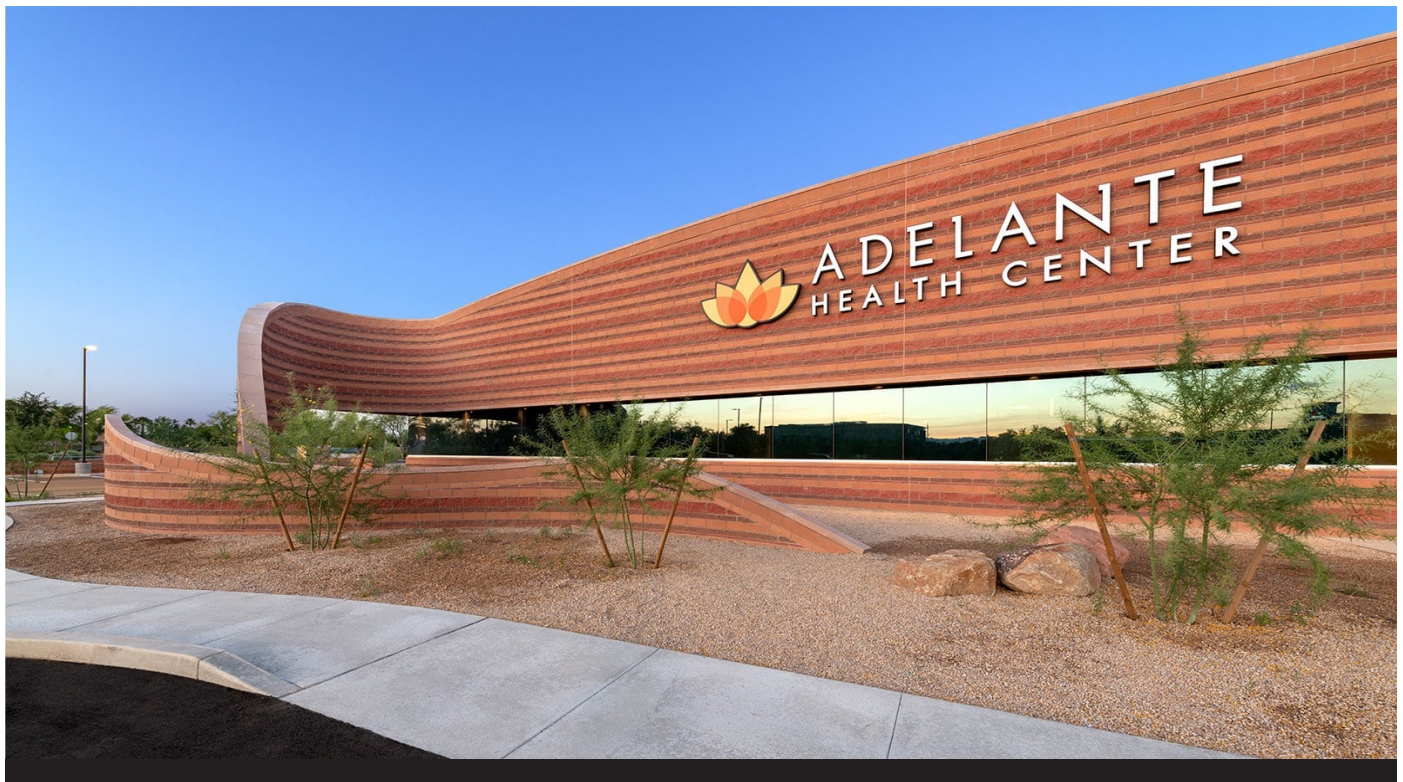


ADELANTE HEALTHCARE

PATIENT HANDBOOK





WELCOME TO ADELANTE'S CULTURE OF CARE

We are a community-based health organization serving patients from all backgrounds and walks of life, aiming to build relationships with our community and the patients we serve. It is our mission to cultivate health by supporting individuals and the community at every step of their journey.

That means we are committed to assisting you as an Adelante Patient, by providing access to quality, compassionate, comprehensive care. Our care teams are built around you and your health needs, with a focus on all areas of your care – medical, dental, behavioral health, and more.

We are dedicated to being a partner in your care, helping you stay healthy at every stage of life. Along the way, we hope to make each visit to Adelante as pleasant and efficient as possible. Thank you for choosing us to serve you and your family.

We look forward to seeing you soon.

Sincerely,

Adelante Healthcare



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ABOUT ADELANTE HEALTHCARE



At Adelante Healthcare, we believe in caring for the whole person and aspire to be champions of access to excellent, compassionate care every day. We strive to meet people when and where they need us to help individuals, and our communities thrive.

Adelante Healthcare's roots were planted in 1979 in response to the need for accessible, quality care among migrant workers. Then, Clínica Adelante visited farms and provided a safe place for those who would have otherwise lived in the shadows without healthcare. While we have grown and expanded from our humble beginnings, our commitment to service and access to care remains.

Today, Adelante Healthcare is a federally qualified health center with nine locations in Arizona, serving Maricopa County. Our passionate and highly skilled team members serve a diverse mix of patients, regardless of a person's background, status, or station in life. We are culturally fluent and able to respond to and serve diverse healthcare needs.

Our services cover the whole person, including adult and family medicine, pediatrics, women's health, nutrition services, dental care, behavioral health, and the Women, Infants, and Children Program (WIC).



PATIENT CENTERED MEDICAL HOME

Adelante Healthcare utilizes the Patient Centered Medical Home (PCMH) philosophy of care based on the Agency for Healthcare Research and Quality's (AHRQ) definition of a medical home, which includes these core functions and attributes:

- **Patient centered:** Relationship-based care focuses on the whole person while understanding and respecting each patient's needs, culture, values, and choices.
- **Comprehensive care:** An integrated care team of providers, including physicians, advanced practice providers, physicians' assistants, nurses, nutritionists, behavioral health professionals, and others. The integrated care team meets each patient's physical and mental healthcare needs, including prevention and wellness, acute care, and chronic care.
- **Access to care:** Patients have access to services for urgent needs, convenient hours, after-hours telephone or electronic access to members of the care team, and alternative methods of communication.
- **Coordinated care:** Patient care is coordinated based on the individual's needs – care and services, including specialty and community support services.
- **Active patient role:** Patients are encouraged to participate in healthcare decision-making by setting goals to self-manage their condition or disease.

PATIENT CENTERED MEDICAL HOME

Taking this high-level approach to care helps Adelante ensure our patients get the care they need when they need it, improve the patient experience, and reduce costs.

HEALTH CENTER LOCATIONS





BUCKEYE

306 E. Monroe
Buckeye, AZ 85326



ROOSEVELT

3130 E. Roosevelt, Building C
Phoenix, AZ 85008



GILA BEND

100 N. Gila Blvd.
Gila Bend, AZ 85337



GOODYEAR

13471 W. Cornerstone Blvd.
Goodyear, AZ 85395



MESA

1705 W. Main St.
Mesa, AZ 85201



PEORIA

15525 N. 83rd Ave., Ste. 104
Peoria, AZ 85382



SURPRISE

15351 W. Bell Rd.
Surprise, AZ 85374



WEST PHOENIX

9610 N. Metro Pkwy. W.
Phoenix, AZ 85051



WICKENBURG

811 N. Tegner St., Ste. 113
Wickenburg, AZ 85390

Visit our website for hours of operation at [Adelantehealthcare.com](https://www.Adelantehealthcare.com)
or call 480-964-CARE (2273).



OUR SERVICES

Adelante Healthcare offers a full range of high-quality health services for all, at every stage of life. Our state-of-the-art facilities provide the most advanced, comprehensive care possible with convenient locations throughout Maricopa County. Our highly skilled and passionate healthcare providers are here to serve you and walk alongside you every step of your healthcare journey.

ONE-STOP CARE

Our comprehensive services include Adult and Family Medicine, Pediatrics, Women's Health, Dental, Behavioral Health, nutrition support through Women, Infants, and Children (WIC), and more.

HOLISTIC CARE

Our primary and preventive care services focus on whole-person health, physical, mental, and emotional.



FAMILY MEDICINE

Family medicine is what most people think of as the traditional family doctor who cares for you throughout your life. That long-term relationship with a primary care physician provides a consistency of care that makes a world of difference in your ability to get healthy and stay that way.

OUR FAMILY MEDICINE SERVICES INCLUDE:

- Diagnosis and treatment of acute episodes, such as a sore throat or the flu
- Chronic conditions like high blood pressure
- Routine checkups
- Health and wellness promotion
- Disease prevention



ADULT MEDICINE

Adult medicine focuses on the treatment of patients aged 21 and older. These physicians are sometimes called internists, general internists, and doctors of adult medicine. They are trained to deal with whatever health issue a patient brings, no matter how common or rare, simple or complex.

OUR ADULT MEDICINE SERVICES INCLUDE:

- Diagnosis and treatment of chronic illness
- Treatment of multiple, interrelated illnesses
- Diabetes, cardiovascular disease, and asthma treatment
- Health and wellness promotion
- Disease prevention





PEDIATRICS

Our pediatricians specialize in the physical, behavioral, and mental health and well-being of children from birth to age 18. They are trained to diagnose and treat a wide array of childhood conditions, from minor scrapes to major diseases.

OUR PEDIATRIC SERVICES INCLUDE:

- Newborn care
- Immunizations
- Flu shots
- Well child checkups and care for children
- Same-day sick appointments
- Coordination of care for chronic medical conditions such as asthma or allergies

Well-Child Check visits help track your child's growth and development while keeping immunizations up to date. Staying on schedule supports a healthy start and early detection of concerns.

WELL-CHILD CHECK SCHEDULE:

3–5 days old	(Newborn Visit after hospital discharge)
1 month	24 months
2 months	36 months (After 36 months, children return once a year for their annual Well-Child Check.)
4 months	
6 months	
9 months	
12 months	
15 months	
18 months	

Call Adelante Healthcare to schedule your child's next Well-Child Check!

WOMEN'S HEALTH

Our women's healthcare clinics focus on health and well-being throughout your lifetime. Our OBGYN providers are trained in female reproductive health, pregnancy, and childbirth, and offer a broad array of general health services for women from adolescence to their post-menopausal years.

OUR WOMEN'S HEALTH SERVICES INCLUDE:

- Well Woman exams
- Family Planning
- Long-term reversible contraception
- Prenatal and pregnancy care
- Infant delivery
- Postpartum care
- Managing Menopause
- Breastfeeding training and education



BEHAVIORAL HEALTH

Our behavioral health services focus on a person's whole health and well-being. We offer integrated mental health services to help when habits, stress, or other problems interfere with your daily life. We also provide specialty behavioral health services for mental health concerns.

OUR BEHAVIORAL HEALTH SERVICES INCLUDE:

- Screenings
- Assessments
- Education and resources
- Brief interventions
- Psychotherapy
- Medication management
- Case management

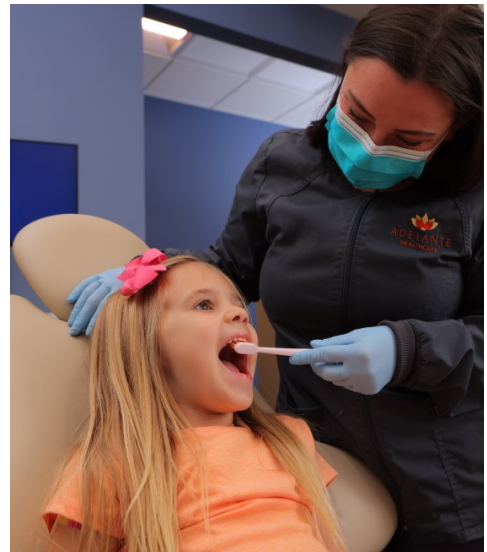


DENTAL

Adelante Healthcare makes it easy for you and your family to get full-service, professional dental care from preventive care to specialized treatment. With our friendly staff, convenient locations, and affordable prices, maintaining your healthy teeth and gums can be a pleasure. Our dental clinics offer teeth cleaning, wisdom tooth removal, and crowns and dental bridges to patients with insurance or on a sliding-fee scale payment plan.

OUR GENERAL DENTAL SERVICES INCLUDE:

- Preventive routine exams
- Cleanings
- Crowns and bridges
- Restorative work
- Extractions and removal of wisdom teeth
- Root canals
- Sedation options like nitrous oxide "happy/laughing gas"





CARE TODAY

Adelante Healthcare wants to ensure that everyone in our community has access to quick, convenient medical services when and where they need them. That's why we offer our Care Today centers at four locations throughout the Valley as an option for same-day service if your primary care provider is unavailable. Care Today provides the same great care with the added convenience of same-day appointments.

CALL CARE TODAY IF YOU'RE SUFFERING FROM SYMPTOMS THAT NEED IMMEDIATE ATTENTION, SUCH AS:

- Allergies or allergic reaction
- Ear Pain
- Eye irritation/Pink Eye
- Fever
- Flu-like symptoms
- Respiratory Symptoms (cough, sore throat, sinus symptoms/pain/pressure)
- Skin infection or rash
- Urinary tract infection (UTI)
- Vomiting or nausea

Our Care Today team may also provide resources to support preventive care. This includes recommending vaccines, answering questions you may have about your health and diagnosis, following up with your primary care provider, or getting you set up with one at one of our convenient locations.

If your primary care provider is unavailable, Care Today can help with same day doctor appointments



WIC PROGRAM

Healthy living begins with a healthy diet. That's why Adelante Healthcare works with the Women, Infants & Children (WIC) Program. WIC helps those who are pregnant, breastfeeding, and their children under age 5 eat good-for-you foods, at no cost!

WHO QUALIFIES FOR WIC?

You can participate in WIC if you live in Arizona, have a nutritional need (our staff can help you determine this), and you are one of the following:

- Pregnant
- Have delivered a child within the last six months
- Breastfeeding a child within the previous year
- Infants and children under the age of five, including foster children

WHAT DOES WIC OFFER?

- Nutrition education
- Breastfeeding support
- Experts who specialize in nutrition for mothers and their children
- EWIC card to buy healthy food
- Referrals to health care, immunizations, and other community services





DIETICIAN

A healthy diet can provide a strong foundation for overall wellness. Our dietitians at Adelante can help every pediatric and adult patient. We can help with general healthy eating and the following conditions.

- Metabolic Syndrome
- Diabetes, Gestational Diabetes
- Hyperlipidemia
- Overweight/Underweight
- Chronic Kidney Disease
- GI Disorders (Colitis, Crohn's, Diverticulitis, etc.)
- Anemia
- PCOS



PHARMACY

The Adelante Pharmacy is your home for lower-cost medication, convenient prescription refills, and pickups. Our on-site pharmacist adds more service and convenience through patient consultations and medication reviews. We work directly with your care team to improve your overall care.

ADELANTE'S PHARMACY OFFERS:

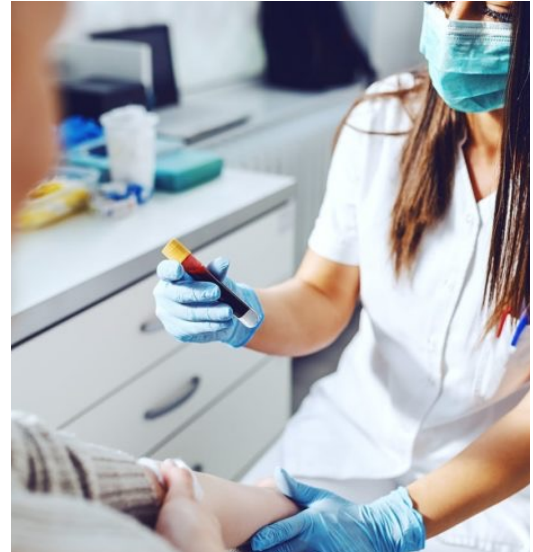
- Personalized services and specialized medications
- Competitive pricing and discounts
- Convenient pick-up or home delivery options

Adelante Pharmacy accepts all major insurance plans. All Adelante patients may use Adelante Pharmacy services at any Adelante location they visit. Please talk to your provider to learn more.



LAB SERVICES

Adelante Healthcare provides convenient access to complete lab services at every location. Whether you need to test your blood sugar levels, have routine blood testing, or your provider has ordered a lipid panel or another type of lab test, the convenience of having a trained professional lab technician onsite makes taking care of yourself so much easier.



ELIGIBILITY & ENROLLMENT

Adelante Healthcare provides you with a full range of quality primary care services at an affordable price, regardless of your ability to pay.

If you are uninsured or underinsured, you may qualify for health insurance assistance programs and services at reduced fees based on your income and family size. Additionally, several financial assistance options are available for those who need them.

OUR SERVICES INCLUDE:

- Sliding Fee Scale Program
- AHCCCS (Medicaid)
- Cash Assistance
- Health Insurance Marketplace
- Supplemental Nutrition Assistance Program (SNAP)





CARE BUILT AROUND YOU

Inclusive Sexual Wellness
Care You Can Trust



VIDA CLINIC

At **Adelante Healthcare**, we believe care should feel safe, informed, and free from judgment. That's why our **VIDA Clinic** offers inclusive sexual health services focused on prevention, treatment, and compassionate care for every stage of life.

Whether you're seeking HIV prevention, testing, treatment, or a provider who understands your needs, our experienced team is here to help you make informed decisions about your health.

WHAT WE OFFER:



HIV Care & Prevention

- HIV testing and treatment
- PrEP prevention options, including pills and long-acting injectables



Hepatitis C Care

- Compassionate care and advanced treatment for Hepatitis C.



STI Testing and Prevention

- STI testing and treatment
- Prevention options including doxy PEP
- Expedited Partner Therapy



You-Centered Care

Our providers treat each patient as an individual. Your prevention and treatment plan is built around your unique needs, experiences, and goals.

COMPREHENSIVE CARE:

The VIDA Clinic works closely with Adelante care teams to support your whole health, including behavioral health services, care navigation, nutrition support, and eligibility assistance. We can also serve as your primary care provider, with convenient in-person and virtual visits. Low-cost options may be available for patients paying without insurance.

COMMUNITY PANTRY



We've partnered with St. Mary's Food Bank to offer Free Food Pantry events at multiple locations across the Valley. These events are open to anyone in need of food assistance! Feel free to ask our team members more information such as dates and locations!

WHAT YOU CAN EXPECT

Our volunteers are ready to distribute a variety of fresh items at each of these events. In addition to food distribution, Adelante Healthcare staff will be available to assist with primary healthcare needs, offering services and resources that benefit the whole family.

POWERED BY OUR GENEROUS PARTNERS

We couldn't do this without the ongoing support of St. Mary's Food Bank, which has generously donated the food and supplies for these events. Their contributions reflect the incredible power of community collaboration.

COME TOGETHER, SPREAD THE WORD!

We invite everyone to join us at these events to ensure no one in our community goes hungry. If you or someone you know could benefit from these services, don't hesitate to stop by. And remember—spread the word so we can reach as many people as possible.

*Together, we can make a real difference
and strengthen our community—one
meal at a time.*

SCHEDULING APPOINTMENTS

Adelante Healthcare offers a full range of high-quality health services for all, at every stage of life. Our state-of-the-art facilities provide the most advanced, comprehensive care possible with convenient locations. Our highly skilled and passionate healthcare providers are here to serve you and walk alongside you every step of your healthcare journey.

Adelante Healthcare offers a variety of ways to schedule appointments:

CALL US

Call our Patient Support Center at **480-964-CARE (2273)**; open weekdays 7am to 6pm and every Saturday 8am to 5pm.

ONLINE

Visit our website at [Adelantehealthcare.com](https://adelantehealthcare.com)

PATIENT PORTAL

Log into My Patient Portal through the link provided via email or through **adelantehealthcare.com**

AFTER-HOURS CARE

Your health and well-being are important to us, even when our offices are closed. If you need medical advice or assistance after hours, please call our regular patient phone number at 480-964-CARE (2273).

When you call, you will be connected with our on-call team, including providers and nurses, who are available to assess your concerns and guide you on the next steps. If you are experiencing a medical emergency, please call 911 or go to the nearest emergency room right away.





LATE ARRIVALS AND CANCELLATIONS

If you are late for your scheduled appointment time, the following options may apply:

- Your appointment may need to be rescheduled if there is not enough time remaining to complete your visit.
- If another appointment time is available that same day, you will be offered it.

- If there is adequate time to complete your scheduled visit, you will be seen.

If you cannot make your scheduled appointment, please get in touch with us at least 1 business day in advance, or as soon as you know you will be unable to attend. Insufficient notice will result in a no-show, which may impact your ability to schedule in the future.

PREPARE FOR YOUR APPOINTMENT

There are a few small things you can do before your visit to help you make the most of your time with your provider.

- Plan on arriving 30 minutes before your appointment time to get registered, fill out forms, or update medical records.

What to bring:

- Identification and insurance card
- Current immunization records
- List of your current medications, including the dosage
- Discharge paperwork from recent hospital visits
- List of other physicians you may be currently seeing



SCAN TO VISIT
OUR WEBSITE

LANGUAGE ASSISTANCE

If you or a family member would prefer to receive care in a language other than English, Adelante provides language resources to help.



FINANCIAL ASSISTANCE PROGRAMS

If you are uninsured or underinsured, you may qualify for reduced-fee programs and services based on your income and family size, including Arizona's AHCCCS Program.

SELF-PAY PROGRAM

We offer an affordable self-pay option for patients who are uninsured, underinsured, or not eligible for financial assistance. Please note that additional services such as laboratory tests, medications, or other procedures performed during your visit are not included in the base visit cost. You will receive a detailed statement shortly after your appointment outlining the visit charges as well as any additional services provided.

SLIDING FEE DISCOUNT PROGRAM

Adelante's Sliding Fee Discount Program offers reduced-cost services based on your income and household size. Covered services include primary care visits, laboratory tests, women's health services, prenatal and maternity care, family planning, and dental care.

To learn more and find out if you qualify for this or other financial assistance programs, contact our **Patient Support Center at 480-964-2273** to set up an appointment with one of our Eligibility Specialists.



BILLING & PAYMENT INFORMATION

UNDERSTANDING YOUR BILL

When you come to an appointment, you will still start with your primary physician. But, depending on your needs, your visit may include additional providers, such as nutritionists or behavioral health services. This style of care is intended to give you complete, comprehensive care from various medical perspectives.

You will receive a detailed statement for all of the services provided, including those beyond your primary care physician. Bills may include charges for office visits, lab work, diagnostic tests, and any procedures performed during your visit. You are responsible for paying any amounts not covered under your benefits by your insurance, including copays, deductibles, or non-covered services.

INSURANCE AND PAYMENT RESPONSIBILITY

Ensure your insurance information is up to date at each visit. We will file claims directly with your insurance company on your behalf. Any services that are not covered by your insurance and are excluded from your benefits may be your responsibility to pay for.

Insurance typically covers 100% of preventive services (without copay) if you are eligible and no other conditions are addressed during the visit.

For Non-Preventative Care, this includes sick visits and medication adjustments; depending on your insurance plan, you may be responsible for copays, deductibles, and co-insurance.

PAYMENT METHODS

We accept various forms of payment, including credit cards, care credit, debit cards, checks, and cash.

OUT-OF-POCKET COSTS

Co-pays are due at the time of your visit. Deductibles and coinsurance will be billed to you after your insurance processes the claim. You may be responsible for additional charges depending on your insurance plan's coverage, such as non-covered procedures or treatments. Contact your insurance company for more details on what is covered and what is not.

FINANCIAL ASSISTANCE

Payment plans may be available for patients who are unable to pay the full balance in a single payment. Please inquire with our billing department. We offer a sliding-fee program for those who qualify, which may help reduce patient balances for both self-pay and insured patients.

UNPAID BALANCES

If an account becomes past due, we may refer your balance to a collection agency.

QUESTIONS ABOUT YOUR BILL

If you have any questions or concerns about your bill, please contact our billing department as soon as possible. Billing disputes should be addressed within 30 days of receiving the bill.

FINANCIAL RESPONSIBILITY OF MINORS

Parents or guardians are financially responsible for the treatment of minors.



PATIENT PORTAL

Adelante Healthcare's Patient Portal is your personalized gateway to managing your health. This is where you get convenient access to all your medical information, all in one place. The Patient Portal uses the latest encryption technology to protect your privacy and keep communication and medical records secure.



Self Schedule Appointments

Skip the line and self-schedule appointments with your provider online.



Make payments to your account

We accept credit, debit, or direct withdrawals from your approved bank account.



View your medical records

Access notes and diagnoses from your office visits, as well as information about your health history.



View lab test results

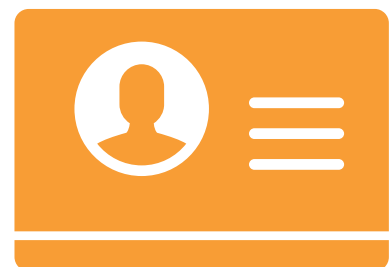
If your provider orders medical tests, the results will be posted here for your confidential review.



Refill your prescriptions

In most cases, refilling a prescription is as easy as contacting your Adelante Healthcare Center and asking for a refill.

Access the portal at [Adelantehealthcare.com/patients/patient-portal/](https://adelantehealthcare.com/patients/patient-portal/)



PATIENT PRIVACY

Adelante Healthcare is committed to protecting the confidentiality of information about you and is required by law to do so. For more information about how we protect your privacy, please ask for a copy of our Notice of Privacy Practice.

YOUR RIGHTS AND RESPONSIBILITIES

As a patient of Adelante Healthcare, you have certain rights and responsibilities. These include abiding by the rules and regulations of the health center, refusing treatment, and the responsibility to provide accurate information about your health history and insurance coverage. A detailed list of rights and responsibilities is available upon request.

PATIENT EXPERIENCE

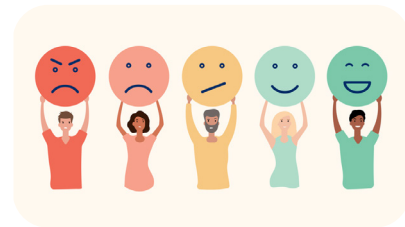
We strive to give you excellent service during every visit.

If you catch us exceeding your expectations, or on the other hand, you are concerned about the quality of care you have received, we want to make it right. We urge you to contact the Patient Experience office via email, phone or online.

PatientExperience@Adelantehealthcare.org
(480) 964-2273 ext 011176
<https://adelantehealthcare.com/contact-us/>

If, after working with our staff, your concern has not been resolved and you wish to make a complaint or voice your concern, visit ethicspoint.com or call 1-888-331-0615.

Your rights matter to us! Scan the QR code to learn about your Patient Rights and Responsibilities.



FREQUENTLY ASKED QUESTIONS

What if I need to cancel or miss an appointment?

For cancellations, call 24 hours in advance at 480-964-2273 to notify us.

What if I'm late for my appointment?

A patient is considered late when they arrive after their scheduled appointment time. If you arrive late for your appointment, we will try to work you into the next available time slot, but other patients who arrived on time may see the providers first.

Can I bring an additional person to my or my child's medical appointment?

You are welcome to bring family members or others who support you with your medical care. For minor patients, we require a parent to attend the appointment. We are no longer restricting visitors due to COVID-19, though we may request that visitors wear a mask at some health centers.

Are there additional language speakers or translation services available?

Yes, our staff members speak over 11 different languages, and we offer additional translation services.



Do I need insurance to be seen?

No, we accept self-pay, private insurance, AHCCCS insurance, and Care Credit. We also offer a sliding fee scale for eligible individuals. Visit our website or visit our centers to learn more.

How long does it take to process routine and STAT referrals?

Routine referrals are processed within 7 to 10 business days. STAT referrals should be completed at the time of the appointment.

When is an appointment needed to get a referral?

If you are a new patient to Adelante Healthcare or have not been seen by an Adelante Healthcare Provider in over a year, you must make an appointment to obtain a referral.

What is the fax number or email for the medical records department?

The fax number for medical records is 623-815-9253, and the email address is **medicalrecords@adelantehealthcare.org**.

How do I obtain my medical records?

A Release of Information form must be completed and signed by the patient to obtain records. The form can be found on our website or at any Adelante Healthcare center. Please allow 7-14 days to process your request.

Do you accept walk-ins?

Adelante Healthcare is appointment-based. You can book an appointment online or call **480-964-2273**. If you need same-day care, our Care Today centers are available at several locations.









THANK YOU FOR TRUSTING ADELANTE HEALTHCARE FOR YOUR MEDICAL NEEDS.

If you have any questions, please call **480-964-2273** or visit our website at
Adelantehealthcare.com

CONNECT WITH US
COMMUNITY@ADELANTEHEALTHCARE.ORG



SCAN FOR MORE

