

# Welcome to El Rio Health



Health  
**on** TUCSON  
powered by  
Tucson Medical Center  
and El Rio Health

# EL RIO

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# HEALTH

[elrio.org](http://elrio.org)



St. Elizabeth's  
+ HEALTH CENTER +

# 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 113,000 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 12 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

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# 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 Line

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:

##### Using Self Enrollment via website:

Visit [elrio.org/patientportal](http://elrio.org/patientportal)

##### During your visit:

Ask an El Rio Representative to help you register for the patient portal.

# 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

HEALTH CENTERS	HOURS OF OPERATION	Adult Medicine	Behavioral Health	Dental	Insurance Resources	Exercise & Wellness
<b>Birth &amp; Women's Health Center</b>	Open Monday-Friday 8am-5pm; Closed on weekends	✓				
<b>Cherrybell Health Center</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	✓
<b>Congress Health Center</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	✓
<b>El Pueblo Health Center</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓		✓	✓
<b>HealthOn Broadway</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓			✓
<b>HealthOn University</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓			✓
<b>Northwest Health Center</b>	Open Monday-Friday 7am-8pm; Sat 8am-4pm; Closed on Sundays	✓	✓	✓	✓	
<b>OB/GYN Health Center</b>	Open Monday-Friday 8am-5pm; Closed on weekends					
<b>Pascua Yaqui Health Center</b>	Open Monday-Friday 7am-12pm; 1pm-5pm; Closed on weekends	✓			✓	
<b>Southeast Health Center</b>	Open Mon-Thurs 7am-7pm; Fri 7pm-6pm; Closed on weekends	✓	✓	✓	✓	✓
<b>Southwest Health Center</b>	Open Monday-Friday 8am-5pm; Closed on weekends	✓	✓	✓	✓	✓
<b>St. Elizabeth's Health Center</b>	Open Monday-Friday 8am-12pm; 1pm-5pm; Closed on weekends	✓	✓	✓		✓



Please visit [elrio.org](http://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**

✓	✓	✓		✓				✓
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**Cherrybell Pharmacy**  
Open Monday-Friday

**El Pueblo Pharmacy**  
Open Monday-Saturday

**Northwest Pharmacy**  
Open Monday-Saturday

**Pascua Yaqui Pharmacy**  
Open Monday-Friday

**Southeast Pharmacy**  
Open Monday-Friday

**Southwest Pharmacy**  
Open Monday-Friday

# HOW TO FIND US

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

More than **113,000** people in Tucson come to El Rio Health for medical, dental, behavioral health, telehealth and other healthcare 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 #10

**5 HealthOn Broadway**

1 W. Broadway Blvd.



**6 HealthOn University**

434 E. University, #100



**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.

## El Rio's Health Home Mission and Vision

El Rio's Health Home mission is to provide our patients with integrated comprehensive quality of care with the ongoing vision to optimize their overall health and quality of life.

## In a Healthcare Home

- You have an ongoing relationship with your healthcare provider and the right to obtain care from other clinicians within the primary care medical home, to seek a second opinion, and to seek specialty care
- 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 & Discount Programs

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 Scale\*
- AZ State Medicaid

\*For more information about El Rio Health's Sliding Fee Scale, please visit: [elrio.org/slidingfee](http://elrio.org/slidingfee)

## 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](http://www.azdhs.gov), 150 N. 18th Ave, Phoenix AZ 85007, or call (602) 364-3030; The Joint Commission at [www.jointcommission.org](http://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

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## 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](http://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!



## Two Quick and Easy Ways to Sign Up

1. Using Self Enrollment via website:  
Visit [elrio.org/patientportal](http://elrio.org/patientportal)
2. During your visit:  
Ask an El Rio Representative to help you register for the patient portal.

## El Rio Patient Portal is here!

It's easy and free. Sign up today!



**MY EL RIO**  
P A T I E N T P O R T A L

[elrio.org/patientportal](http://elrio.org/patientportal) | Call (520) 670-3909

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



**MY EL RIO**  
P A T I E N T P O R T A L

*What's an Emergency?*

**EL RIO**  
H E A L T H

Open Evenings, Weekends & Extended Hours  
(520) 670-3909 • [elrio.org](http://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.