



# Welcome Packet

# WELCOME TO SAN LUIS VALLEY HEALTH



We are delighted you chose us to be Your Trusted Partner in Health!

This Welcome Packet will help provide the necessary resources to help you be at the very center of your care.

If you have any questions or concerns that are not addressed in this packet, please feel welcome to contact your clinic care team for more information.

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# A MESSAGE FROM ANTONIO GURULE, YOUR CLINIC ADMINISTRATOR:

Thank you for choosing San Luis Valley Health as your healthcare provider. It is the goal of our employees and physicians to provide you high-quality, evidence-based medicine in a caring, team-based approach. This puts you – the patient – in the center of your care process, involving you in any decisions regarding your health. It is with this process that we hope to demonstrate that we are, in fact, your partner in health and a trusted source of care for not only you, but for your family as well. Being your “Trusted Partner in Health” is the vision we aspire to!

As a care provider and organization, we work hard towards several goals that support your care – goals that will also be measures of our success in meeting your healthcare needs now and into the future. These goals include:

- Increasing your access to care
- Meeting your healthcare goals and improving your health outcomes
- Reducing the overall cost of your care
- Increasing your satisfaction with our providers and care team

If we are successful, our efforts will result in being named a “Highly Reliable Organization,” providing care in a consistent manner for you and your family.

Our Physicians, Physician Assistants and Nurse Practitioners (Advanced Practice providers), Nurses, Medical Assistants, Care Coordinators, Behavioral Health and Admissions staff are all dedicated members of your care team. You are in the driver’s seat when it comes to making decisions regarding your health. The purpose of this manual is to put the information regarding your rights and responsibilities in your hands, and explain to you what you can expect from us regarding our care relationship.

Most importantly, we want you to know that we consider it a privilege that you have chosen to receive your care from our team. We want you to communicate with us if we fail to meet your expectations. We will only meet each other’s expectations when we understand each other’s role as we develop our healthcare relationship together.

Please feel free to contact me regarding any concerns you may have regarding your care team. I look forward to exceeding your expectations and welcome any feedback you wish to provide. Again, thank you for giving us an opportunity to be your “Trusted Partner in Health.”

Respectfully,

Antonio Gurule, Clinic Administrator



# WHO WE ARE

## Meet Our Leaders

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**Konnie Martin**  
*Chief Executive Officer*



**Christine Hettinger-Hunt**  
*Chief Operating Officer*



**Carmelo Hernandez, MD**  
*Chief Medical Officer*



**Shane Mortenson**  
*Chief Financial Officer*



**Antonio Gurule**  
*Clinic Administrator*



**Zach Weiderspoon**  
*Conejos County Hospital  
Administrator*

San Luis Valley Health is composed of two hospitals, five provider clinics, occupational medicine services and community-based programs. Together we serve the six counties in the San Luis Valley. One integrated team provides many advantages, creating a medical home with emphasis on patient centered care. San Luis Valley Health offers comprehensive healthcare for the San Luis Valley through its programs and an affiliation with Centura Health, Colorado's largest hospital and healthcare network

# Our Mission

To be a premier, fully integrated rural health care system providing exceptional patient-centered services to the San Luis Valley.



# WHAT TO EXPECT

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Our goal is for you to have a similar experience any time you visit one of our locations at San Luis Valley Health. We strive to provide you with strong customer service, respect, dignity, friendliness, and care each time we have the pleasure of working with you. Additionally, below is a list of our policies and practices that hold true, regardless of where you are getting your care at San Luis Valley Health:

## Consent Form

You will be asked to sign a consent form at each visit, this gives us permission from you for treatment.



## Rights and Responsibilities

You shall be informed of the clinic rules and regulations applicable to your conduct as a patient at the time you check in to each visit. You have the responsibility to provide accurate and complete information about medical complaints, past illnesses, hospitalizations, medication, pain and other matters relating to your health.

## Advanced Directives

You will be asked your advanced directives such as medical power of attorney or living will at each visit. If you would like to receive more information please ask our admissions team for Your Right to Make Healthcare Decisions booklet which is available in English and Spanish.

## Controlled Substance Contract

If you receive ongoing medication that are considered "controlled", you will be subject to entering into an agreement between yourself, your provider, and your clinic. This contract is intended to ensure you understand the risks and benefits of the medication, the monitoring of this medication, and to ensure your treatment is as safe and effective as possible.

# WHAT TO EXPECT

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## Arriving to Your Appointments

We request that you arrive 20 minutes prior to your appointment time, which is considered your "Registration Time." There is an option to Pre-Register for your appointment through the Patient Portal. If you arrive past your Registration Time, subsequently delaying your appointment start time, you may be asked to wait to be seen until our next available appointment, or you may be asked to reschedule.

## No Call/No Show

If you fail to show up for your scheduled appointment and have not provided at least 24 hours prior notice to cancel, you will receive a no show letter.

## Canceling Your Appointment

You must provide at least 24 hours prior to appointment when canceling, this helps us to fill any appointments that become available with patients that are needing to be seen. You may cancel your appointment through the Patient Portal or by calling the clinic.

## Prescription Refills

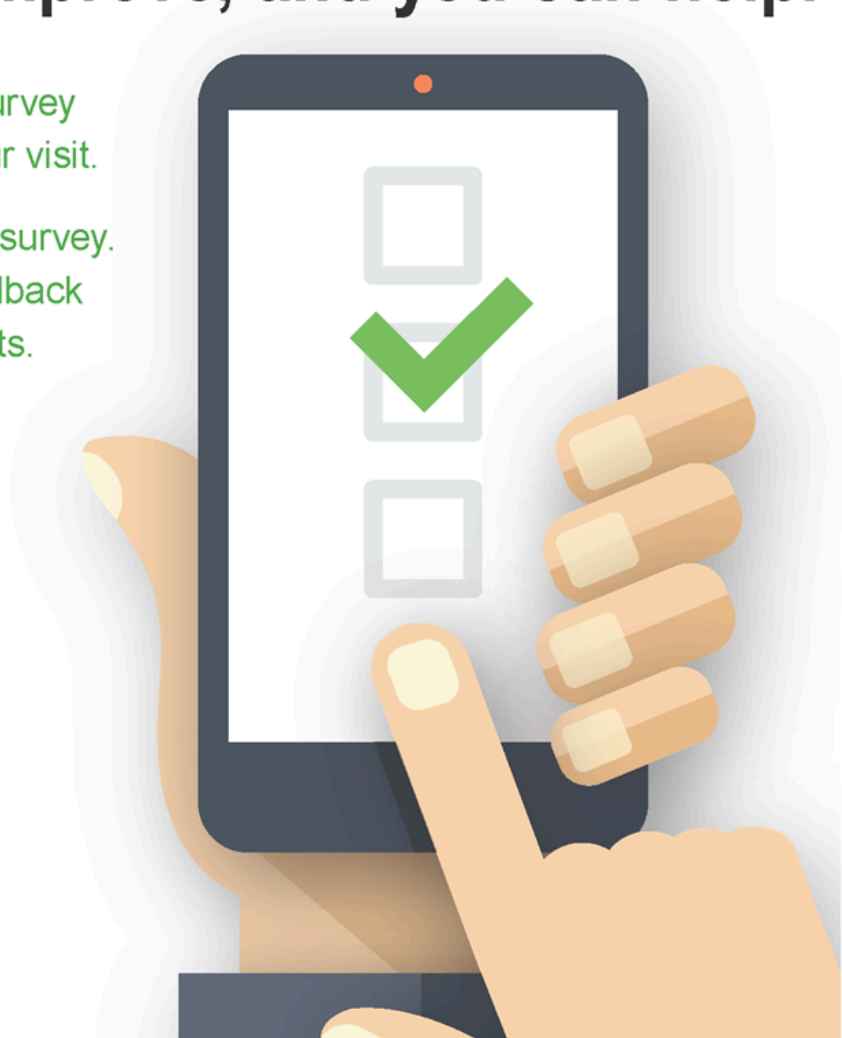
You must contact your pharmacy at least 1-2 weeks before prescription is due to fill. The pharmacy will contact your provider's office if additional refills are needed. You may request a prescription refill through the Patient Portal or by calling the clinic. For any controlled substances, you must contact your providers office via phone or Patient Portal at least 72 hours before prescription is due to fill.

# Our Patients Are Important

**We want to improve, and you can help.**

You may receive a survey asking you about your visit.

Please complete the survey. We will use your feedback to make improvements.



Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.



## WHAT TO EXPECT

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# Reasons We Would Discontinue Your Care at SLV Health

### **Behaviors**

You may be terminated for disruptive behavior such as inappropriate, exaggerated behavior, threatening language or gestures, violence, or other behaviors of a disruptive or concerning nature.

### **Violating your Controlled Substance Contract**

If you are receiving ongoing controlled substance medication with your primary care provider, and you fail to meet the patient agreement for your care, you may be terminated from receiving ongoing controlled substance medication. This also may result in your termination from the practice.

### **No Call/No Show**

You may receive a termination letter after your 4th no call/no show to your appointment with our practices. This will be effective 30 days from the date of the termination letter. The length of the termination is one year.



# FREQUENTLY ASKED QUESTIONS

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**Q** The amount that I am being billed is more than expected, and/or does not match my Explanation of Benefits (EOB) from my insurance company. How do I get this resolved?

**A** Co-payments, deductibles and coinsurances are determined by your insurance company. If the amount that is billed to you from SLV Health does not match your EOB, please contact customer service.

**Q** My Explanation of Benefits (EOB) says that my claim was Out of Timely Filing (OTF). Will I receive a bill from SLV Health?

**A** If a claim is determined Out of Timely Filing (OTF), SLV Health will adjust the charges and you will not be responsible to pay the bill

**Q** Why do I get phone calls about my bills?

**A** SLV Health partners with a company called HRM from Longmont, CO to offer patients assistance with: paying their bills, setting up payment arrangements, offer financial assistance, and answer general billing questions. This is not a collection agency.

**Q** I was seen by my primary care provider for my annual wellness visit, but I've received a bill that states I owe money for this visit. Did SLV Health submit this as a wellness visit to my insurance?

**A** Most insurance companies cover wellness benefits on their insured member and they will pay in full. If the provider care that exceeds what your insurance company recognizes as a wellness benefit, then you are responsible for the balance. SLV Health's coding team reviews all provider documentation and applies charges based on this documentation. It is important to note that while wellness visits are typically covered by insurance, associated lab work may incur additional costs. In many cases, these lab services are covered at 100%, but it is essential to be aware that if you have a yearly deductible, these services may be subject to it. Its always a good idea to check with your insurance to understand your coverage and any potential out-of-pocket expenses associated with wellness exams.



## Why Use the Patient Portal?

Safely communicate with your provider

Access medical records

View test results

Check scheduled appointments



Call  
719-587-1392  
to enroll today!

Or scan the  
QR code!



## WHAT WE NEED FROM YOU

# Patient Checklist

We have prepared a list of items to ensure the most successful and pleasant experience for you as you navigate your care. We understand navigating a healthcare system can be intimidating. Please know we are here to help.

### CHECKLIST

- Review the Welcome Packet
- Set up your Patient Portal using Page 10
- Get to know your Care Team on the SLV Health Website
- Ask your provider about Telehealth
- Plan for your next Annual Wellness Visit



### WHAT IS AN ANNUAL WELLNESS VISIT?

An annual wellness visit is a type of preventative care that focuses on maintaining wellness and preventing diseases before they occur. The aim of a wellness visit is to promote health and prevent disease and disability.



### WHAT ARE THE BENEFITS OF USING THE PATIENT PORTAL?

You don't have to leave home to receive exceptional care. With the patient portal, you can message your care team directly when you have questions, request prescription refills, request appointments, telehealth appointments, and more!



# Primary Care Bingo!

**If you get four squares in a row, you receive a prize!**

Learn how to request an appointment on the Patient Portal	Ask a care team member about telehealth	Enroll for the Patient Portal	Send your provider a message through the portal
Ask about our specialty services	Learn the name of a member of your care team (not your provider)	 Free Space	Request a prescription refill through the portal
Confirm your appointment over text message	 Free Space	Take an educational pamphlet from our clinic	Ask your care team about team-based care
Pre-register for an appointment through the Patient Portal	Refer a friend to enroll in the Patient Portal	Complete a survey after a clinic visit	Ask your care team about annual wellness visits


**How to Play:** Go to any member of your care team once an item has been completed, and they will stamp the box after verification. Once one line of four items has been stamped, you will get a prize. The line can be horizontal, vertical, or diagonal. Please feel welcome to contact us if you need help completing any of the items!


# IMPORTANT CONTACT INFORMATION

## HAVE A COMPLAINT OR COMPLIMENT?

Each clinic has a manager ready to receive your feedback. Please call the clinic directly and ask to speak with the manager, who is available to listen and guide you to ensure you have an excellent experience.

### Patient Financial Counselors


 719-587-6364

 patientaccounts@slvrmc.org

### Pay Your Bill Online:

1. Go to [sanluisvalleyhealth.org](http://sanluisvalleyhealth.org)
2. On the Home Page, click on Online Bill Pay
3. Follow the prompts on the screen

## Business Hours

 M - F 8:00am - 5:00pm  
Hours may vary based on location

## Your Patient Portal Login

Username \_\_\_\_\_

Password \_\_\_\_\_

## Your Primary Care Provider (PCP)

My PCP is \_\_\_\_\_

My PCP is located in \_\_\_\_\_

I can contact my PCP by calling \_\_\_\_\_



**San Luis Valley  
HEALTH**

**106 Blanca Ave. Alamosa  
(719)-589-2511**

Dial the prefix 719




For an emergency  
call **911**

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<p><b>Stuart Avenue Clinic</b> 2115 Stuart Ave. Alamosa</p> <table border="0" style="width: 100%;"> <tr><td>Acute Care</td><td style="text-align: right;">589-8002</td></tr> <tr><td>Allergy</td><td style="text-align: right;">589-8018</td></tr> <tr><td>Behavioral Health</td><td style="text-align: right;">589-8008</td></tr> <tr><td>Chiropractor/Acupuncture</td><td style="text-align: right;">589-8122</td></tr> <tr><td>Coumadin</td><td style="text-align: right;">589-8008</td></tr> <tr><td>Diabetes Education</td><td style="text-align: right;">589-8008</td></tr> <tr><td>Occupational Medicine</td><td style="text-align: right;">589-8110</td></tr> <tr><td>Orthopedics</td><td style="text-align: right;">589-8091</td></tr> <tr><td>Physiatry</td><td style="text-align: right;">589-8110</td></tr> <tr><td>Podiatry</td><td style="text-align: right;">589-8091</td></tr> <tr><td>Primary Care</td><td style="text-align: right;">589-8082</td></tr> <tr><td>Sports Medicine</td><td style="text-align: right;">589-8091</td></tr> <tr><td>Urology</td><td style="text-align: right;">589-8063</td></tr> </table> <hr/> <p><b>Regional Medical Center &amp; Clinic</b> 106 Blanca Ave. Alamosa</p> <table border="0" style="width: 100%;"> <tr><td>Cardiology</td><td style="text-align: right;">587-5764</td></tr> <tr><td>Cardiopulmonary-Sleep Lab</td><td style="text-align: right;">587-6284</td></tr> <tr><td>General Surgery Clinic</td><td style="text-align: right;">589-8073</td></tr> <tr><td>Lab</td><td style="text-align: right;">587-1226</td></tr> <tr><td>Labor &amp; Delivery/OB</td><td style="text-align: right;">587-1400</td></tr> <tr><td>Oncology/Infusion</td><td style="text-align: right;">589-8153</td></tr> <tr><td>Pediatrics</td><td style="text-align: right;">589-8004</td></tr> <tr><td>Radiology</td><td style="text-align: right;">587-1231</td></tr> <tr><td>Women's Health</td><td style="text-align: right;">589-8028</td></tr> <tr><td>Wound Care</td><td style="text-align: right;">589-8073</td></tr> </table>	Acute Care	589-8002	Allergy	589-8018	Behavioral Health	589-8008	Chiropractor/Acupuncture	589-8122	Coumadin	589-8008	Diabetes Education	589-8008	Occupational Medicine	589-8110	Orthopedics	589-8091	Physiatry	589-8110	Podiatry	589-8091	Primary Care	589-8082	Sports Medicine	589-8091	Urology	589-8063	Cardiology	587-5764	Cardiopulmonary-Sleep Lab	587-6284	General Surgery Clinic	589-8073	Lab	587-1226	Labor & Delivery/OB	587-1400	Oncology/Infusion	589-8153	Pediatrics	589-8004	Radiology	587-1231	Women's Health	589-8028	Wound Care	589-8073	<p><b>Conejos County Hospital</b> 19021 Hwy 285 La Jara 719-274-5121</p> <p><b>Antonito Clinic</b> 115 Main St. Antonito Primary Care 719-376-2308</p> <p><b>La Jara Clinic</b> 509 Main Street La Jara Primary Care 719-274-5000</p> <p><b>Monte Vista Clinic</b> 103 Chico Court Monte Vista Primary Care 719-852-9400</p> <p><b>PRO Therapy</b> 2115 Stuart Ave. Alamosa 719-589-8091 2360 Sherman Ave. Monte Vista 719-852-5144 19021 Hwy 285 La Jara 719-274-6025</p> <table border="0" style="width: 100%;"> <tr><td>Clinics</td><td style="text-align: right;">589-3000</td></tr> <tr><td>Authorizations</td><td style="text-align: right;">589-8080</td></tr> <tr><td>Financial Counseling</td><td style="text-align: right;">587-6364</td></tr> <tr><td>Medical Records</td><td style="text-align: right;">587-1391</td></tr> <tr><td>Patient Portal</td><td style="text-align: right;">587-1392</td></tr> </table>	Clinics	589-3000	Authorizations	589-8080	Financial Counseling	587-6364	Medical Records	587-1391	Patient Portal	587-1392
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**Your Trusted Partner In Health**  
[www.sanluisvalleyhealth.org](http://www.sanluisvalleyhealth.org)

## Response Times

-  72 business hours for portal message responses
-  Two weeks for results unless deemed critical by a provider
-  24 business hours for appointment requests through the portal