



# Welcome!

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Patient Information Booklet







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# Welcome!

## Welcome to Maple City and Vista Community Health Centers! We are glad to have you as our patient

- This booklet contains information about what you can expect from us, what we expect from you, and the services that we offer
- Because we value our relationship with you, we encourage you to ask questions and make suggestions. We look forward to fostering a healthy future together

You have the power to improve your health. We will offer you information and choices about your health care. We will listen to what you want and need.

We will work to help you feel safe, trusted, and worthy of trust.

## Mission

The purpose of Maple City Health Care Center and Vista Community Health Center is to foster healthy community in our neighborhoods by providing and promoting affordable, accessible, and integrated quality care, and to articulate and promote our experience as a sustainable model.

## Values

- Long-term relationships
- Integration
- Empowerment



# General Expectations

## What We Offer

- We commit to offering quality care that all of our patients can afford
- We commit to working with you when charges don't feel affordable

## What We Ask

- Call the health center first when you have a health care need, rather than the ER or Urgent Care
- Contact us if you are unable to come to your appointment to cancel or reschedule
- Tell us about changes in your household, such as the following:
  - Your phone number or address
  - Insurance information
  - Income or job change
  - Number of people in your household
- Contribute what you can through one of the following three options:

1. Pay today

2. Make a payment plan

3. Talk about other options



# Services

## Care Teams

A team of professionals who will work with you and each other to improve your health. Each team includes a doctor, nurse practitioners, nurses, medical assistants, and a therapist.



## General Medical Care for All Ages

- Treating illness and injury
- Preventing illness (including screenings for cholesterol, mammograms, etc.)
- Chronic care (high blood pressure, diabetes, obesity, depression, etc.)
- Screening for drug or alcohol problems, depression, and trauma

## Healthy Living

- Dietitians – Explore and address nutrition concerns you may have
- Healthy Living Groups - information and support for making healthy changes

## Pregnancy Care

- Groups for pregnant women and their families
- Individual pregnancy care
- Childbirth Doula –a trained professional who gives support to the mother before, during and just after birth

## **New Baby Care**

- Regular check-ups for mother and baby
- Breastfeeding support

## **Counseling**

- Feelings of fear, depression or confusion
- Drug or alcohol addiction and recovery
- Individual, family and couples therapy

## **Social Work**

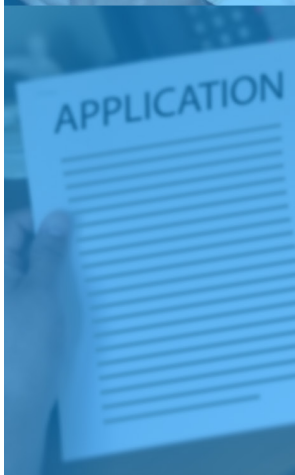
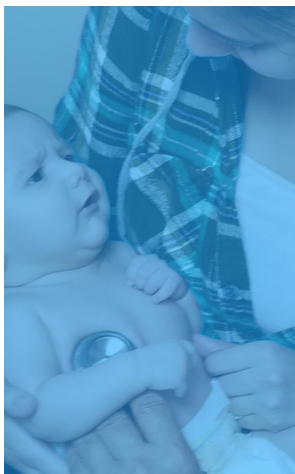
- Applications for food stamps (SNAP), disability, & financial assistance from Goshen Hospital
- Housing, immigration, and financial concerns
- Parenting support
- Support with accessing other community resources

## **Language Services**

- Bilingual staff (Spanish & English)
- Interpretation (Spanish and other languages)

## **Access to Health Coverage**

- Applications for Medicaid or Marketplace (Obamacare)
- Medicaid questions & renewals
- Using and understanding your insurance coverage



# Community Partners

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## **Dental Care**

- Routine cleanings
- Fillings & extractions
- Other dental services

## **Eye Care (for patients without vision insurance)**

- Routine eye exams
- Diabetic eye care

## **Orthopedic Consults (Bones & Joints)**

- Bone fractures
- Knee pain
- Hip problems
- Other bone and joint issues

To access these services, ask at the front desk or talk with your medical care team.



## When the Office is Open

You can call 534-3300 for Maple City or 534-0088 for Vista during office hours.

You can make an appointment or leave a message for someone on your care team to return the call. We will work to call you back or give you an appointment that same day.

### Service Hours

Monday	8:30 a.m. – 5 p.m. Closed from 12 – 1 p.m.
Tuesday	8:30 a.m. – 5 p.m. Closed from 12 – 1 p.m.
Wednesday	8:30 a.m. – 5 p.m. Closed from 12 – 1 p.m.
Thursday	8:30 a.m. – 5 p.m. Closed from 12 – 1 p.m.
Friday	8:30 a.m. – 5 p.m. Closed from 12 – 1 p.m.
Saturday	8:30 a.m. – 12 p.m. (Occasional)
Sunday	CLOSED

# When the Office is Closed

There is always a doctor on-call for our patients, even when the office is closed. Please call the doctor on-call any time you need medical advice or medical care after hours (evenings, holidays, Saturdays, Sundays.)

Unless it is a life-threatening emergency, please call before you go to the emergency room. The doctor on-call can help you decide what to do.

Comparison of Services		
	Doctor On-Call	Emergency Room
Cost	<i>Free</i>	Expensive
Time Spent	<i>Quick</i>	Takes longer

## Call the Doctor On-Call

- Dial (574) 533-4146
- An operator will answer
- Tell the operator your name, phone, and the name of your doctor and if you're a Maple City or Vista patient
- If you are pregnant, tell the operator
- A doctor will call you back in less than 30 minutes
- If you wait longer than 30 minutes, call again to tell the operator you have been waiting

## Two Locations

### Maple City Health Care Center

213 Middlebury Street, Goshen, IN 46528

P: 574-534-3300



### Vista Community Health Center

808 North Third Street, Goshen, IN 46528

P: 574-534-0088



## Resource Assessment

At least once a year, a staff member will talk with you about your family's finances. This information helps us determine where you fall on our sliding fee scale.

## Insurance

If you have health insurance, it is important for us to have up-to-date and accurate information. Please show your most recent insurance card to someone in the front office before each appointment.

## More than Money

If you cannot pay cash, one option is to participate in our More than Money program. We will help you arrange to volunteer at an organization such as LaCasa, The Window, Habitat for Humanity, or Goshen Schools. For every hour that you contribute to the community through your volunteer work, you earn credit towards your bill.



Our goal is to provide health care that is affordable for each of our patients, whatever the situation may be. If you are worried about paying your bill, please talk with a staff member.

## Our History

A group of residents, community leaders, and a doctor launched Maple City Health Care Center in the spring of 1988. Dr. James Nelson Gingerich moved with his family to Goshen in August of that year as the center's founding physician and medical director.

In late 1988, the City of Goshen offered its north side fire station. Volunteers renovated the fire station, and in February 1989, residents of north and east Goshen began visiting the center for affordable healthcare.



**1949 North Side Fire Station**

As the neighborhood welcomed more and more Spanish-speaking residents, MCHCC added bilingual staff. By 1995, the center had a 10-person staff and was a medical home for hundreds of families. A building project in 1997 doubled the space and the center hired its first full time executive director. In the next 5 years, the center hired a second physician and furthered its goal of integrating care by adding counseling, eye care, dental care, and social services.

## Our History

In June 2012, the Health Resources and Services Administration (HRSA) approved MCHCC as a Federally Qualified Health Center. This allowed us increased support for subsidizing affordable care, as well as expanded service offerings (dental, vision, behavioral health), and access to discounts for our patients for some expensive medications.



In November 2012, the nation's largest public health foundation recognized MCHCC as "exemplar practice" by a national program funded by the Robert Wood Johnson Foundation.

MCHCC is one of thirty-one practices that were selected for this distinction, out of three hundred practices that were nominated by national experts and rated by a National Advisory Committee.

Vista Community Health Center opened its doors to the community on May 21, 2015. Vista wawwy two parent organizations – MCHCC and IU Health Goshen (Now Goshen Health) – after a 2012 needs assessment that determined that 10,000 people in the area lacked access to primary health care. Recognizing that MCHCC had provided affordable high quality primary health care, the hospital offered to help Maple City open a second site. The hospital purchased and



renovated property in the midst of a federally designated medically underserved population. We have grown to a staff of more than 90 individuals and have enjoyed being a part of the north side community of Goshen for more than 29 years!





## Vista Community Health Center

808 North Third Street  
Goshen, IN 46528

P: 574-534-0088

F: 574-971-8434



## Maple City Health Care Center

213 Middlebury Street  
Goshen, IN 46528

P: 574-534-3300

F: 574-534-5412



**Doctor On-Call**  
**574-533-4146**