Integrated Health care Excellence for All

Patient Guide

Improving the quality of your life through the blending of Primary Care and Behavioral Health services

At Cherokee, it’s all about YOU!
Your Patient-Centered Healthcare Home!

Welcome to Cherokee Health Systems, where you and your family are the most important people in the healthcare system.

We value you by providing the following:

1. **Personal Care Team:**
   Your care team treats all of your health needs, from primary care to behavioral health to dental care. Your providers help you choose care options, find community resources, and more. While not all services are offered at each clinic, our staff will help you get the care you need.

2. **Continuity of Care:**
   You will be scheduled with your chosen care team whenever possible and with other qualified providers as needed. Access to medical advice is available 24/7 through our after-hours care line and through crisis services. We will also coordinate the care you receive from other treating providers.

3. **Online Patient Portal:**
   We encourage you to view test and lab results, view visit summaries, check appointment availability, and communicate with your provider team through our 24/7 online portal. See instructions on page 5.
Here’s an Overview of Cherokee Services

**Integrated Primary Care & Behavioral Health:**
Our primary care staff provides treatment for illnesses like cold or flu as well as for long-term illnesses such as diabetes and high blood pressure. Behavioral health staff treat anxiety, depression, and more. Substance abuse is also treated with a variety of services. The service providers work together to make sure you get the treatment you need.

**Women’s Health Services:**
Cherokee offers obstetrical (OB) and gynecological (GYN) care for women. This includes care before and after childbirth. We provide PAP smears, breast exams, family planning, and nutrition education.

**Children’s Services:**
Our pediatric care team provides well child visits, immunizations, school physicals, care for acute and long-term illnesses, and pediatric behavioral health services. Autism diagnosis and treatment are available as well.

**Pharmacy Services:**
Your care team will help you find the most convenient pharmacy, whether inside Cherokee or in the community. Our patient assistance program is able to offer some medications at no cost to those who qualify.

**Crisis Services**
Access to medical advice is available 24/7 through an after-hours care line. If there is a behavioral health crisis, call 1-800-826-6881 and speak to someone who can help. Cherokee also operates a Crisis Stabilization Unit where folks can stabilize in a safe environment.

**Dental Services**
Some of our clinics have dental services where we provide dental examinations, routine cleanings, x-rays, extractions, fillings, and more.
Scheduling an Appointment:
If you have never been to Cherokee Health Systems before, you can call our Central Access Department toll-free at 1-866-231-4477. Staff will collect information, send a registration form to complete and schedule your first appointment. You will then meet with an engagement team member who will acquaint you with Cherokee and make sure you are being connected with the right provider. Once you are an established patient, you will automatically receive a reminder of follow-up appointments. If you are sick and need an unscheduled appointment, simply call the Cherokee clinic you normally use.

Prescription Medication Refills:
It is very important that you do not run out of the medications that you need! If you think you will run out of your medicine before your next appointment, call your pharmacy and let them know at least three days before you run out. The pharmacy will process your prescription so that you can pick it up before you run out. Make sure you write the phone number of the pharmacy you use on the back cover of this guide.

After-Hours Care:
To better serve you, Cherokee clinics offer extended hours during the week, and some clinics have weekend hours as well. We also offer an after-hours nursing line for health situations that occur after the clinics have closed. To access this service, you can simply dial the telephone number of your Cherokee clinic and it will route you to the after-hours service. You can write that number on page 8.
Crisis Services:
Anyone can call our 24/7 crisis line to discuss behavioral health emergencies. Once connected, professional staff will use the information you provide to determine the appropriate course of action. Please note that the crisis team serves adults only; emergencies involving children will be directed to other agencies. To contact Cherokee’s crisis service, call 1-800-826-6881. A state-wide service is also available at 1-855-274-7471.

Getting Copies of Medical Records:
We work with Medicopy to provide you with easy access to your medical information. If you need copies of your medical records, complete a release form available at any Cherokee Health Systems clinic. Cherokee staff will send it to Medicopy who will e-mail your records or send a paper copy to your home. There may be a small charge for lengthy paper copies.

Accessing the Online Portal:
New patients will receive a “token” with information about accessing the online portal. The token can be used to enroll in the portal. Once you are enrolled, you can use the portal for viewing medical test results and for sending messages to your care team. If you are already a patient and need a new token, ask your patient services representative. The Online Portal can be reached by going to the Cherokee website (www.cherokeehealth.com) and using the Patient Portal button.
You Should Know...

Cherokee Health Systems is a community health center committed to meeting YOUR needs. We were founded in 1960 and have been helping people and growing ever since that time. We are dedicated to helping people get healthy and stay that way!

Here Is What You Can Expect From Us:

- You will see qualified, caring, and courteous providers and staff.
- We will work to get you an appointment as soon as we can!
- We will refer you to a specialist if your condition requires.
- We will keep your health records private as ordered by law.
- We will be honest with you about your health.
- We will offer a sliding fee scale so that you can afford to see a doctor, no matter what.

And Here’s What We Ask of YOU:

- Be honest and open about your health concerns or problems.
- Be on time for appointments.
- Work with your care team to design a care plan – and follow that plan!
- Call ahead if you must cancel an appointment. If possible, give us 24-hour notice. Too many missed appointments might mean we can’t see you and we don’t want that to happen!
- Be courteous to all our employees.
A Couple More Things

Tough Time Affording Health Care? Cherokee Can Help!
We never want money, or the lack of money, to stand between you and your healthcare, so we offer help in a variety of ways. Our sliding scale, based on income and family size, is available to anyone. If you qualify, you can access most of our services for as little as $20 a visit. We also offer payment plans and prompt payment discounts. We accept most insurance plans, including TennCare and Medicare. If you do not have insurance, we have Eligibility and Enrollment Counselors who can help find plans for which you qualify. If you have questions about payment, call 866-760-3666.

Sharing Your Thoughts:
After you become a Cherokee patient, we want to know what you think. There are Suggestion Boxes at all Cherokee clinics. Please share your suggestions there.

If you have a concern or inquiry, please contact the clinic staff so that they can take the right action to address your concern or answer your question. And don’t worry – sharing a complaint will not negatively affect the service you receive.

In order to meet our goal of offering top-notch health care services, we want to know as soon as an issue arises so that we can address it quickly and continue to provide the best care possible.
Central Access Department: 1-866-231-4477

My Cherokee Clinic is: ____________________________

The address is: ____________________________

The phone number there is: ____________________________

My clinic’s hours are: ____________________________

The pharmacy I use is: ____________________________

The phone number of the pharmacy is: ____________________________

The address of the pharmacy is: ____________________________

For after-hours care, I should call: ____________________________

Cherokee Health Systems Crisis Services: 1-800-826-6881

Statewide Crisis Services Line: 1-855-274-7471

Notes:

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