



# WELCOME

Dear New Patient,

I want to personally thank you for choosing Southern Nevada Community Health Center (SNCHC) as your trusted health care provider. We are excited for you to join us, and our team is ready to welcome you as a new patient.

Here at SNCHC, we are committed to providing you an excellent experience while delivering high quality, affordable health care for the whole family. Our care teams include professionals in social work, behavioral health, nutrition, and case management who are available to help you achieve your best overall health.

Our mission is to serve all those in need of a medical home. No patient is ever turned away for inability to pay for services.

## **SNCHC values are:**

**Commitment • Accountability • Respect • Excellence • Service**

Our purpose is to demonstrate these values to our patients in every interaction.

At SNCHC, we are your health care home. Our care teams will partner with you in your health care, using evidence-based care to address all your health needs.

To schedule your first appointment or for answers to your questions, please contact us at **(702) 759-1700**. We welcome same-day appointments and walk-in visits. You may also learn more about us at **[www.snchc.org](http://www.snchc.org)**.

Thank you again for choosing SNCHC.

Sincerely,

Randy Smith  
Chief Executive Officer



AT THE SOUTHERN NEVADA HEALTH DISTRICT

Main Public Health Center  
280 S. Decatur Blvd., Las Vegas, Nevada 89107

Fremont Public Health Center  
2830 E. Fremont St., Las Vegas, Nevada 89104

**(702)759-1700 | [www.snchc.org](http://www.snchc.org)**



# PROGRAMS AND SERVICES

## Primary Medical Care for All Ages

Preventive Services  
*Annual Adult Physical Exams*  
*Childhood Check-ups (Birth to 18 years)*

Acute Sick Visits  
*Cold and Cough Symptoms*  
*Rashes • Sore Throat*

Chronic Condition Management  
*Asthma • Diabetes • High Blood Pressure*

## Ryan White HIV Care

Medical and supportive services  
for people living with HIV

## Sexual and Reproductive Health

Birth Control

Preconception and Reproductive  
Health Counseling

Sexually Transmitted Infection  
Testing and Treatment

Women's Cancer Screening

Basic Infertility Services

Pregnancy Testing and Counseling

HIV Prevention (PrEP and PEP)  
and Testing

## Behavioral Health

Individual and Family Therapy Services

Psychiatric Evaluations  
and Medication Management

## Dietitian

Nutrition Assessments,  
Planning, and Goal Setting

## Pharmacy

On-site Pharmacy available  
for SNCHC patients

Discounted medications  
for uninsured patients

Medication management  
and counseling services

## Hours

Main Public Health Center  
Monday, Wednesday, and Thursday  
7:00 AM to 6:00 PM  
Tuesday 9:00 AM to 6:00 PM

Fremont Public Health Center  
Tuesday – 9:00 AM to 6:00 PM  
Wednesday, Thursday, and Friday  
7:00 AM to 6:00 PM

*(Please arrive by 5:30 PM to allow time for processing)*

**For non-emergency services after hours,  
please call (702) 759-1700.**



# INSURANCES ACCEPTED

At SNCHC, we accept a variety of payment options, including Medicaid, Medicare, commercial/private insurance, and self-payment on a sliding fee scale. If you have any questions, please call us at **(702) 759-1700**, and one of our staff members will be happy to assist you.

## Medicaid

- Anthem Blue Cross Blue Shield Medicaid
- Health Plan of Nevada Medicaid
- Molina Healthcare of Nevada Medicaid
- Nevada Medicaid Nevada Checkup
- SilverSummit Healthplan Medicaid

## Medicare

- Medicare (Part A)
- Medicare Railroad

## Medicare Advantage

- Aetna Medicare Advantage
- Anthem Blue Cross Blue Shield Medicare Advantage

## Commercial

- Aetna
- Anthem Blue Cross and Blue Shield
- Cigna
- Culinary Health Fund
- Health Plan of Nevada
- Hometown Health
- Intermountain/SelectHealth
- Multiplan
- Nevada Preferred Healthcare Providers
- Prominence Health plan
- Sierra Health and Life
- UnitedHealthcare
- UnitedHealth Military & Veterans Services (Tricare)
- UMR

## Uninsured

- Self-pay

We offer a sliding fee scale discount for those who qualify.

**No patient is denied service for inability to pay.**



# APPOINTMENTS

## Scheduling Your Appointment

To schedule an appointment, call **(702) 759-1700**, or use the **Patient Portal** or the **Healow App**. We welcome walk-ins and same-day appointments.

To help us prepare for your visit and to receive the best treatment plan possible, tell our patient services representatives the reason for your visit when you schedule.

We will always try to schedule you with your preferred primary care provider. If they are not available, we are happy to schedule you with another provider with your consent.

## Before Your Appointment

Have a list or bring with you the medications you are currently taking. This includes any type of herbal supplements, vitamins or over-the-counter medicine.

To prevent any delays to your appointment or for others, please arrive early for your scheduled appointment time. You should bring any important documents such as a photo ID, insurance card, immunizations records or hospital reports.

## During Your Appointment

When you are with a primary care provider, be sure to share your full medical history and inform them of any changes. Bring a list of concerns or questions you would like to discuss.

## Telehealth Appointments

As part of our commitment to our patients, SNCHC offers telehealth (video) visits, so that you can be seen by a healthcare provider from the comfort of your home. Please visit [www.snchc.org/telehealth](http://www.snchc.org/telehealth) for video instructions on how to get started.

**If you need to cancel or reschedule your appointment, please give us 24 hours' notice.**

## Patient Satisfaction

We love hearing from you! Your satisfaction is our biggest goal. We work hard to give our patients a good experience, but if you are not satisfied with your visit for any reason, we invite you to reach out to our Clinic Managers to share your concerns.

After your visit, you will receive a patient satisfaction survey through a text, email or portal. We encourage you to answer the survey questions so we can learn how best to improve your experience.

**Thank you for choosing  
the Southern Nevada  
Community Health Center!**



# PATIENT PORTAL

Our Patient Portal app lets you take the management of your health care to a new level. Patient Portal is a secure site that allows you to communicate with your care team and access parts of your health record.

## Getting started is easy.



### On your Patient Portal, you can:

- View and Track Appointments
- View Laboratory and Diagnostic Reports
- Request Prescription Refills
- Send Messages to Clinical Staff
- Update Contact Information
- View and Request Referrals
- Connect to a Telehealth (video) visit

1

Start on our website, [www.snchc.org](http://www.snchc.org). Click “Patient Portal” in the top menu, then click the “Connect to Patient Portal” button. This will take you to the Healow Patient Portal login screen. Follow the prompts.

2

If you received an email and created a password after your first appointment, enter that information. If you have not, you can sign in with the phone number connected to your account and reset your password.

3

Download the Healow app on your smartphone. Use your login and password to connect your Patient Portal to the app. Follow the directions to complete the setup.

4

Set up your secure PIN. To securely access your health record, you will be asked to create a personal identification number to verify your identity.

Still need help? You are welcome to call us at **(702)759-1700** or visit us and a staff member can help you get it set up.