

Welcome to El Rio Health



EL RIO
HEALTH
elrio.org

Health
on TUCSON
powered by
Tucson Medical Center
and El Rio Health
healthontucson.org

ABOUT US

NATIONAL RECOGNITION

El Rio Health has demonstrated its commitment to your health through certification by three of the most prominent organizations in the United States.



The National Committee for Quality Assurance (NCQA) has granted El Rio Health a Level 3 Patient Centered Medical Home Certification

What does it mean for you?

The program organizes care around you, the patient, working in healthcare teams and coordinating and tracking your care over time. This healthcare process facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient's family.



Joint Commission Accreditation

What does it mean for you?

Our promise to YOU is high-quality health services that meet or exceed standards for the industry and to deliver EXCELLENT care to every patient.



Healthcare Equality Index Accreditation

The HEI accreditation means that El Rio Health has been recognized as a healthcare facility whose policies and practices are fully inclusive for LGBTQ patients, visitors and employees.



HIMSS Davies Award

El Rio Health was awarded the HIMSS Nicholas E. Davies Award of Excellence. This award is the pinnacle of the HIMSS Value Recognition Program and recognizes outstanding

achievement of organizations who have utilized health information technology to substantially improve patient outcomes and value.

Pharmacy-Based Diabetes Program

El Rio Health's Pharmacy-Based Diabetes Program provides intense one-to-one counseling and medical management of this complex condition often accompanied by high blood pressure, high cholesterol and multiple needed medications. This program has been nationally recognized as a Best Practice program by the American Society of Health Systems Pharmacists and has received an Innovative Research Award in Primary Care from the National Association of Community Health Centers. In addition, the American Pharmacist Association Foundation granted it the Pinnacle Award, only one of three awards given annually, to this program that assists patients in achieving better health outcomes, patient safety, improved quality of life and cost reduction.

HISTORY

Since 1970, El Rio Health has been providing quality, comprehensive, and accessible health care. Today, more than 107,000 people in Tucson come to El Rio Health for medical, dental, behavioral health, and other health care services.

MISSION

Improving the health of our community through comprehensive, accessible, affordable, quality and compassionate care.

VISION

To be a national model of excellent healthcare.

As a Federally Qualified Health Center and Non-profit Organization, we

- are governed by a Board of Directors representative of our community.
- utilize an accessible and affordable community health model that provides comprehensive health care.
- work to improve the health and well-being of our patients and community through direct care, advocacy and education.
- have more than 1,300 employees and 266+ doctors, dentists and advanced practice providers.
- consist of 11 locations.
- accept nearly all insurance plans.
- accept patients regardless of their ability to pay.
- utilize a sliding fee scale for self-paying patients.
- are recognized locally and nationally for the quality of our care and staff.

YOUR JOURNEY

About Us	■	History, Accolades.....	1
Welcome to El Rio Health	■	How to Contact Us	3
Services We Offer	■	General & Specialty Care.....	4
Location Details	■	Location Hours & Services.....	5
How to Find Us	■	Location Map	7
Your Healthcare Home	■	What You Can Expect	8
Our Policies	■	Legal Policies, Site Rules.....	9
Wallet Cards	■	Patient Portal, Nurse First.....	10

WELCOME TO EL RIO HEALTH

ALWAYS AVAILABLE FOR YOU

Same Day Appointments

When you call us at **(520) 670-3909** every effort will be made to schedule a same day appointment with your provider. If your provider is unavailable, we will attempt to schedule you at the same location to ensure you receive care. In the event that we cannot accommodate your appointment at your selected location, we provide appointments at Same Day Appointment Clinic located at our Congress Health Center. **Please call as early in the day as possible.**

24/7 Nurse Telephone Care and Triage

El Rio registered nurses are available 24 hours a day, 7 days a week at **(520) 670-3909** to take your telephone calls for questions as well as if you need to seek immediate care. They listen, review your symptoms or concerns and can provide health education advice as well as schedule appointments, as needed. **CALL US FIRST—before going to an urgent care or emergency room** if you are unsure if immediate care is needed. We also have an El Rio Hospital to Home team that helps our patients transitioning out of the hospital with follow up appointments, medication questions and more.

Patient Portal

Patient Portal is a secured, online website specific to your Primary Care Provider (PCP) and gives you convenient 24 hour access to your Personal Health Information (PHI) and medical record. It's accessible from anywhere with an internet connection, once you have registered.

Your secured, online Patient Portal gives you access to:



**24hr
Health
Info**



**Send Your
Providers a
Message**



**Schedule
Non-Urgent
Appointments**



**Access and View
Medical Records**



**View Visit Summaries
and Lab Results**

Two Quick and Easy Ways to Sign Up:

1. Using Self Enrollment via website:

Go to myelrio.org

2. During your visit:

Sign up via kiosk and receive a print out with your temporary username and password to log in with, or give your email address to any front desk staff member. You will receive an email with your temporary username, password and instructions.

On the Go:

Once registered, download the NextGen Patient Portal App to take El Rio with you.

EL RIO HEALTH'S SERVICES

COMMUNITY CARE FOR ALL



Adult Medicine

Focusing on adult healthcare for men and women 18 years of age and older.



HIV Specialty Care

HIV/AIDS specialty primary care available at our Cherrybell Health Center.



Behavioral Health

Consultants provide services before or after your healthcare visit. We are here to help you.



Dental

El Rio Health operates the largest non-profit dental program in the state of AZ and offers a wide range of general dental care for all ages.



Insurance & Community Resources

Our team is passionate about providing advice and assistance to help you and your family obtain healthcare or referrals for community resources.



Exercise & Wellness

Dedicated to keeping you healthy longer so you can live happier.



Family Medicine

Focusing on the healthcare for patients of all ages, newborn through adult.



Midwifery

Specializing in healthy pregnancy, childbirth, family planning, preventative women's health care, education and wellness.



Medical Legal Partnership

Services of Southern Arizona Legal Aid (SALA) are available for El Rio patients through a Medical Legal Partnership; please contact your medical provider for a referral.



OB/GYN

Our OB/GYN providers are dedicated to women's health and will ensure that you are provided with high-quality care through every stage of life.



Pediatrics

We offer sick and well child visits, physical exams, sports physicals, as well as disease management for children suffering from chronic illnesses (i.e. asthma and diabetes).



Pharmacy

El Rio has pharmacies located at multiple El Rio sites, making it easy to pick up your prescriptions at the same time you receive your medical and dental care.



Physical Therapy

For patients needing assistance with musculoskeletal injuries, arthritis, conditioning, and post-op orthopedic care.



Lab

Our laboratory is a nationally accredited diagnostic laboratory certified by Clinical Laboratory Improvement Amendments.



Radiology

General Radiology with ultrasound services and 3D mammography services.



Transportation

Transportation services, free of charge, for patients without any transportation.



Transgender Medicine

We provide affirming, respectful, high-quality healthcare for our LGBTQ communities.



Care Management / Nurse Triage

Our Registered Nurse Care Coordinators are available at the health center where you receive care and, along with your provider team, will help you manage your health.

INTEGRATED HEALTH CARE



HEALTH CENTERS

HOURS OF OPERATION

Adult
Medicine

Behavioral
Health

Dental

Insurance
Resources

Exercise &
Wellness

Birth & Women's Health Center	Mon 8am-8pm; Tues-Thurs 8am-5pm; Wed 9am-5pm; Closed on weekends	✓				
Cherrybell Health Center	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	✓
Congress Health Center	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	✓
El Pueblo Health Center	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓		✓	✓
HealthOn Broadway	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓				✓
HealthOn University	(Opening Fall 2019)					
Northwest Health Center	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	
OB/GYN Health Center	Open Monday-Friday 8am-5pm; Closed on weekends					
Pascua Yaqui Health Center	Open Monday-Friday 7am-12pm; 1pm-5pm; Closed on weekends	✓			✓	
Southeast Health Center	Open Mon-Thurs 7am-7pm; Fri 7pm-6pm; Closed on weekends	✓	✓		✓	✓
Southwest Health Center	Open Monday-Friday 8am-5pm; Closed on weekends	✓	✓	✓	✓	✓



Please visit elrio.org for our pharmacy locations and hours.

Congress Pharmacy
Open Monday-Saturday

At El Rio Health, we focus on providing an array of health services to meet your needs.



Family Medicine

Lab

Midwifery

OB/GYN

Pediatrics

Pharmacy

Physical Therapy

Radiology

Transgender Medicine

✓	✓	✓		✓				✓
✓	✓			✓	✓		✓	✓
✓	✓	✓		✓	✓		✓	✓
✓	✓			✓	✓		✓	✓
✓	✓			✓		✓	✓	✓
✓	✓		✓	✓	✓		✓	✓
			✓					✓
✓	✓			✓	✓		✓	✓
✓	✓	✓	✓	✓	✓		✓	✓
✓	✓		✓	✓	✓		✓	✓

Cherrybell Pharmacy
Open Monday-Saturday

El Pueblo Pharmacy
Open Monday-Saturday

Northwest Pharmacy
Open Monday-Friday

Pascua Yaqui Pharmacy
Open Monday-Friday

Southeast Pharmacy
Open Monday-Friday

Southwest Pharmacy
Open Monday-Friday

HOW TO FIND US

EL RIO HEALTH HAS MULTIPLE LOCATIONS IN TUCSON TO SERVE YOU AND YOUR FAMILY.

More than **107,000** people in Tucson come to El Rio Health for medical, dental, behavioral health & other health care services.



1 Birth & Women's Health Center
5979 E. Grant Road, #107

2 Cherrybell Health Center
1230 S. Cherrybell Stravenue

3 Congress Health Center
839 W. Congress Street

4 El Pueblo Health Center
101 W. Irvington Rd, Bldg #100

5 HealthOn Broadway
1 W. Broadway Blvd. 

6 HealthOn University
Opening Fall 2019 

7 Northwest Health Center
320 W. Prince Road

8 OB/GYN Associates
225 W. Irvington Rd.

9 Pascua Yaqui Health Center
7490 S. Camino de Oeste

10 Southeast Health Center
6950 E. Golf Links

11 Southwest Health Center
1500 W. Commerce Court

12 St. Elizabeth's Health Center
140 W. Speedway Blvd. 

YOUR HEALTHCARE HOME

A healthcare home is a place where healthcare professionals know your needs, history, and how to help you stay healthy.

A healthcare home is not a building – it is a team approach to care that provides better access to all the services and support you need. That team includes: you, your doctor or other healthcare provider, the nurses and other staff - you may also want the team to include a trusted friend or family member.

In a Healthcare Home

- You have an ongoing relationship with your healthcare provider
- You have all medical, dental, behavioral health and care management in one electronic record, accessible by patient portal
- There is better access to care with same day appointments, patient portal and 24/7 nurses to help you
- Community Health Advisors will provide:
 - Language assistance
 - Pharmacy assistance
 - Assistance with health insurance
 - Connecting to community resources
 - Health education, disease prevention & health improvement
 - Navigating through El Rio Health and the healthcare system
 - Self-management of chronic conditions
- Your care is based on medical guidelines which have been proven effective

What are the Benefits?

- Your healthcare team ...
 - is here to help you, not judge you
 - will help you find a specialist, if needed
 - will help you optimize your well-being
 - will help you customize your care
 - will help you understand your treatment choices
 - can refer you to community services when needed
- You will be able to communicate with your healthcare team and make appointments more easily via phone or portal
- You and your healthcare team will have a relationship based on mutual respect and trust
- Your cultural and religious beliefs are valued and taken into consideration when it comes to your plan of care
- You are given information to help you learn more about your ongoing health concerns

How Can I Get the Best Care?

- Bring a list of your top questions or concerns to discuss at every visit
- If you have a chronic condition (for example: diabetes, hypertension, or asthma), ask for a Care Plan that you can use to communicate with other providers involved with your care. A Care Plan should include your diagnosis, your provider's name, any medications you take, etc.
- Be open and honest about your health habits
- Always ask for something to be repeated if you do not understand it
- Ask your healthcare team to write down the next steps
- Ask about how to get care after hours, in case you need it
- Let your healthcare team know, during your visit, how you feel about how we are taking care of you
- After your visit, we will be contacting you for a brief survey to let us know how to improve

Health Insurance Assistance

El Rio Health assists patients in screening eligibility for a variety of medical coverage options or discount programs, including:

- Pharmacy assistance
- HealthCare Marketplace
- El Rio Health sliding-fee discount scale
- AZ State Medicaid

LEGAL POLICIES

How do we stay accountable? You have the opportunity to communicate with us directly or to file a grievance without penalty.

Patient Communications

El Rio Health uses various communication methods to help you or your child stay healthy. These include phone, email, mail, text messages, and the patient portal to communicate for the limited purposes of appointments, available services and other healthcare related communications. Message/data rates may apply and you are under no obligation to authorize El Rio Health to send you text messages as part of this program. To opt-out of receiving these communications at anytime, call (520) 670-3909 or text "STOP" to any message.

Filing a Grievance

If you would like to express a concern or complaint about your care, treatment or safety, you can contact a health center manager, any staff member, a Community Health Advisor (520) 670-3716, the HIPAA Privacy Officer (520) 670-3767 or the El Rio Health Compliance Officer (520) 670-3967. If for some reason El Rio Health cannot resolve your concern, you may also file a complaint with your insurance plan; Arizona Department of Health Services at www.azdhs.gov, 150 N. 18th Ave, Phoenix AZ 85007, or call (602) 364-3030; The Joint Commission at www.jointcommission.org or the Office of Inspector General at (800) 447-8477. You may file a formal grievance without fear of retaliation or penalty for filing a report.

Federal Tort Claims Act Deemed Facility

El Rio Health is a Federal Tort Claims Act Deemed Facility. This health center receives Department of Health and Human Services (DHHS) funding and has Federal Public Health Service (PHS) deemed status with respect to certain health of health-related claims, including medical malpractice claims, for itself and its covered individuals.

SITE POLICIES

How do we maintain a comfortable, clean and safe environment? Each site location enforces the following property restrictions:

No Smoking Policy

For the health of all our patients and staff, all El Rio Health locations are designated as Non-Smoking Health Centers. Please refrain from smoking when you are visiting us. This includes all tobacco products, e-cigarettes and vaporizers.

Service Animals

El Rio Health follows the Americans with Disabilities Act (ADA) definition for Service Animals. Service Animals are animals that assist patients doing a physical function. Emotional support and comfort animals are not covered under the ADA, so we ask that you please leave your pets home during your visit.

No Weapons

Even though State Law may permit carrying of weapons, El Rio Health has a Policy that prohibits the carrying of any weapons while on our property. This includes guns, knives, tasers or like defensive devices. This policy does not pertain to active Law Enforcement Officers.



MY EL RIO

PATIENT PORTAL

What is Patient Portal?

It's a secured, online website that is specific to your Primary Care Provider (PCP) and gives you convenient 24 hour access to your Personal Health Information (PHI) and medical record. It's accessible from anywhere with an internet connection, once you have registered.

Your secured, online Patient Portal gives you access to your health information 24/7.

You may also:

- Schedule non-urgent appointments online
- Send your providers a message
- Access and view your medical records
- View visit summaries and lab results

El Rio can treat the following:

- Abscess incision & draining
- Allergies
- Asthma
- Athlete's foot/fungal infection
- Bronchitis
- Burns from heat or chemical exposure
- Cold/flu Symptoms
- Cough & congestion
- Diaper rash
- Diarrhea
- Ear & eye infection
- Fever
- Gastrointestinal disorders
- Itchy skin & insect bites
- Migraine
- Nausea
- Rashes & skin allergies
- Sinus infection
- Sore throat
- Sprains & strains
- Stomach aches
- Urinary tract infections
- Wound infection

E.R. should treat the following:

- Chest pain radiating to the arms, back or jaw, complaint of "heart attack" symptoms
- Chest pain, pressure, squeezing or heaviness in the chest
- Foreign object or chemical splashed in eyes
- Heavy bleeding
- Infant less than 3 months with fever
- Large open wounds
- Major burns
- Poisonous animal bites
- Seizure
- Severe head injury
- Shortness of breath
- Spinal Injuries
- Sudden change in vision
- Sudden severe abdominal pain
- Sudden severe headache

(520) 670-3909
elrio.org

For your Convenience

TEAR OUT THESE WALLET CARDS, FOLD THEM IN HALF AND TAKE THEM WITH YOU – OR TAKE A PHOTO FOR YOUR MOBILE WALLET.

THANK YOU FOR COMING IN!

SIGN UP TODAY AT **MYELRIO.ORG**

Two Quick and Easy Ways to Sign Up

1. Using Self Enrollment via website:
Go to myelrio.org
2. During your visit:
Sign up via kiosk and receive a print out with your temporary username and password to log in with, or give your email address to any front desk staff member. You will receive an email with your temporary username, password and instructions.

ON THE GO: Once registered, download the NextGen Patient Portal App to take El Rio with you.

El Rio Patient Portal is here!

It's easy and free. Sign up today!



MY EL RIO
PATIENT PORTAL

Myelrio.org | Questions? Call (520) 670-3909

Always Call the Nurse First!
(520) 670-3909



MY EL RIO
PATIENT PORTAL

Log in today at myelrio.org to see your health record.

C-17

What's an Emergency?

EL RIO
HEALTH

Open Evenings, Weekends & Extended Hours
(520) 670-3909 • elrio.org

Your HEALTH is our PASSION

For your Convenience

TEAR OUT THESE WALLET CARDS, FOLD THEM
IN HALF AND TAKE THEM WITH YOU –
OR TAKE A PHOTO FOR YOUR MOBILE WALLET.