

## HOURS OF OPERATION

### CENTRAL CLINIC

#### **Medical Clinic:**

Monday-Friday 8:00 AM-5:00 PM

#### **Dental Clinic:**

Monday-Friday 8:00 AM-5:00 PM

Saturdays 8:00 AM-2:00 PM (children only)

#### **Laboratory:**

Monday-Friday 7:00 AM-5:00 PM

#### **Pharmacy:**

Monday-Friday 8:30 AM-7:00 PM

#### **Administration/Education**

Monday- Friday 8:00 AM. 5:00 PM

### REGISTRATION

#### **Central Clinic:**

Monday-Friday: 8:00 AM-5:00 PM

#### **South Clinic:**

Monday-Friday: 8:00AM-12:00PM  
1:00PM-5:00PM

### URGENT CARE CLINIC

Central Clinic-1515 Pappas St.

South Clinic-2007 S. Zapata Highway

Monday- Friday

6:00 PM - 9:00 PM

Saturdays

9:00 AM -12:00 Noon

**For more information please visit our  
website at [www.gatewaychc.com](http://www.gatewaychc.com)**

This brochure is designed to be user-friendly.  
If you have any suggestions to improve our  
message, please let us know.

### SOUTH CLINIC

#### **Medical Clinic:**

Monday-Friday 8:00 AM-5:00 PM

#### **Dental Clinic:**

Monday-Friday 8:00 AM-5:00 PM

#### **Laboratory:**

Monday-Friday 7:00 AM-5:00 PM

#### **Pharmacy:**

Monday-Friday 8:30 AM-7:00 PM

### Hebbronville Clinic

#### **Medical Clinic:**

Monday-Friday 8:00AM—5:00PM

#### **Laboratory:**

Monday-Friday 8:00AM—5:00PM

### Zapata Clinic

#### **Medical clinic:**

Monday-Friday 8:00AM—5:00PM

#### **Laboratory:**

Monday-Friday 8:00AM—5:00PM

### Mission:

"To Provide Quality Healthcare for Everyone"

### Vision:

Gateway Community Health Center will be a leader in providing access to comprehensive primary healthcare through clinical excellence, superior customer service and valued workforce.

### Core Values:

1. Service Excellence
2. Professional Expertise
3. Integrity
4. Dignity
5. Compassion



## GATEWAY COMMUNITY HEALTH CENTER, INC.

### "LA CLINICA"

*Where Everyone Qualifies for Services*

### **CENTRAL CLINIC**

1515 Pappas St.

Laredo, Texas 78041

(956) 795-8100



### **SOUTH CLINIC**

2007 S. Zapata Hwy.

Laredo, Texas 78046

(956) 795-8101

### **ZAPATA CLINIC**

210 N. Rathmell Ave.

Zapata, Texas 78076

(956) 765-4367



### **HEBBRONVILLE CLINIC**

473 State Hwy. 285

Hebbronville, Texas 78361

(361) 527-4053

**The Center is not an emergency facility.  
If you have a medical emergency, call 911!**

Gateway Community Health Center, Inc. (Center) is a federally funded 501(c) (3) private, not for profit corporation. Below please find important information on how to access the wide array of medical, dental and preventive services offered at the Center.

### **REGISTRATION / FEES / BILLING INFORMATION**

Everyone qualifies for services at Gateway Community Health Center, Inc. We are a federally funded organization. Clients are expected to pay for services rendered; however, a client will not be denied an office visit because of inability to pay.

#### **Required for all clients:**

- Picture ID (Must include full name and date of birth. Examples include: Driver's License, Texas ID or School ID)
- Birth Certificate(s) if registering minor(s) under household and/or legal documentation delineating custody of minor.
- Third Party Coverage ID if applicable (Examples include: Medicaid/Medicare or Private Insurance)

#### **Only required for all clients applying for sliding fee discount**

- Proof of Income—Clients may provide one of the following: Current Income Tax Return, W-2 Form(s) or Form 1040 with schedule C attached (if self-employed).

If an Income Tax Return is not available, the following proof of income will be considered:

- The four most recent check stubs.
- Copies of the most recent Social Security Checks, SSI or Disability. A copy of the two most recent bank statements for those checks under direct deposit may be substituted.
- Self-Attestation Form or a Texas Workforce Agency statement attesting that the individual is currently out of work.

The amount of a client's bill will vary depending upon the type(s) of service(s) client receives and the discount status or insurance plan assigned to the patient.

**Note: The Center may arrange a payment plan should the client not have the money required for services.**

**All money collected from clients for outpatient and urgent care services go back into the Center's operating budget and are used primarily to offset the high costs of medication, laboratory and X-ray services. Clients' contributions are essential in maintaining the accessibility and delivery of quality services.**

**Notice concerning complaints:** Complaints about physicians, as well as other licensees and registrants of the Texas State Board of Medical Examiners, including Physician Assistants and Acupuncturists may be reported for investigation at the following address:

Texas State Board of Medical Examiners  
Attention: Investigators  
333 Guadalupe, Tower 3, Suite 610  
P.O. Box 2018, MC-263  
Austin, Texas 78768-2018

Assistance in filing a complaint is available by calling the following number:  
1-800-201-9353.

**Pets:** Except for service animals, pets of any kind are not allowed in the Center.

**Smoking/Food/Drink:** Please help keep our Center clean and free of litter by properly disposing of trash. Smoking is not permitted on Center grounds.

**Please supervise your children for their safety.** A healthcare facility can be a potentially dangerous environment for an unsupervised youngster. Center staff is unable to supervise your children; furthermore, it is the provider's discretion to determine if provider is able to see you for your appointment if you bring your children with you.

**Cell Phones:** Cell phone use is not permitted in the clinical areas.

**Weapons:** Weapons are not allowed on Center grounds.

#### **Excerpted from Joint Commission's "Speak Up" Campaign:**

In March 2002, The Joint Commission launched its Speak Up™ patient safety program. The program urges patients to:

**Speak up** if you have questions or concerns.

**Pay attention** to the care you get.

**Educate yourself** about your illness.

**Ask** a trusted family member or friend to be your advocate (advisor or supporter).

**Know** what medicines you take and why you take them.

**Use** a health care organization that has been carefully checked out.

**Participate** in all decisions about your treatment.

To report a Patient Safety Event or concern to the Joint Commission address to-

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook, Illinois 60181

Email: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

**Gateway Community Health Center, Inc. does not discriminate against any person regardless of race, color, marital status, religion, sex, national origin, ancestry, physical or mental handicap or disability, age, veteran status, or other grounds as applicable federal, state and local laws or regulations.**

**HIPAA/Privacy of Information:** When you initially present for services at the Center, you will be provided with a document containing information that describes how your medical information may be used and disclosed and how you can get access to this information. Please let us know if you do not receive this privacy notice.

**Advance Directives:** If you have an Advance Directive, please make sure your health care team is aware of your wishes. Due to logistical reasons, the Center is unable to honor Advance Directives in all situations, i.e., an emergency might occur when team members most familiar with your Advance Directive are unavailable. If an emergency occurs on Center grounds, the Center's healthcare providers responding to the emergency will take all measures to rescue any individual in distress unless they are intimately familiar with the patient involved and the patient's wishes.

Although the Center may not be able to honor your Advance Directive, Center personnel will forward a copy of your Advance Directive to the hospital if you require admission to an in-patient facility.

**Pain Control:** If you present to the Center with a complaint of pain, a member of your healthcare team will evaluate your pain using a numerical scale or a "face" diagram. The Center is concerned about your pain. If you feel that your pain has not been assessed thoroughly or treated adequately, please alert a member of your healthcare team.

**Consents:** All patients must sign a consent for medical services before they receive services at the Center. Minors may not grant consent for treatment unless they are emancipated minors or are presenting to the Center for Family Planning services (in such situations, the minor's consent would apply only to Family Planning services and would not be transferrable to other services.) Minors presenting for non-Family Planning services must have a consent signed by a legal guardian.

**Test results:** If you have had laboratory tests performed or have undergone some other diagnostic study and you have not been notified of your result, please do not assume your results are normal or unremarkable. Your healthcare providers may order your blood work and/or urine studies to be obtained a week or so before your next (follow-up) visit so that your results may be available (and reviewed with you) at the time of your visit. If no follow-up appointment was scheduled to take place after laboratory tests have been performed, please call the Center to make sure your results have been received and reviewed by your healthcare provider.

**COMPLAINTS:** If you have a complaint regarding your care, personnel, housekeeping or if you feel you are not being treated with dignity and respect, please call Elmo Lopez, Chief Executive Officer of the Gateway Community Health Center, Inc. at (956) 795-8100 or request to speak with the supervisor on site.

## **APPOINTMENTS**

The client must call to make an appointment after client has registered for services or receive one at the point of registration. If the client decides to come to the Medical or Dental Clinic without an appointment due to pain or illness, a nurse or the dental staff will see client and determine if client needs to be seen that same day.

Same-day appointments will be prioritized based on the patient's clinical condition and availability of open appointment slots. Note: If the client does not have an appointment, then visit at the Center may be longer than expected and may even require a return visit on another day if the patient is not acutely ill.

**Walk-ins are only accepted until 4:00 PM.** Clients will be asked to sign a Walk-In Patient Acknowledgement Form.

Please provide an accurate health history and bring all of your current medications to your appointment. You may be asked to participate in self-management activities.

### **If you are new to the Center please bring:**

- Any medical records, reports, labs, test results, etc., from your previous healthcare facility or previous doctor.
- Any medications you are currently taking (if any). Patients should bring in any and all medications (or list) including over-the-counter medications, medications prescribed by non-Center providers, vitamins, eye drops and "natural" medications.
- A list of medical problems you have, so you may inform your provider.
- A list of questions you may have for your provider.
  - Your blood pressure or blood sugar readings, if you have them.
  - A Living Will or Advance Directive, if you have one.

### **CANCELLATION OF APPOINTMENTS**

Appointments may be cancelled by phone or in person. Clients are encouraged to call at least 24 hours in advance to cancel an appointment. If the customer does not attend to your appointment and does not call to cancel at least 24 hours before, a \$ 5.00 charge will be made for not showing up.

**For more information please visit our website [www.gatewaychc.com](http://www.gatewaychc.com)**

**TO MAKE OR CANCEL AN APPOINTMENT PLEASE CALL :**

**(956) 795-8100 Central Clinic                      (956) 795-8101 South Clinic**  
**(956) 765-4367 Zapata Clinic                      (361) 527-4053 Hebbronville Clinic**

**TELEPHONE INQUIRIES**

Telephone inquiries relating to medical, dental, laboratory, X-ray or other services will be transferred to the respective department. Please do not expect the customer service representative to have all the answers. The customer service representative's role is to answer the phone, schedule appointments and direct the client's call to the appropriate person/department.

If the medical or dental staff is not able to speak to the client immediately, the client should leave a message containing: client name, date of birth, reason for the call, medical record number if available and telephone number so staff may return the call as soon as possible. Please request the name of the person who took your message since this will be the person most familiar with your needs if you need to call again.

If you are ill and need to speak to clinical staff after hours, please call the Center's 24-hour answering service at (956) 721-0053. If you present to a local emergency room, please notify the emergency room staff that you are seen at a Gateway Community Health Center Clinic so they may contact your Center provider for instructions and/or admission orders if needed.

There are many reasons to call the clinic. Among them are:

- If you have a problem or health concern but not an appointment.
- If you have an appointment but want to see a doctor for a different problem.
- If you have any questions about your medications or are having a reaction to any of them.
- If you cannot keep your appointment.
- If you need to change your appointment.
- If your next clinic appointment is several months away and you are having new problems or symptoms; however, **the Center is not an emergency facility. If you have a medical emergency, call 911!**

**TIP:** If you are calling for a routine follow-up appointment, the customer service representative will be able to provide you an appointment date and time at the time of your call. If you are calling for an appointment because you are ill, please ask to speak to a nurse or medical assistant. Please help us accommodate everyone's needs and help minimize your waiting time by making an appointment for routine care instead of walking in without an appointment.

**OTHER SERVICES**

**CHILDREN'S WEIGHT MANAGEMENT PROGRAM:** The Children's Weight Management Program (CWMP) mission is to actively serve Center patients and families with school-aged children within the community by providing education and guidance that will contribute to the prevention of future health conditions associated with childhood obesity. The 10-week program (once-a-week meetings) is for children ages 2-18 and provides information on nutrition, exercise and active living.

**DRUG ASSISTANCE PROGRAM:** Center staff assist clients in obtaining medications that are not on the Center's pharmacy formulary. (Please see additional information under PHARMACY section on pages 6-7.)

**MEDICAID ELIGIBILITY PROGRAM:** On-site Texas Works Advisors assist clients in obtaining Medicaid, Food Stamps and TANF benefits.

**NUTRITIONAL THERAPY:** Assists patients on behavioral and lifestyle modifications required to impact long-term eating habits and health.

**WORKSITE HEALTH PROMOTION:** Health fairs and educational presentations are available upon request.

**ADDITIONAL INFORMATION**

**We are a federally funded organization. Clients are expected to pay for services rendered; however, a client will not be denied an office visit because of inability to pay.**

As part of being a primary care medical home, a client may select their primary care clinician as well as be involved in their treatment plan. The Center will provide coordination of care, management of referrals and collaborate with patient-selected clinicians who provide specialty care or second opinion. The client may obtain care from other clinicians within the primary care medical home.

**TIP:** If you see a special program or service listed that you are interested in, please ask your primary care team or call the Center's main number so the customer services representative may transfer you to the appropriate department for additional information about eligibility requirements.

The Nurse Practitioners or Physician Assistants who work at this Center are under the supervision of Physicians licensed to practice medicine in the state of Texas.

**Americans with Disabilities Act:** Throughout the Center, you will find copies of Americans with Disabilities Act explaining that The Texas Health and Human Services (HHS) agencies will not discriminate because of disability.

**Your Rights, Clients and Applicants:** The Center has copies of Patients' Rights and Responsibilities posted throughout the Center. If you are unable to locate a copy or if you have not received a copy, please ask any staff member for a copy of the document in your preferred language.

**Discrimination is against the law:** The Texas Health and Human Services Agencies (HHS) are committed to protecting your civil rights, as defined by law and recognized in HHS policy and procedures. Texas HHS and its contractors and licensees will not discriminate against you, directly or through contractual or other arrangements. If you believe that you have been discriminated against in any agency activity, service or program, immediately contact the Civil Rights Office.

**LABORATORY:** Staff phlebotomists obtain blood and other specimens which are then sent out to an out-of-town reference Lab. Turn-around time in most cases is 24 hours. Specialized tests may take longer.

**IMAGING SERVICES:** X-rays and other imaging tests are referred to and performed under contract with local hospitals.

**NOTE:** Clients are free to use pharmacy services, laboratory services, imaging services and specialists/consultants not affiliated with the Center; however, Center pricing will *not* apply.

### **HOSPITALIST PROGRAM**

The Center's hospitalists will be available 24 hours a day and will be in contact with your primary care provider to ensure continuity of care. The main reason for implementing this program is to reduce the number of interruptions for our clinic-based providers and thereby increase the number of scheduled patients the Center is able to serve.

**What is a hospitalist?** A hospitalist is a physician who specializes in the care of hospitalized patients and whose practice is in the hospital, not in an office.

**What is the role of a hospitalist during my stay?** Hospitalists assume the role of your primary care provider while you are in the hospital. In other words, your primary care provider will not care for you in the hospital, but provider will resume responsibilities for your medical care after discharge.

**What if my family has questions during my admission?** Hospitalists will be available to answer questions in person whenever possible. Their lack of outpatient responsibilities allows them to be accessible to your family.

**How does the hospitalist work with my primary care physician?** From admission to discharge, our hospitalists communicate with your primary care physician. At discharge, the hospital team sends important medical information about your hospital stay and discharge plan to your primary care physician. When you leave the hospital, your primary care physician will resume responsibility for your medical care. You don't need to do anything differently, the hospitalist and your primary care provider will coordinate your care.

### **SERVICES FOR PERSONS WITH DIABETES**

**DIABETES SELF-MANAGEMENT COURSES:** Clients attend once-a-week week sessions for 10 consecutive weeks to learn about the disease and how to control it. Classes are conducted by specially-trained health promoters, and diabetes support groups are offered after completion of self-management courses.

**DIABETIC SUPPLIES:** Eligible clients may receive glucometers, strips, lancets and solutions at a discounted and affordable price.

**Eye Care Services:** For eligible clients, the Center pays two-thirds of the cost of the annual eye exam.

### **ADULT CARE SERVICES**

**ADULT PRIMARY CARE** includes diagnosing, treatment and prevention of acute and chronic diseases; immunizations against infectious disease such as influenza, tetanus and hepatitis; and screening tests for diabetes, high blood pressure, high cholesterol and cancer.

**IN-PATIENT CARE** to ensure continuity of care, in-patient care is provided at local hospitals by our Hospitalist Program.

### **PEDIATRIC MEDICAL SERVICES**

**PEDIATRIC CARE** is provided to newborns and children up to 18 years of age. The Center provides both well child and acute care.

**IMMUNIZATIONS** for children are offered at the Center's multiple sites.

**MEDICAL CHECK-UPS** are provided at the Center's Pediatric Clinic. EPSDT physicals are also provided at the Pediatric and Urgent Care Clinic.

### **WOMEN'S HEALTH SERVICES**

**BREAST & CERVICAL CANCER SERVICES (BCCS)** Breast and cervical cancer screenings and diagnostic exams are provided to eligible women, who otherwise would not be able to afford such services. Pap smears and mammograms are provided free to eligible women over 40 and over 50 years, respectively.

**GYNECOLOGICAL CARE** includes Pap smears, referrals for mammograms, and diagnosis & treatment of other non-obstetric women's health problems.

**OBSTETRICAL CARE** includes pre- and post- delivery care provided by the Center's OB/GYN physicians and Advanced Women's Health Nurse Practitioners.

**STD TESTS** The Center offers STD testing.

**FAMILY PLANNING PROGRAM (FPP)** includes services for males and females of child bearing age who have not had sterilization surgery and who are seeking an opportunity through education, medical services and additional resources to prevent an unintended pregnancy, delay, space, or time a pregnancy.

### **SPECIALTY CARE SERVICES**

Not all services are available at all sites. Specialty services are available for registered patients only who are referred by a Center provider.

**BEHAVIORAL HEALTH SERVICES** provides counseling and psychotherapy to children and adults Monday thru Friday at the Main Clinic.

**PODIATRY SERVICES** are held regularly to assist in the prevention of foot-related diseases in clients with diabetes.

**SPECIALTY CARE SERVICES (continued)**

**ORAL HEALTH SERVICES**

**DENTAL SERVICES:** Gateway Community Health Center Dental Clinic offers a variety of dental services including preventive services, restorative services, and limited oral surgery services for children and adults.

Preventive services include dental exams, radiographs, dental cleanings, oral hygiene instruction and dental sealants. Restorative services include dental fillings and pediatric dental crowns.

The center offers limited oral surgery services that include but are not limited to routine dental extractions. Our center serves as an external teaching site for senior dental students from the University of Texas Health Science Center Dental School in San Antonio.



**DENTAL PROSTHODONTIC AND PERIODONTAL CARE:** A limited number of clients are offered advanced restorative services provided by Center Staff in conjunction with prosthodontics and periodontal residents from the University of Texas Health Science Center at San Antonio Dental Branch.

**For more information on eligibility and how to access our dental services, please call (956) 523-3652.**

**URGENT CARE SERVICES**

If you need after-hours care for an acute, non-emergency condition or non-chronic (e.g. condition lasting longer than 2 weeks), please visit our Urgent Care Clinic located at 1515 Pappas St or 2007 S. Zapata Hwy. The Urgent Care Clinic is open to the public at large. Walk-ins are welcome. Medicaid EPSDT's are available by appointment. Please see last page for hours of operation or visit our website for the specific Urgent Care criteria.

**SUPPORT SERVICES**

**PHARMACY:** Medications are dispensed to Center **clients only** from the Center's two pharmacies located at the Main and South Clinics, and delivery of medications is provided to rural residents. The Center also assists eligible clients in obtaining costly medications through various manufacturers' Drug Assistance Programs (DAP) and Pfizer Pathways Program.

**NOTE:** The Center staff will assist clients in filling out applications for various drug assistance programs created and managed by private pharmaceutical companies. **Please note, however, that the Center has no control over the eligibility requirements or the medication availability of these programs.** The Center will provide assistance with application forms (for a small fee), but the programs and medications themselves are not provided by our pharmacy.

**TIP:** When requesting a refill, please be sure to have the following information available: patient name, address, date of birth, telephone number, prescription number (see above) and/or medication name. Please ask your provider for a refill prescription during your appointment if you know you are going to run out before your next medical visit.

Please order your chronic or long-term medications monthly. To avoid interruptions in your care. Please do not wait until you are out of medication to request your refills.

**If your prescription has refills**, you may order your medications through the Center's automated refill request system by calling **1-855-773-0196** and following the steps below.

- For instructions in English press: **1**
- For instructions in Spanish press: **2**
- To refill a prescription press: **1**
- To speak to a pharmacy staff member: **2**
- Enter your prescription number followed by the pound key: **403047 #**

**Remember: ONLY enter the first 6 digits of your prescription, DO NOT enter the letter. Please provide the pharmacy at least 24 hours advance notice.**

**GATEWAY COMMUNITY HEALTH CENTER, INC.**  
1515 PAPPAS ST.  
LAREDO, TX 78041 (956) 523-3605

**Prescription number** → **403047 N**

**Patient Name** → Patient Name  
TAKE 1 CAPSULE BY MOUTH  
2 TIMES A DAY FOR 14 DAYS

**Medication Name** → 28 OMEPRAZOLE 20MG CAP  
MYLAN 00378-6750-01  
PHARMACIST/PHARMACY TECH NO REFILLS

**DO NOT ENTER LETTER**  
(only enter numbers)

**If you do not have refills left**, you should use the same phone number, but order your medication refills with **at least 3 days advance notice**. The **3-day** notice is needed to allow time for pharmacy personnel to communicate with your healthcare provider and determine if additional refills will be authorized. If you have not seen your healthcare provider for an extended period of time, your healthcare provider may require you to come in for a visit prior to authorizing additional refills.