



PHC

PATIENT HANDBOOK

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LETTER FROM THE CEO

Dear Patients, Caregivers and Friends,

Welcome to Primary Health Care (commonly called 'PHC'). We are glad you or your loved one has selected us to be your health home. Our clinics and programs have proudly served Ames, Des Moines, Marshalltown and the surrounding communities for more than 30 years. In that time, we've added new locations, expanded our services, upgraded technology, and increased our medical and support staff - all in an effort to provide you with a better patient experience and meet the needs of the communities we serve.

Today we provide medical and dental care, HIV care and supportive services, homeless support services, pharmacy, case management, and integrated behavioral health and substance abuse services. Our clinics have bi-lingual staff and we do our very best to provide culturally competent care to our diverse patient population. I'm proud of our team of dedicated employees who seek to provide quality care in a compassionate and caring environment.

On behalf of our leadership, providers and staff, I thank you for choosing PHC. It is our privilege to serve you. We hope this handbook will be a useful resource to you in learning more about PHC. If you have additional questions or concerns, please call my office or the appropriate department listed in the handbook's phone directory.

Sincerely,



Kelly Huntsman
Chief Executive Officer
Primary Health Care

WHO WE ARE

Primary Health Care (PHC) is a nonprofit community health center. A community health center is open to all, regardless of income and insurance status. PHC is dedicated to meeting the health care needs of our community and supports the philosophy of a Patient Centered Medical Home. PHC aims to provide high quality, comprehensive primary care services that are accessible to all.

OUR MISSION

PHC is a team of caring professionals providing health care and supportive services to all people to improve their quality of life.

OUR 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 is representative of the patients who we serve. The board is comprised of individuals who volunteer their time, talent and resources to create a fiscally and managerially strong organization. Board members are tasked with ensuring that PHC stays aligned with its mission and values; and that it fulfills its purpose of improving the health of those living in our community.

For a complete listing of PHC board members, please see our website at www.phciowa.org/about/#Board-Of-Directors.

PHC clinics are located in the following communities:

Ames, Des Moines, and Marshalltown



PHC IS YOUR HEALTH HOME

PHC follows the Patient Centered Medical Home (PCMH) model and is recognized as a Level 2 Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA). A Patient Centered Medical Home is accountable for meeting the large majority of each patient's physical and mental health care needs. Those needs include prevention, wellness, acute and chronic care. PHC is recognized by The Joint Commission as a Primary Care Medical Home.

WHAT IS A HEALTH HOME?

A health home uses a team based approach to health care to help you achieve the best possible health outcomes. The primary care provider offers ongoing and coordinated care throughout your lifetime. The team approach allows PHC to provide additional support. For example, a nurse care manager can assist with chronic disease management or a health benefits specialist can help navigate the complexities of applying for Medicaid – these trained professionals support can support you, alongside your healthcare provider, in achieving health care goals.

This health care team will assist you with managing your care. They can answer your questions, involve other medical experts as needed and coordinate care with other agencies or hospitals.

PHC PATIENTS

PHC accepts ALL patients including those who are:

- Uninsured
- Uninsured and need assistance applying for Medicare or other coverage
- Underinsured – those that have insurance but the co-pays make it unaffordable
- Insured

PHC accepts the following insurance plans:

- Medicare
- Medicaid
- Hawk-I
- Private Insurance



PHC
WILL SEE
ALL PATIENTS,
REGARDLESS OF
ABILITY TO
PAY

MEDICAL SERVICES

Primary Health Care offers a full range of medical care. Services include:

- Chronic disease management (diabetes, high blood pressure etc.)
- Family planning services
- General health & wellness exams for patients of all ages
- Immunizations
- Prenatal and pregnancy care, newborn care (Centering Pregnancy prenatal groups available at some, but not all sites)
- Psychiatric medication management
- Sick care
- Sports, school and general physicals
- Sexually transmitted infections / HIV testing and treatment
- Substance use disorder treatment (available at some, but not all sites)
- Well child exams
- Women's health care

PHC offers family practice, pediatric, internal medicine and obstetrics/gynecology services. For locations of PHC medical clinics, see pages 23 - 25 of this handbook or on our website at www.phciowa.org/locations.

LABORATORY



Many lab tests are performed by laboratory staff and processed onsite to ensure timely testing and results. Some lab tests may be conducted off site.

RADIOLOGY



Radiology services are provided at the East Side Clinic, PHC at Mercy Clinic and Bery Engebretsen Clinic in Des Moines.

CASE MANAGEMENT



Case management services are available to assist with meeting goals for your health and management of chronic illnesses. A nurse care manager or family support worker can help you with achieving healthcare improvement goals and assistance with social service needs.

THE PROJECT (HIV CARE & SERVICES)

The Project's multidisciplinary team offers a full continuum of HIV services from testing to treatment, in a compassionate and professional environment. The care team includes an American Academy of HIV Medicine Certified Physician Assistant, registered nurses, case managers, prevention specialists and health benefit specialists who strive to deliver patient centered, quality care to achieve optimal health outcomes.

“ Our goal is to assist you in navigating a complex health system so that you can be an active partner in managing your chronic disease. ”

You may be eligible to receive case management and supportive services as well. Supportive services include: assistance in applying for public benefits assistance with prescription drug costs, copays and premiums.

To learn more, ask to speak to your nurse care manager or a health benefits specialist

HIV/STI TESTING



To schedule a confidential HIV or Sexually Transmitted Infection test, patients may call The Project at (515) 248-1595 or schedule online at www.phctheproject.org/free-testing.

DENTAL SERVICES

PHC dental clinics offer the care needed to improve and maintain your oral health. The staff provides comprehensive dental care to patients of all ages. Emergency dental care is also available. For locations of PHC dental clinics, see page 23 of this handbook or on our website at www.phciowa.org/dental.

COMPREHENSIVE DENTAL CARE INCLUDES:

DIAGNOSTIC &
PREVENTIVE
CARE

EMERGENCY
CARE

ENDODONTICS

ORAL SURGERY

PERIODONTAL
CARE

PRENATAL
ORAL HEALTH
VISITS

RESTORATIVE
CARE

WELL CHILD
EXAMS



As with all PHC clinics, the dental clinics have health benefit specialists. Bi-lingual staff can help patients apply for benefits or answer insurance questions patients may have regarding dental coverage.

PHARMACY SERVICES

Pharmacists are available to fill prescriptions, answer questions and offer medication counseling for prescriptions. Additionally, they can demonstrate usage of inhalers, glucometers and offer nutrition and diabetic counseling. Interpreters are available for our non-English speaking patients.



PHC is a participant in the 340B Drug Pricing Program which is made available to eligible organizations that are a federally qualified health center (FQHC) or FQHC look-alike. Because of this type of funding, *prescriptions can only be filled if written by a PHC provider.*

PAYMENT AND ASSISTANCE PROGRAMS

Medicaid is the only insurance accepted at the pharmacy. Patients may also pay for prescriptions with cash, check or a credit card. PHC also participates in pharmaceutical assistance programs to ensure affordability. Make an appointment with a pharmacy representative to learn more about these programs and if you are eligible.



BEHAVIORAL HEALTH & SOCIAL SERVICES

PHC provides whole person care, this includes addressing behavioral and social concerns you and/or your family may be facing. The health care providers at PHC that provide mental health services are behavioral health consultants (BHC).

PHC believes the best care is given when health care providers work together. You (or a member of your family) may be referred to behavioral health consultants from other healthcare specialties within the PHC treatment team for a consultation.

WHAT IS A BEHAVIORAL HEALTH CONSULTATION?

In each medical clinic, a Masters level behavioral health consultant (BHC) is available to provide behavioral health services as part of your medical care. They offer assistance when habits, behaviors, stress, worry, or emotional concerns interfere with a person's daily life and/or overall health.

WHAT CONCERNS DO BHCS HELP ADDRESS?

BHCs can help reduce symptoms associated with chronic medical conditions such as obesity, chronic pain, sleep, headaches, and diabetes. They can also help with behavioral changes related to exercise, alcohol use and weight loss. In partnership with your primary care provider, a BHC can also help with management of emotional/behavioral difficulties such as anger, depression, grief, stress and worry.

HOW DO I MEET WITH A BHC?

Consultations with a BHC can take place during a medical appointment or as a separate appointment. You may call and request to meet with a BHC or discuss the option of a referral at a regularly scheduled appointment.

The healthcare provider/behavioral health team can also refer you to behavioral health and substance abuse treatment services in the community, outside of PHC.

BEHAVIORAL HEALTH & SOCIAL SERVICES (CONT.)

FAMILY SUPPORT WORKERS

Family support workers provide assistance by linking you to other resources that you may be eligible to receive. Those services include applying for Medicaid, food programs, housing, Legal Aid and transportation assistance. A family support worker's goal is to assist you with overcoming economic and social barriers – in an effort to support your health.

SBIRT PROGRAM

Screening - Brief Intervention - Referral to - Treatment (SBIRT)

The primary goal of SBIRT is to identify and effectively intervene with individuals who are high risk for health care or social problems related to their use of alcohol and/or other substances. As part of your routine medical care, we discuss possible risks. If further resources are part of the plan made with your healthcare provider, PHC can provide or refer to appropriate services. These services may include individual support, treatment programs, and/or medications that can assist in meeting your health goals. We also have access to counselors who can meet individually at the clinic to help meet goals regarding alcohol or substance use.

HEALTH AND LAW PROJECT

Through the Health and Law Project, PHC partners with Iowa Legal Aid to offer assistance with issues such as disability, discrimination, housing, domestic violence, financial concerns, divorce, custody issues and unemployment concerns. Schedule an appointment with your PHC clinic's family support worker to learn more about The Health and Law Project.

HOMELESS SUPPORT SERVICES

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

Centralized Intake collaborates with area homeless, family and domestic violence shelters as well as a variety of other non-profit agencies to provide timely, efficient and compassionate services in Polk County. PHC case managers evaluate each individual or family through an intake process. From there, they determine the best course of action to assist them. Assisting with housing placement/navigation, case management and uncovering options for income streams can result from the Centralized Intake process.

Supportive Services for Veterans Families (SSVF) is a program funded by the Department of Veteran Affairs that aims to provide low-income housing stability. The program is delivered in Dallas, Jasper, Marshall, Polk, Story and Warren counties. SSVF provides outreach and case management services. Case managers assist vet-

erans and their families with housing placement as well as guidance on applying for VA and other public benefits.

“A veteran is defined as a person who served in active military, naval or air service and who was discharged or released under conditions other than dishonorable.”

To be eligible for SSVF you must be:

- A member of a veteran family – A veteran family is defined as a single person or a family in which the head of household or spouse of the head of household is a veteran.
- Low Income – Your household does not exceed 50% of the area mean income (as adjusted).
- Housing Status – A veteran who is currently homeless or at imminent risk of being homeless.

If you or someone you know is homeless or is in an unstable housing environment, please contact our Homeless Support team at (515) 248-1850.

APPOINTMENTS

TO MAKE A MEDICAL APPOINTMENT

Call us at your preferred clinic to make an appointment. Phone numbers and hours are listed on pages 23 - 25 of this handbook. Clinic locations and contact information can also be found at www.phciowa.org/locations. PHC strives to provide you with timely access at a date and time that best suits your needs.

TO MAKE A DENTAL APPOINTMENT

Call your preferred dental clinic to make an appointment. Phone numbers and hours are listed on pages 23 - 25 of this handbook. Clinic locations and contact information can also be found at www.phciowa.org/locations. PHC strives to provide you with timely access at a date and time that best suits your needs.

WHAT TO BRING TO YOUR MEDICAL/DENTAL APPOINTMENT

For your first visit at PHC, you will be asked to complete new patient forms. These forms become part of your chart which includes information such as your address, phone number, employment and insurance carriers. Because we are a community health center, we may ask other demographic information, such as your gender, race or sexual orientation. Other new patient forms will include a basic questionnaire of your personal and family health history. Forms can be completed at the clinic or you may download in advance at www.phciowa.org/patient-forms.

To qualify for our sliding fee program, please bring proof of income for all working members of the household. A health benefits specialist can assist with this process. Always bring your insurance card and list of any medications (or you may bring in the pill bottles) you may be taking.

CANCELLING AN APPOINTMENT

PHC understands that sometimes our patients are not able to keep a previously scheduled appointment. The patient is responsible for notifying the clinic as soon as possible to cancel an appointment.

WHEN THE CENTER IS CLOSED

PHC provides coverage 24 hours a day, seven days a week to ensure continuity of care. An answering service will contact the on call provider if you should call and require assistance after hours. *If it is an emergency, please call 911.*

PAYING FOR SERVICES

INSURANCE

PHC will submit your claim to any private insurance company along with Medicare and Medicaid for you. The patient's insurance information and card must be submitted at the time of service.

PHC is a participating provider in the following insurance plans*:

- Medicaid
- Medicare
- Blue Cross/ Blue Shield
- United Health Care
- Wellmark



*insurance plans PHC participates in subject to change without notice

If you have questions about your health plan, please contact your clinic and ask to speak to a health benefits specialist (clinic hours and locations can be found on pages 23 - 25 of this handbook).

HEALTH INSURANCE MARKETPLACE

Health insurance plans that fit your needs and your budget can be found on the insurance marketplace. Low-cost and free plans are available, and financial help is available based on how much money you make.



If you do not have health insurance or would like to see if you qualify for more affordable coverage, schedule an appointment with one of PHC's health benefits specialists (clinic locations and phone numbers listed on pages 23 - 25 of this handbook) or visit www.healthcare.gov.

SLIDING FEE SCALE PROGRAM POLICY

The sliding fee program allows us to reduce or “slide” the fees for the care of you or your family at PHC. You can apply for the program if you need assistance to help you pay for your care.

Eligibility is based on:

- How much income you or your family make
- How many people are in your household

HOW TO APPLY

Once you become a patient at PHC a health benefits specialist will be available to meet with you to help you enroll in the sliding fee program. *You will need to provide your most recent monthly household income to apply for the slide.* This will be reviewed at least once annually. Individuals under age 18 will need to provide proof of denial for Medicaid.



PROVIDE
YOUR MOST
RECENT MONTHLY
HOUSEHOLD
INCOME

What is considered proof of income?

- The most recent tax return or W-2 form
- Pay stubs - most recent pay stub for the last full month
- Unemployment benefit statement
- Workmen’s comp benefit statement
- Other documentation of income

HOW MUCH DO YOU OWE?

The amount of discount depends on your family size and income. Your bill will always be at least \$10 for medical services and \$40 for dental services. If you are homeless, please let your health benefits specialist (HBS) know; these minimum payments may be different for you. Your HBS will assist you in learning what you may qualify for and help arrange payment plans if necessary.

FREQUENTLY ASKED QUESTIONS ABOUT SLIDING FEE SCALE

Is PHC a free clinic? No. Patients are responsible for a portion of the cost of their care.

Who pays for the services that are discounted? Grants and donations are received to help offset costs discounted for patient care.

Do I have to be a citizen to apply for the sliding fee scale? No, patients do not have to be a US citizen to apply for the sliding fee discount.

What if I have no income at all? Patients can still apply for the sliding fee program. PHC health benefit specialists will be able to assist with this process.

I have to pay a lot of money before my insurance pays for my healthcare. Can I apply for the sliding fee program? Yes, you can.

Is my income information confidential? Yes, all information that is collected from our patients is confidential.

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QUESTIONS ABOUT YOUR BILL

Do you have questions or need clarification about your bill? Please contact the appropriate department outlined below:

- Dental Billing Questions (515) 248-1667
- Medical Billing Questions (515) 248-1649

Billing Address (for both medical and dental)

PHC Billing

PO Box 1321

Des Moines, IA 50305-1321

PATIENT RIGHTS AND RESPONSIBILITIES

PHC respects each patient and is dedicated to giving the best care possible. *The Patient Rights and Responsibilities* outlined below explains what you can expect from us and also what PHC expects of you.

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.
- 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.
- Say no to treatment.
- Be assessed for pain.
- Get another opinion about your illness.
- Change medical providers at PHC.
- Ask for special arrangements 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.

YOU ARE RESPONSIBLE FOR:

- Taking care of your health.
- Calling 24 hours in advance if you are unable to keep your appointment.
- Following instructions given by your healthcare provider for yourself, your children or others for whom you care.
- Getting annual checkups for you and your family.
- Getting your medications before you run out.
- Providing PHC staff with accurate and complete information about your illness, health issues and medications you are taking.
- Letting PHC know if you choose to move your medical or dental care to another provider.
- Paying your co pay at each visit and making an effort to pay your bill on time.
- Giving PHC correct information.
- Knowing your insurance plan.
- Showing respect for other patients and PHC staff.
- Calling about on-going or non-emergency health problems during office hours.
- Telling your provider about your pain; informing your provider if your health becomes worse or if you have an unexpected reaction to a medication.
- Asking your provider if you do not understand information given to you.
- Giving written permission to release your health care records (from other providers) to PHC when necessary.
- Providing PHC a copy of your living will or durable power of attorney for health care matters.

NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION, ACCESSIBILITY REQUIREMENTS & NONDISCRIMINATION STATEMENT: DISCRIMINATION IS AGAINST THE LAW

PHC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PHC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NOTICE... (CONT)

PHC:

- Provides 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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, tell your health care team before or during your visit. If you believe that PHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with PHC's Compliance Director or with the U.S. Department of Health and Human Services, Office for Civil Rights. See page 29 of this handbook for PHC's compliance contact information.

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 & Human Services

200 Independence Ave. SW

Room 509F, HHH Building

Washington D.C. 20201

(800) 368-1019

(800) 537-7697 (TDD)



COMPLAINT
FORMS ARE
AVAILABLE AT
[WWW.HHS.GOV/OCR/
OFFICE/FILE/INDEX.
HTML](http://WWW.HHS.GOV/OCR/OFFICE/FILE/INDEX.HTML).

OUR PRIVACY PRACTICES

We understand that health information about you and your health care is personal. As your health care provider, we are committed to protecting health information about you. We will utilize and share your health information only when authorized by you or as allowed/required by law.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION WITHOUT YOUR CONSENT:

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

YOUR PRIVACY RIGHTS:

- Right to inspect and copy your personal health information
- We are 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 that it will negatively impact our ability to care for you
- Right to request restrictions to a health plan
- Right to amend
- Right to request a restriction
- Right to receive confidential communication
- Right to inspect and copy your personal health information
- We are 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 that it will negatively impact our ability to care for you
- Right to request restrictions to a health plan
- Right to amend
- Right to request a restriction
- Right to receive confidential communication
- Right to receive an accounting of disclosures
- Right to a paper copy of this notice

CONFIDENTIALITY STATEMENT

A Patient Consent for Release of Information shall be signed prior to a patient viewing the medical record and/or release of medical records. 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 in all of the aforementioned instances
- 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, the guardian or other legal representative may give consent authorized by law to act in the patient's behalf

FILING A COMPLAINT

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

In your complaint, please describe what happened and detail the dates and names of anyone involved. Please provide your contact information so we may respond to appropriately. You will not be penalized for filing a complaint.

You may contact PHC's Compliance Director with your complaint, contact information below:



PHC

Attn: Compliance Director

1200 University Ave. #200
Des Moines, IA 50314

To send an email, please call (515) 248-1447 to obtain the compliance director's email address.

OR

You may also call the confidential corporate compliance hotline at (515) 248-1451.

CLINIC HOURS & LOCATIONS

DENTAL CLINICS

Bery Engebretsen Dental

2353 SE 14th St.

Des Moines, IA 50320

P: (515) 248-1470 | F: (515) 248-1474

Mon. – Thurs.

7:30AM – 7:00PM

Fri.

7:30AM – 5:00PM

Marshalltown Dental

112 E. Linn St.

Marshalltown, IA 50158

P: (641) 844-6230 | F: (641) 844-6235

M, T, W, F

7:45AM – 5:00PM

Thurs.

7:45AM – 5:45PM

University Dental

1200 University Ave. #100

Des Moines, IA 50314

P: (515) 248-1888 | F: (515) 248-1890

Mon. – Fri..

8:00AM – 5:00PM

MEDICAL CLINICS

Bery Engebretsen Medical

2353 SE 14th St.

Des Moines, IA 50320

P: (515) 248-1400 | F: (515) 248-1414

Mon. - Fri.

8:00AM – 5:00PM

CISS

1420 Mulberry St.

Des Moines, IA 50309

P: (515) 248-1500

Hours may vary. Please call to schedule an appointment.

East Side Clinic/Internal Medicine

3509 E. 29th St.

Des Moines, IA 50317

P: (515) 248-1600 | F: (515) 248-1630

Mon. – Thurs.

8:00AM – 8:00PM

Fri.

8:00AM – 5:00PM

Sat.

9:00AM – 1:00PM

CLINIC HOURS & LOCATIONS (CONT.)

MEDICAL CLINICS

Hoover / Meredith Clinic

4800 Aurora Ave.

Des Moines, IA 50310

P: (515) 242-7300

Hours may vary

Marshalltown Medical Clinic

412 E. Church St.

Marshalltown, IA 50158

P: (614) 753-4021 | F: (641) 753-4025

Mon. – Fri.

8:00AM – 8:00PM

Sat.

9:00AM – 1:00PM

PHC at Mercy Clinic

250 Laurel St.

Des Moines, IA 50314

P: (515) 643-4610 | F: (515) 643-4662

Mon. – Fri.

8:00AM – 5:00PM

Scavo High School Clinic

1800 Grand Ave.

Des Moines, IA 50309

P: (515) 242-8488 | F: (515) 242-8489

Mon. & Thurs.

9:00AM – 1:00PM

Story County Clinic

3510 Lincoln Way

Ames, IA 50014

P: (515) 232-0628 | F: (515) 232-0727

Mon. – Fri.

8:00AM – 5:00PM

The Project

1200 University Ave. #120

Des Moines, IA 50314

P: (515) 248-1595 | F: (515) 248-1830

Mon. – Fri.

8:00AM – 4:30PM

Schedule an HIV/STI test online:
phctheproject.org/free-testing

MEDICAL CLINICS

University Clinic

1200 University Ave. #120

Des Moines, IA 50314

P: (515) 248-1500 | F: (515) 248-1510

Mon. – Fri.

8:00AM – 4:30PM

West Side Clinic

1601 N.W. 114th St. # 334

Clive, IA 50325

P: (515) 225-7201

Mon. – Fri.

8:00AM – 5:00PM

YESS

918 SE 11th St.

Des Moines, IA 50309

Hours may vary

PROGRAM & PHARMACY

Homeless Support Services

1200 University Ave. #110A

Des Moines, IA 50314

P: (515) 248-1850

Mon. – Fri.

8:00AM – 5:00PM

Mobile Health Unit

Location may vary

Hours may vary

Pharmacy

1200 University Ave. #105

Des Moines, IA 50314

P: (515) 262-0854 | F: (515) 262-5089

Mon. – Fri.

8:30AM – 5:00PM

NOTES

DOES SOMEONE YOU KNOW
NEED A MEDICAL HOME?

We hope you will refer your friends
and family to Primary Health Care.

Thank you for being our patient!

PHONE DIRECTORY

CLINICS & PROGRAMS

BEC Dental	(515) 248-1470
BEC Medical	(515) 248-1400
East Side Clinic	(515) 248-1600
Homeless Support Services	(515) 248-1850
Marshalltown Dental	(641) 844-6230
Marshalltown Medical	(641) 753-4021
Pharmacy	(515) 262-0854
PHC at Hoover / Meredith	(515) 242-7300
PHC at Mercy Clinic	(515) 643-4610
PHC at Scavo High School	(515) 242-8488
The Project	(515) 248-1595
Story County Clinic	(515) 232-0628
University Dental	(515) 248-1888
University Medical	(515) 248-1500
West Side Clinic	(515) 225-7201
Administration	(515) 248-1447
Compliance Hotline	(515) 248-1451
Dental Billing Questions	(515) 248-1667
Medical Billing Questions	(515) 248-1649