

CENTERVILLE MEDICAL CLINIC



19942 Saint Joseph's Drive
Centerville, IA 52544
P (641)856-8684
F (641)856-3009

Dear Patient:

The MercyOne Centerville Medical Clinic is excited to share new services with you!!

Quick Care - Did you know? - We are now open Monday through Friday 7am to 6:30pm & Saturday and Sunday 7am-12:30pm to provide quality care quickly?

Three Advanced Practice Clinicians joined our clinical team to deliver quick care to get you back to enjoying life. This addition to our medical team partners with your physicians to ensure you receive high quality care to keep you healthy.

The Quick Care utilizes walk-in, first come - first served scheduling, Monday through Friday 7am – 6:30pm and Saturday and Sunday 7am – 12:30pm. Please be at the clinic an hour before closing time to ensure you are seen the same day.

Patient Portal – Did you know? - You can schedule appointments online, request prescription refills and ask your clinical team questions?

By providing your email address to the clinic front desk, you will automatically receive an email that invites you to be part of your medical information. The patient portal contains your medical information for MercyOne Clinics (both in Centerville & Des Moines) and MercyOne Hospitals (both in Centerville and Des Moines). This allows you to access your information when it is convenient for you.

We send a satisfaction survey monthly to every patient who has provided us with an email. We rely on the survey feedback to help us make improvements. Please continue to use the survey to tell us what we can do to meet your healthcare needs.

Health Coach- Did you know? - Our clinical team includes a Health Coach that spends time with patients to help them understand their diagnosis, set goals and improve your health?

The health coach partners with your physician to offer personalized care to help patients understand your disease; understand the complications and struggles you have to overcome daily and help you set goals to see improvement to your health.

No Show Policy – Did you know? When you do not show up for an appointment that there were several other patients waiting to be seen?

Starting in 2017, we have a new No-Show Policy. We appreciate that you made arrangements to come to the physician. We consider an appointment to be an agreement between you and the physician. We commit to provide the best care possible and to listen to your needs during your scheduled visit. In return, we ask that you provide a minimum of 24 hours' notice to cancel an appointment. The new policy will be administered in 3 steps:

1st appointment missed: We will call you if you do not show up to your appointment. We understand that lives can be hectic and we hope that you are better but we want to make sure we are able to help and understand the circumstances.

2nd appointment missed: We will send a letter if you do not show up for your appointment.

3rd appointment missed: We will officially terminate your relationship with our clinic. This is not our goal. However, we want to be able to provide the best care to patients that truly need our expertise.

We've had some challenges in the past that have required us to reschedule appointments. We've made changes to our process to help decrease the number of times this occurs. We do apologize for the inconvenience this causes and are dedicated to continue to improve process and coverage to cause minimal disruptions and delays to meeting your healthcare needs.

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Primary Care Physician – Did you know? - Many insurance companies (including Medicare and some Commercial Payers) require patients to choose one physician to manage your care?

It is important to choose one physician that is your primary physician who knows your story. This is hard to imagine for people who are just not sick except for the common cold, sinus, poison ivy, etc... In other words, they do not have a chronic condition. However, it is important to establish a relationship with a physician who has your full medical records (even if it is only a couple visits for colds, coughs) and has completed a physical on you so he or she can be there to support and guide you if you have a more serious illness.

In the past, we had shortage of physicians and we worked you into any schedule we could to provide care when you needed it causing you to be seen by someone other than your physician. With Quick Care's extended hours, you can be treated for your acute needs and referred back to your Primary Care Physician who will manage your long-term healthcare needs. Enclosed is a brochure with each of our physicians. Please take time to review this brochure and be prepared to choose one physician as your Primary Care Physician.

Medications – Did you know? - Medications are one of the biggest healthcare challenges?

It is very important that we have your correct medication list and the easiest way to ensure this is by seeing what you take. Please bring your medication bottles with you to your appointment.

We will print your medication list when you check-in for your appointment. Please review this and be sure to notify us of updates. This is your list and it is important for your safety that you keep it an updated list. Please use it as a resource if you receive care outside of our clinic.

Thank you for trusting us with your healthcare needs. We enjoy having you as part of our family!

Sincerely,

Melissa Belloma, MBA, RHIA

Clinic Director

(641) 437-3630 – Please contact me if you have questions or concerns.