

# Community University Health Care Center

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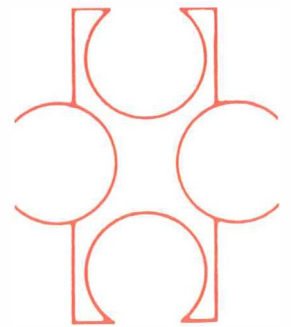
Total Health Care Programs...

2016 16th Avenue South  
Minneapolis, Minnesota

**376-4774**

519815

The  
Community  
University  
Health Care  
Center



*Welcomes  
you!*

# General Information

Through preventive health care and health education, our goal is to keep every child, teen and adult healthy.

The people at the Center want to provide the best possible health care for you and your family. In order to do this, we want to take care of the whole person. This includes medical, dental, nutritional, social and psychological needs.

Usually, the first appointment a client receives is for a health assessment or history. By completing this history on all new patients, we hope to discover any health problems and to treat them early. Treatment includes education, counseling and physical care.

## Clinic Hours

<b>Medical/Nursing</b>	8:30 a.m. - 7:00 p.m.
	Mon., Wed., Thur.
	8:30 a.m. - 5:00 p.m.
	Tues., Fri.
<b>Dental</b>	10:00 a.m. - 8:00 p.m.
	Mondays
	8:00 a.m. - 6:00 p.m.
	Tues. - Thurs.
	The Dental area is closed on Fridays.
<b>Mental Health/ Community Services</b>	8:30 a.m. - 7:00 p.m.
	Mon., Wed., Thur.
	8:30 a.m. - 5:00 p.m.
	Tues., Fri.
	(arrangements can be made for appointments at other hours).

**General Information Call: 376-4774**

## Appointments:

Medical Appointments	376-4780
Dental Appointments	376-4779
Mental Health Appointments	376-4774
daytime emergencies only	376-4781
Other important phone numbers:	
Patient Accounts	376-1331
WIC	376-4789
Community Health Workers/Intake	376-4814

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It is very important to make an appointment to reduce waiting. Appointments can be scheduled during clinic hours by asking the secretary to make an appointment for you. Make an appointment no matter who you are seeing. If you are unable to keep an appointment, please call and cancel it so we can give the time to someone else.

When coming in for an appointment:

- sign in with the receptionist on the first floor for all medical and dental appointments.
- for Mental Health appointments, go to the third floor.

**Emergency Call: 376-4774**

If **at any time** you have a medical emergency, call the clinic **first**. We have a doctor on call 24 hours a day, 7 days a week. Depending on your problem the doctor may prescribe treatment over the phone or may want you to go to a hospital. If you go to the hospital without calling the clinic first, you will probably have to pay for the services you receive.

**CUHCC CANNOT COVER HOSPITAL COSTS UNLESS YOU CALL US BEFORE YOU GO.**

# The Children and Youth Health Care Program

Anyone who is 18 years of age and younger, who lives in the Center's service area and is within a certain income range is eligible for free services at the Center.

## Services



### Medical

Preventive health care, examinations and lab tests, treatment of injuries and illnesses, teen clinic. The Center also has a "mini clinic" at South High School. Referrals are made to the University of Minnesota Hospital as an outpatient.



### Dental

Cleaning, brushing and flossing instructions; fluoride treatment, x-rays, major and minor dental work.



### Pharmacy

Prescriptions for non-narcotic medicines for children can be filled at our center Pharmacy at no cost.



### Nutrition

Nutrition and diet counseling and information. Weight control (behavior modification).



### WIC

Women, Infants, Children Supplemental Feeding Program. The WIC program provides free food coupons to purchase infant formula, milk, juices, cereals, eggs and cheese. WIC is for children under 5 years of age, pregnant women, nursing mothers and new mothers up to 6 months after delivery.



### Mental Health Community Services

Individual, family counseling and patient advocacy; day care information and referral; psychological testing. For more information on Mental Health/Community Services please turn to page 11.

# Adult Health Care Program

Any adult who lives in the Center's service area is eligible for CUHCC services by paying a monthly fee which is based on family size and income.

### Services



### Medical

Preventive health care, examinations and lab tests, treatment of injuries and illnesses, OB-GYN clinic, referrals to University of Minnesota Hospital as an outpatient. If you need to go to the hospital, arrangements are made with the University of Minnesota Hospital.



### Dental

Cleaning and x-ray of teeth. There is an additional charge, based on a sliding fee scale, for fillings, crowns, space maintainers, extractions and root canal therapy.





### Pharmacy

The Center has a pharmacy where you can get your prescriptions filled on site for non-narcotic medicines. Drug education, including information on how to use medicines effectively and safely.



### Nutrition

Nutrition and diet counseling and information; weight control (behavior modification); food shopping and budgeting.



### WIC

Women, Infant, Children Supplemental Feeding Program. The WIC program provides free food coupons to purchase infant formula, milk, juices, cereals, eggs and cheese. WIC is for children under 5 years of age, pregnant women, nursing mothers and new mothers up to 6 months after delivery.



### Mental Health Community Services

Individual and family counseling and patient advocacy. Chemical dependency advocacy and referral. Psychological testing. For more information on Mental Health/Community Services please turn to page 11.

# Mental Health/Community Services

## Mental Health Services

We all have times when it seems like it is too difficult to deal with normal situations in our lives. Sometimes people are confused about ways to deal with their children while others sometimes feel sad or depressed. When we feel this way, it is often helpful to talk to someone who can listen and offer some different ways of dealing with our particular situation.

The Mental Health Division of CUHCC has full-time staff including social workers and psychologists, with back up services from the University of Minnesota. Services are offered in the following areas: Counseling—individual, family, marriage and couples, self development; Physical abuse counseling/advocacy; Parent skill training, Chemical dependency assessment/counseling/referral/follow-up.

If you are interested or in need of someone to help deal with some of your concerns, call 376-4774 during clinic hours and a Mental Health staff person will be there to help. Flexible appointment times can be arranged.

For an **Emergency**: call 376-4774 and an answering service will contact a mental health worker.

**ALL INFORMATION REGARDING COUNSELING OR OTHER MENTAL HEALTH CONCERNS IS STRICTLY CONFIDENTIAL.**

## Community Services/Advocacy

As a part of Mental Health services, advocacy is available to CUHCC members. If you are not satisfied with the care you receive at the clinic, contact a Community Health Worker. Community Health Workers can also help you in dealing with other agencies such as welfare, schools, and the court system.

Other duties of the community workers include: registration and introduction to the clinic and its services, information and referral with follow-up, home visiting services, patient education and counseling, help in meeting the basic living needs, such as emergency food, clothing and location of housing. Community Health Workers also serve as the link between the community and the clinic, helping to make clinic policy to meet community needs.

## Patient Accounting

### Program Fees

#### Adults

Your monthly fee is based on your gross (before taxes) household income. Your fee should be paid every month regardless of whether or not you are seen in the clinic that month. Your monthly fee covers all medical treatments, 10 mental health visits per year, routine dental check-ups and teeth cleaning.

There are additional services available to you at a small cost:

- Dental work such as fillings, root canals and crowns are available at extra cost. Your cost depends on your income and family size.
- Prescriptions may be filled at the CUHCC pharmacy at additional cost. If you cannot pay for medicine at the time a prescription is issued, then you may request a prescription to take to another pharmacy.
- Mental Health visits beyond the 10 visits covered by your monthly fee are available at additional cost. Again, the fee varies according to your income and family size.

Payment for these additional services must be made at the time of service. If the fees at any one visit come to more than \$10, a partial payment of \$10 can be made and the balance can be added to your account. Patients

who have Medical Assistance do not pay any fees since all costs will be covered by Hennepin County Welfare Department. If you ever have problems making payments, please call us to make an arrangement.

#### Children

Children 18 years old and younger do not have to pay fees.

#### Insurance and Medical Assistance

It is very important that you let us know if you or your child is covered by any insurance or Medical Assistance. If your child is covered, then we can submit claims to help cover the costs of services your child receives free of charge. If you are covered by any medical insurance (for instance through your job) we need to know that too. We submit claims to your insurance company to help offset the cost of your care. **CUHCC MEMBERSHIP IS NOT AN INSURANCE POLICY.**

Please notify us if there is any change in your insurance coverage. It is very important that we keep our records up to date.

#### Questions About Patient Accounting?

Call CUHCC Patient Accounting department at 376-1331 between 8:30 am and 5:00 pm. We'll be glad to help.

## Hospital Services

Outpatient services such as x-rays and special lab tests are provided at the University of Minnesota Hospital. Patients must get a referral from their CUHCC doctor or nurse **before** they go to the hospital. Each referral is

good for one visit only. If more visits are necessary you must get another referral from CUHCC.

If you have to be admitted to the hospital you will again need a referral from CUHCC. If you don't have any hospitalization insurance, you will be required to apply for Medical Assistance, to help pay for some of the cost for your hospital stay.

If at any time you have a question about a referral or what is (or is not) covered, please call us so we can help.

## Patient Rights and Responsibilities

As an active partner in your health care, you have rights and responsibilities to yourself and CUHCC.

### Responsibilities

- We encourage you to ask any questions, no matter how unimportant they may seem, when you don't understand. This is especially important when you are following the treatment schedule that you and your health provider have decided on.
- We encourage that you keep getting regular checkups and make use of our receptionist to make appointments. Please cancel any appointments which you are unable to keep.
- Help us keep our records up to date and let us know when your address, telephone, income or insurance coverage has changed.
- Since we are a preventive health care clinic, the staff will provide information to maintain and improve your health and to prevent future health problems.

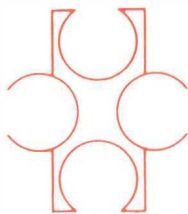
### Rights

- All the information concerning your health and the care you receive is strictly confidential, regardless

of your age. You have the right to look at your records. In most cases, nobody can have access to anything in your file without a signed consent from you. This means that your records are not available to your employer, prospective employers, family members or other agencies. You may also give verbal permission for your health care provider to discuss specific aspects of your case with others.

- You are encouraged to offer any advice about clinic policy and procedure at any time. We want to pay particular attention to the acceptability of our programs to the users and the community.
- If you feel that CUHCC has done something wrong, let us know immediately. We can then refer you to a Community Health Worker who is available to help you deal with any problems that might have occurred while at CUHCC.
- You have the right to request a different health care provider if you are dissatisfied with your present one.
- Many students preparing for health and mental health professions participate in training at CUHCC. Students are supervised by our staff professionals who carefully monitor their performance. If you prefer not to be cared for by a student, your wishes will be respected.





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