



# Patient-Centered Medical Home

*We offer Medical, Dental, Behavioral Health & Pharmacy Services*

## Valley View Health Center

227 Valley View Drive  
Waverly, Ohio 45690

(740) 947-7726 or 866-267-0834

[www.valleyviewhealth.org](http://www.valleyviewhealth.org) or [www.pikecac.org](http://www.pikecac.org)

A Patient-Centered Medical Home (PCMH) is a trusting partnership between a health care team and an informed patient. It includes an understanding between the provider and the patient that acknowledges the role of each in the total health care program.

*The Valley View Health Center - Waverly has achieved the highest level of recognition from the National Committee for Quality Assurance (NCQA).*

### Over the next several months you may notice that:

- We will ask what you want to do to improve you or your child's health.
- We will ask you to help us plan your care, and to let us know if you think you can follow the plan.
- Written copies of care plans may be given if you have a more complicated illness.
- We will remind you when tests are due so that you can receive the best quality care.
- We may ask you to have blood tests done before your visit so that the doctor has the result at your visit.
- You will receive a summary of your visit after each appointment.

### We trust our patients and parents of our patients, too:

- Tell us what you know about your health and illnesses.
- Tell us about your concerns.
- Take part in planning your care and follow the care plan that is agreed upon. Or, let us know if you cannot follow the plan so that we can assist you or change the plan.
- Tell us what medications you are taking and ask for refills during

your office visit when you need them.

- Seek our advice before you see other physicians. We may be able to take care of your problem or refer you to a provider who can.
- Let us know when you see other physicians and what changes they made to your medication or tests performed.
- Ask other doctors to send us a report about your care when you see them.
- Learn about wellness and how to prevent disease.
- Learn about your insurance so you know what it covers.
- Respect us as individuals and partners in your care.



### Business Hours

**Monday & Wednesday**  
8 AM - 7 PM

**Tuesday & Thursday**  
8 AM - 5 PM

**Friday**  
8 AM - 5 PM

To schedule an appointment or for medical advice during office hours, please call:

(740) 947-7726

Or toll free at:

1-866-267-0834

**PLEASE CALL AT LEAST 24-HOURS IN ADVANCE IF YOU CANNOT KEEP YOUR APPOINTMENT**



For your convenience we also have health centers located in:

### Jackson

(740) 286-2826  
Or toll free at:  
1-866-470-8125

### Manchester

(937) 549-1270

### Piketon

(740) 289-3508  
Or toll free at:  
1-866-470-8129

### Portsmouth

**Broadway**  
(740) 370-4234

### West Portsmouth

(740) 858-1063  
Or toll free at:  
1-866-470-8126



### Urgent Care

We strive to accommodate patients who need more urgent care. Please call us to find out if we can see you or guide your care. Often, we might guide you to care that will serve you well; such as emergency care. Emergency care is safer if we can guide the emergency

### Lab Test Results

We strive to keep you informed of your test results. Access your results from the patient portal or simply call us. We ask that you wait at least one week after the test was performed.

### After Hours Care

Whenever our clinic is closed, you can always reach our on-call provider by calling 1-800-730-7523.



**As part of our Patient-Centered Medical Home (PCMH) orientation, we will ask you to acknowledge your understanding; and we will acknowledge our commitment to you. Our goal at Valley View Health Centers is to provide excellent care to you and your children. We appreciate the opportunity to provide you and your family with medical services. This information is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practices. If you have any questions, please ask us.**

### Insurance Participation:

- We accept Medicare, Medicaid, most major insurances and offer a sliding fee scale based on your gross family income.

### We ask for a 48-hour advance notice to process medication refills:

- During the time our staff is communicating with your health care provider about you or your child's medication refills, obtaining a pre-authorization from your insurance company, when necessary or getting a prescription called in to a pharmacy or obtaining a written prescription. You can be assured we're working with your family's best interest in mind.

### We will continue to:

- Provide you and your child with a care team who knows you and

your family.

- Respect you as an individual. We will not make judgments based on race, religion, sex, age, disability, etc.
- Respect your privacy. Your medical information will not be shared with anyone unless you give us permission or it is required by law.
- Give the care you or your child needs when it is needed.
- Give evidence-based care that meets your needs and fits your goals and values.
- Give care that is based on quality and safety.
- Have a doctor on call 24 hours a day 7 days a week.
- Take care of short illnesses and long term disease and give advice to help you stay healthy.
- Explain your health and illnesses in a way you can understand.

**At Valley View Health Centers (VVHC), our goal is to provide our patients with the best experience possible when interacting with our practice. That's why we're pleased to offer our secure and interactive patient portal. From your portal account, you can communicate with us from your home or office. Ask a VVHC representative about signing up, then visit our website to start using these convenient services today!**

### Website:

<https://health.healow.com/ValleyViewHealth>

With our patient portal, you can easily and securely:

- Request a medication refill
- Request appointments
- Send secure messages
- View visit summary
- Read health education
- Ask a billing question
- Ask your physician a question
- Request a copy of your medical records