 East Main St. Marshalltown, IA 50158</p>

	Polk County	Story County	Marshall County
immigration, landlord/tenant assistance)	<p>Iowa Migrant Movement for Justice 2024 Forest Ave. Des Moines, IA 50311 (515) 255-9809</p> <p>Home Inc 1618 6th Ave. Des Moines, IA 50314 (515) 243-1129</p>	<p>(515) 382-2471</p> <p>Iowa Department of Human Services Story County 126 S. Kellogg Ames, IA 50010 (515) 292-2035</p> <p>Iowa Legal Aid apply for free legal help (800) 532-1275</p>	<p>(641) 752-6741</p> <p>Iowa Legal Aid apply for free legal help (800) 532-1275</p> <p>Hispanic Ministry 107 South First St. Marshalltown, IA 50158 (641) 753-7815</p>
Safety from Sex Trafficking	<p>If you need immediate assistance or are in danger, call the Human Trafficking Hotline at (888) 373-7888.</p> <p>Dorothy's House <a href="https://dorothyshouse.org/about-us/contact-us/">https://dorothyshouse.org/about-us/contact-us/</a></p>	<p>If you need immediate assistance or are in danger, call the Human Trafficking Hotline at (888) 373-7888.</p>	<p>If you need immediate assistance or are in danger, call the Human Trafficking Hotline at (888) 373-7888.</p>
Transportation	<p>Des Moines Area Regional Authority 620 Cherry St. Des Moines, IA 50309 (515) 283-8100</p> <p>Iowa Department of Human Services 655 6th St. Des Moines, IA 50309 <a href="http://www.dhs.iowa.gov/ime">www.dhs.iowa.gov/ime</a></p>	<p>Hirta Public Transit - Administration (877) 686-0029 <a href="http://www.ridehirta.com">www.ridehirta.com</a></p> <p>Central Iowa RSVP 503 Elm Ave. Story City, IA 50248 (515) 733-4917</p> <p>CyRide 601 North University Ames, IA 50010 (515) 292-1100</p>	<p>Marshalltown Municipal Transit 905 East Main Street Marshalltown, IA 50158 (641) 754-5719</p> <p>Peoplerides 903 East Main St. Marshalltown, IA 50158 (641) 752-6202</p>
Utilities Assistance	<p>Impact Community Action Partnership 3226 University Ave Des Moines IA 50311 (515) 518-4770 <a href="http://impactcap.org/utility-assistance">impactcap.org/utility-assistance</a></p> <p>Low-Income Home Energy Assistance Program (LIHEAP) 2309 Euclid Avenue Des Moines, IA 50310 (515) 286-3670</p>	<p>Iowa Finance Authority 1963 Bell Ave. Des Moines, IA 50315 (515) 452-0400</p> <p>Salvation Army 703 East Lincoln Way Ames, IA 50010 (515) 233-3567</p> <p>Story County Community Services</p>	<p>Marshall County Community Services 101 East Main St. Marshalltown, IA 50158 (641) 754-6390</p> <p>Salvation Army 107 West State Street Marshalltown, IA 50158 (641) 753-5236</p> <p>MICA 6 South Second Street</p>

	Polk County	Story County	Marshall County
		126 South Kellogg Avenue Ames, IA 50010 (515) 663-2930	Marshalltown, IA 50158 (641) 753-5523
Hotlines	<p>Child Abuse Hotline (800) 362-2178</p> <p>Crisis Text Line Text 741741 for crisis help</p> <p>Human Trafficking Hotline 1 (888) 373-7888</p> <p>Nacional de Prevención del Suicidio (888) 628-9454</p> <p>National Domestic Violence Hotline (800) 799-7233</p> <p>Problem Gambling Hotline Call or Text: (800) 522-4700 Chat: <a href="https://ncpgambling.org/chat">ncpgambling.org/chat</a></p> <p>Sexual Assault Help Line (800) 770-1650 or text 'IOWAHELP' to 20121</p> <p>Substance Abuse and Mental Health Services Administration National Helpline (800) 662-4357</p> <p>Suicide Prevention Lifeline (800) 273-TALK (8255) or 1-800-SUICIDE (273-8255)</p> <p>Suspicious Activity "See something, Say something" (319) 335 - 5022</p> <p>TrevorLifeline For LGBTQ Youth (866) 488-7386</p> <p>Your Life Iowa (855) 581-8111</p>		



# Contact Information

Ames	Address	Services	Hours
Ames Medical & Dental Clinic (515) 232-0628	3510 Lincoln Way Ames, IA 50014	Behavioral health care, dental, family practice, MAT, midwifery, OB/Gyn, pediatrics, pharmacy pick up, walk-in care	<i>Medical &amp; Dental Clinic Hours:</i> 8:00 - 5:00pm Monday - Friday  <i>Pharmacy hours:</i> 9:00 - 5:00pm Tuesday & Friday
Des Moines			
B. Engebretsen Dental Clinic (515) 248-1470	2353 SE 14th St. Des Moines, IA 50320	Dental care includes preventative, routine exams & emergency visits	8:00 - 5:00pm Monday - Friday
B. Engebretsen Medical Clinic (515)248-1400	2353 SE 14th St. Des Moines, IA 50320	Family practice, pediatrics, walk-in	8:00 - 5:00pm Tues, Thurs & Friday  8:00 - 8:00pm Monday & Wednesday
DMPS Hoover/Meredith (515) 242-7300	4800 NW Aurora Des Moines, IA 50310	Pediatrics, sick care, family planning, HIV/STD testing	8:00-12:30pm Monday & Thursday  Hours may vary
DMPS Kurtz Opportunity Center (515) 242-8488	1000 Porter Ave. Des Moines, IA 50315	Pediatrics, sick care, family planning, HIV/STD testing	8:00-12:30 pm Wednesday & Friday  Hours may vary
East Side Clinic (515) 248-1600	3509 E. 29th St. Des Moines, IA 50317	Behavioral health care, family practice, MAT, midwifery, OB/Gyn, pediatrics	8:00 - 5:00pm Monday - Friday  9:00 - 1:00pm Saturday
PHC at Mercy (515) 612-9595	250 Laurel St. Des Moines, IA 50314	Behavioral health care, family practice, Ob/Gyn	8:00 - 5:00pm Monday - Friday
University Dental Clinic (515) 248-1888	1200 University Ave. #100 (west entrance) Des Moines, IA 50314	Dental care includes preventative, routine exams & emergency	8:00 - 5:00pm Monday - Friday

		visits	
University Medical Clinic (515) 248-1500	1200 University Ave. (east entrance) Des Moines, IA 50314	Behavioral health care, family practice, HIV care & treatment, LGBTQ health care, walk-in	8:00 - 5:00pm Monday - Friday
<b>Marshalltown</b>			
Marshalltown Medical & Dental Clinic (641) 753-4021  Reach the PHC Pharmacy at (515) 262-0854	101 Iowa Ave. W. #120 Marshalltown, IA 50158	Behavioral health care, dental, family practice, MAT, OB/Gyn, pharmacy pick up, walk-in care	<i>Dental Hours:</i> 8:00 - 5:00pm  <i>Medical Hours:</i> 8:00 - 8:00pm Monday - Friday 9:00 - 1:00pm Saturday  <i>Pharmacy Hours:</i> 8:00 - 1:00pm Tuesday 10:00 - 3:00pm Thursday 12:00 - 5:00pm Friday
<b>Programs</b>			
Homeless Support Services (515) 248-1850	1200 University Ave. #110A (west entrance) Des Moines, IA 50314	Centralized Intake, resource referral for people experiencing homelessness, clothing closet, shower, Supportive Services for Veterans & Families	8:00 - 5:00pm Monday- Friday
Pharmacy (515) 262-0854	1200 University Ave. #105 (front entrance) Des Moines, IA 50314	Only prescriptions written by PHC providers can be filled here. To	8:30 - 5:00pm Monday - Friday
The Project of PHC (515) 248-1500	1200 University Ave.(east entrance) Des Moines, IA 50314	HIV prevention, care & treatment, free & confidential HIV/STD testing, Hepatitis testing & treatment	8:00 - 5:00pm Monday - Friday See <a href="http://phctheproject.org">phctheproject.org</a> for scheduling & testing hours



Thank you for choosing PHC! Your health and well-being are important to us. If there is anything more we can do for you, please don't hesitate to ask.

### Find us Online

**Web:** [phciowa.org](http://phciowa.org) & [phctheproject.org](http://phctheproject.org)

**Facebook:** @PrimaryHealthCareIowa & @phctheproject

**Twitter:** @PHCiowa & @phctheproject

**Instagram:** @PHCiowa.org & @phctheproject

**TikTok:** @PHCiowa & @phctheproject

## NOTES

[illegible]