

# Welcome to **Primary Care**



Thank you for choosing us for your health care needs. This packet will serve as a guide to your patient-centered medical home.



## **Appointment scheduling:** 800.922.0000

Download the Nebraska Medicine app or visit [OneChartPatient.com](http://OneChartPatient.com) to access your patient portal. Within the app or the One Chart | Patient portal, you can:

- Schedule a virtual or in-person appointment.
- Start an Immediate Care Video Visit.
- Start an E-Visit – Submit a questionnaire for your doctor to review.
- View locations and wait times for Immediate Care Clinics.
- Cancel appointments – If you need to cancel your appointment, please do so at least two business days before your scheduled appointment time. Any appointment not canceled prior to the appointment time is considered a “no-show.” If you reach four “no-shows” within a year, you may be unable to continue receiving services from Nebraska Medicine.

Same-day appointment scheduling begins at 8 a.m., Monday through Friday. A few appointment slots are reserved each day for acute needs. After business hours, Immediate Care Clinics are available to provide walk-in care for nonemergent illness or injuries.

For medical advice, contact the clinic during and after business hours by calling 800.922.0000 or send a message through One Chart | Patient.



## **Appointment check-in**

- Arrive 15 to 20 minutes prior to your scheduled appointment to help providers spend the allotted time with you, decreasing your wait time.
- Verify your address, phone number and insurance information (needed every visit).
- Speed up the check-in process with eCheck-in through One Chart | Patient.

**[NebraskaMed.com/Primary-care](http://NebraskaMed.com/Primary-care)**  
800.922.0000





### Medication refills

Annual office visits are required to renew medications. Some chronic health conditions may require you to be seen every three to six months or as directed by your provider.

- Contact your pharmacy if you need a medication refilled.
- If you need a new prescription for a current medication sent to your pharmacy, request a renewal by sending a OneChart | Patient message to your provider.



### Lab services

Bloodwork may be drawn while you are in the clinic or during a separate appointment. After results are reviewed by your provider, you will be contacted through One Chart | Patient. More information on lab work locations and hours is available at [NebraskaMed.com/Blood-draws](https://www.nebraskamed.com/Blood-draws).



### Radiology services

Radiology, CT, MRI, mammogram and ultrasound services can be scheduled at multiple locations in the Nebraska Medicine Health Network.



### Primary care locations

#### Bennington Health Center

15675 Hanover Falls Drive  
Bennington, NE 68007

#### Brentwood Health Center

8604 Giles Road | La Vista, NE 68128

#### Chalco Health Center

8343 S. 168th Ave. | Omaha, NE 68136

#### Eagle Run Health Center

3685 N. 129th St. | Omaha, NE 68164

#### Elkhorn Health Center

20310 Blue Sage Parkway  
Omaha, NE 68022

#### Family Medicine Clinic at Bellevue Health Center

2510 Bellevue Medical Center Drive,  
Suite 200 | Bellevue, NE 68123

#### Family Medicine Clinic at Durham Outpatient Center

4400 Emile St. | Omaha, NE 68105

#### Fontenelle Health Center

5005 Ames Ave. | Omaha, NE 68104

#### Girls Inc. Health Center

2811 N. 45th St. | Omaha, NE 68104

#### Grand Island Health Center

729 N. Custer Ave. | Grand Island, NE 68803

#### Home Instead Center for Successful Aging (HICSA Geriatric Clinic)

730 S. 38th Ave. | Omaha, NE 68105

#### Internal Medicine Clinic at Village Pointe Health Center

110 N. 175th St. | Omaha, NE 68118

#### Internal Medicine Primary Care at Durham Outpatient Center

4400 Emile St. | Omaha, NE 68105

#### Midtown Health Center

139 S. 40th St. | Omaha, NE 68131

#### Millard Health Center

13325 Millard Ave. | Omaha, NE 68137

#### Old Market Health Center Clarkson Family Medicine

1319 Leavenworth St. | Omaha, NE 68102

#### Papillion Health Center

249 Olson Drive #111 | Papillion, NE 68046

#### Plattsmouth Health Center

1938 E. HWY 34 | Plattsmouth, NE 68048

## Stay informed between your appointments.

Your medical home team is involved in your care, even between appointments. Through **One Chart | Patient**, our electronic health record system, you can easily access and stay informed about care plan actions and results anytime, not just during office hours.

Use **One Chart | Patient** to:

- Request, schedule and cancel appointments.
- Ask health care team members questions.
- Request prescription renewals.
- Access lab and test results.

To access **One Chart | Patient** on the go, download the Nebraska Medicine app.

## What can you expect from your PCMH team?

- Your PCMH team will work together to answer your health care questions.
- If you need help from other doctors, your team will support you every step of the way.
- Your PCMH team will help you create a care plan that's right for you.

**Together, you and your PCMH team will:**

- Set goals that are personalized to meet your health care needs.
- Coordinate care with other health care providers.
- Stay connected about wellness, prevention and chronic care needs.

## Use this checklist during your appointment.

- Write down the names of your team members.

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- Ask your most important questions first. Questions you have for your PCMH team:

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- Talk with your team about chronic conditions or health issues to work on first.
- Use your own words to repeat back what you have discussed with your team to confirm understanding.
- Before you leave the office, be sure you know what you need to work on to meet your personalized health goals.



The Nebraska Medicine primary care health centers are recognized by The Joint Commission with the The Gold Seal of Approval® for hospital accreditation.



## Patient-Centered Medical Home

Comprehensive, team-based care all in one place.



[NebraskaMed.com/PCMH](https://NebraskaMed.com/PCMH)



## What is a patient-centered medical home?

Our patient-centered medical home (PCMH) is a team-based approach approach to primary care. Nebraska Medicine partners with patients, families and the community to support and promote health and well-being. As a patient, you will have access to a medical home team to keep you informed about health and wellness screenings and details regarding personal health conditions.

## Who is included on the patient-centered medical home team?

These expert team members work together to care for you:

- Medical provider.
- Social worker.
- Behavioral health provider.
- Clinical staff member.
- Registered dietitian.
- Pharmacist.

You and your medical provider will build the comprehensive care team that best fits your needs.

### Behavioral Health Provider

Our PCMH behavioral health team members can help you manage stress from a medical condition, substance abuse, depression, anxiety and a wide range of distressing thoughts and feelings. Behavioral health professionals help people identify situations or behaviors that contribute to stress and develop action plans to change them.

### Social Worker

Our PCMH-licensed clinical social workers are available to help you and your family adjust to emotional, physical, social or financial changes by providing supportive counseling and connecting you to appropriate community resources.

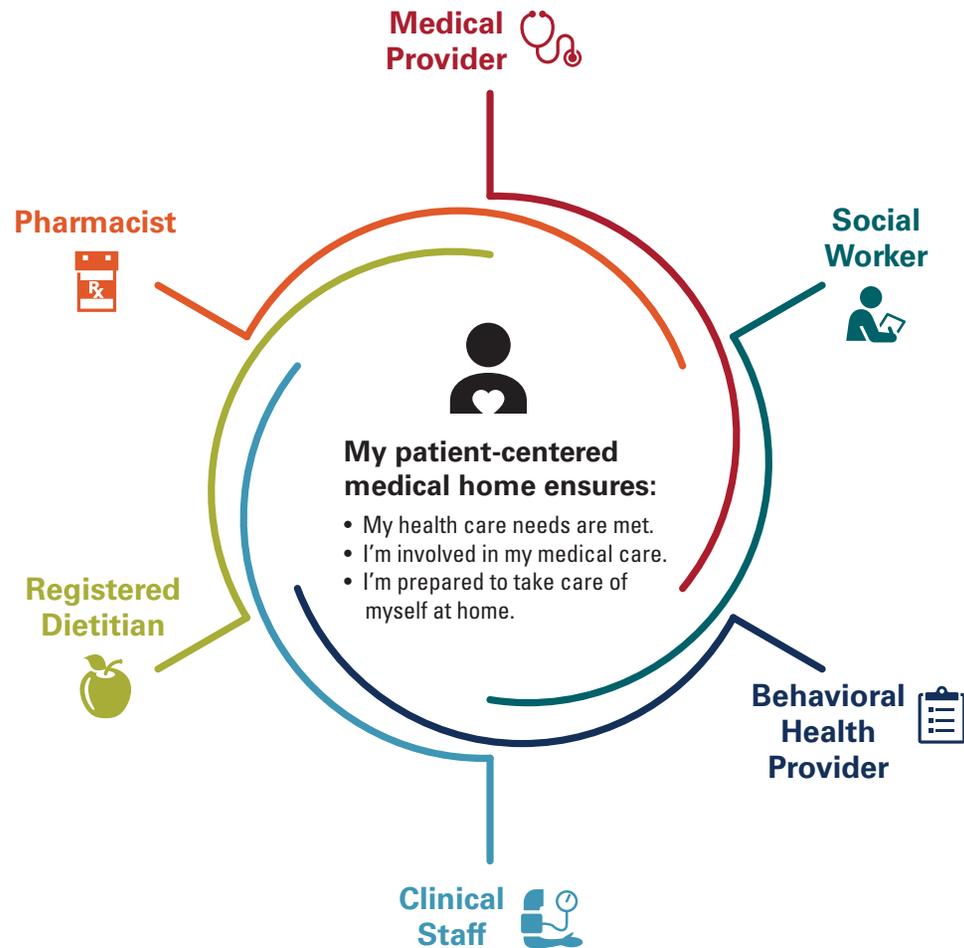
### Pharmacist

Our PCMH pharmacists provide comprehensive medication management and education on chronic disease states such as diabetes, hypertension and anticoagulation to help you meet your therapy goals.

### Registered Dietitian

Our PCMH registered dietitians are licensed medical nutrition therapists who can assist if you are dealing with difficult diet or lifestyle adjustments to meet your goals. Your doctor may refer you to the dietitian to help manage chronic diseases such as diabetes, renal disease, obesity, cardiovascular, gastrointestinal and other nutrition related diagnoses.

For the latest information on the Nebraska Medicine patient-centered medical home model of care, please visit [NebraskaMed.com/PCMH](http://NebraskaMed.com/PCMH).





# One Chart | Patient

**We're making it easier than ever to stay connected to your health.**

Whether you are at work, on the road or at home, you can view test results, messages from your provider and your medical information.

You can even pay your bills, request prescription renewals and schedule your next appointment online.



Communicate with your provider



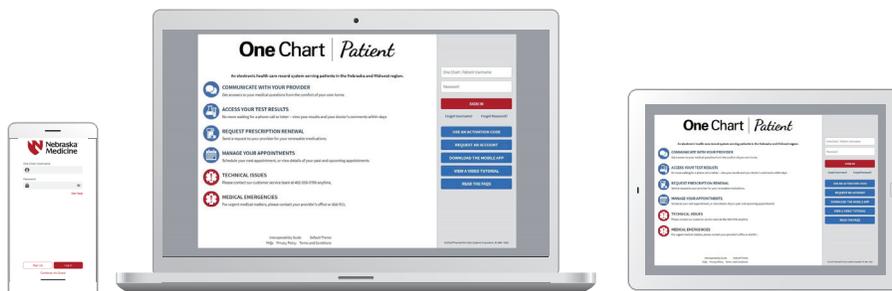
Access your test results



Request prescription renewals



Manage your appointments



**Sign up today and get connected to your health.**  
[onechartpatient.com](https://onechartpatient.com)

# One Chart | Patient

**One Chart | Patient provides you secure, online access to your health information anytime, anywhere – not just during office hours.**

## **What is One Chart | Patient?**

One Chart | Patient is a secure, online web portal that offers personalized access to a part of your medical record. There is no cost for signing up for One Chart | Patient.

## **Is One Chart | Patient a secure site?**

Yes. Your privacy is important to us. This website is designed to meet federal laws involving the privacy and security of your personal information.

## **How do I enroll?**

Visit our website, [onechartpatient.com](http://onechartpatient.com), and click on Request New Account. If you have been given an activation code by our clinic staff, you may also use it to activate your account from the website. As a One Chart | Patient user, you are responsible for the security of your username and password for the account.

## **What features are available?**

One Chart | Patient is a convenient way to:

- Start the check-in process with eCheck-in
- Ask your health care team questions
- Schedule appointments
- Pay your bill and request estimates
- Review test results, health information and instructions from your last visit
- Request updates to your list of medications, health problems or allergies
- Request prescription renewals

## **What is eCheck-in?**

Expedite the check in process through eCheck-In. This feature allows you to confirm your information, including insurance, medications, allergies and more prior to your appointment. Upon your arrival, we will ask a few important questions and then you will be ready to see your provider(s).

## **Is there an app available for my mobile phone or tablet?**



Yes. The Nebraska Medicine app includes all the features that are available on the computer version of One Chart | Patient with added bonus features like immediate care wait times, doctor reviews, Zoom integration for telehealth appointments and more. Download the Nebraska Medicine app at [NebraskaMed.com/App](http://NebraskaMed.com/App) to get started today.

## **Can I directly schedule visits with my provider?**

You can schedule primary care visits directly in One Chart | Patient. Select the time and day you want to see your primary care provider, including your preferred location. Available appointment times are displayed with an up-to-date view of provider schedules. All primary care physicians who you have previously seen are displayed but it is recommended that you schedule with your personal primary care provider who is the most familiar with your care.

## **Will I be able to view the health record of another adult or family member in One Chart | Patient?**

Yes, you can request proxy access to view the One Chart | Patient account of another individual. The options are to submit electronically through your One Chart | Patient account or to download the printable form from our website, [onechartpatient.com](http://onechartpatient.com). Some forms may require extra documentation of your relationship to the patient. You will be contacted once the form is reviewed.

## **Can I view my notes?**

Provider notes from recent visits to most of our clinics and specialists are now available in One Chart | Patient. These notes are available for viewing within days of your visit. For information on how to obtain your full medical record, contact the Health Information Management Department at 402.559.4024. More information about Open Notes can be found at <https://www.opennotes.org/tools-resources/for-patients/patient-faqs/>

## **What if I need help?**

Please contact our customer service team at 402.559.0700 or by email at [onechartpatient@nebraskamed.com](mailto:onechartpatient@nebraskamed.com). Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. via email.

## **How do I communicate my medical concerns?**

One Chart | Patient offers a messaging service with your health care team. You are able to communicate with providers that you have had an appointment with in the past three years or in the upcoming six months. We ask that you do not use One Chart | Patient to communicate serious medical concerns with your health care team. If you are experiencing a medical emergency, call 911 immediately.

**Sign up today and get connected to your health.**

**[onechartpatient.com](http://onechartpatient.com)**



## Blood Draws

We want to make your lab draw as convenient as possible. We offer locations throughout the region to accommodate your busy schedule.



For locations and hours, visit  
[NebraskaMed.com/Blood-draws](https://www.nebraskamed.com/Blood-draws)  
or scan this QR code.

# Immediate Care Clinics

**Open evenings, weekends and holidays.**

## **Bellevue Health Center**

2510 Bellevue Medical Center Dr., Suite 200

## **Chalco Health Center**

8343 S. 168<sup>th</sup> Ave.

## **Eagle Run Health Center**

3685 N. 129<sup>th</sup> St.

## **Fontenelle Health Center**

5005 Ames Ave.

## **Midtown Health Center**

139 S. 40<sup>th</sup> St.

## **Immediate Care Video Visit**



For convenient care from the comfort of your home, start a video visit through your OneChart | Patient account.



For hours and more information, visit **[NebraskaMed.com/ICC](https://www.NebraskaMed.com/ICC)**.



Unexpected medical expenses can be a financial burden.  
Do you think you may have difficulty paying your bill?

***We can help!***

Financial assistance options are available.  
Would you like more information about financial assistance?

Contact a financial counselor at 402.559.5346. Please ask for a copy of our financial assistance policy and application. These are also available online at [NebraskaMed.com/Financial-aid](http://NebraskaMed.com/Financial-aid).

*\*Private practice physicians are not included under Nebraska Medicine policy.*

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*Nebraska Medicine policy complies with Affordable Care Act (ACA) requirements for 501(c)(3) Hospitals, codified as 501(r)*

