



**DOMINION HEALTH CENTER**  
A Healthier Community For All



## Dominion Health Center: Your Community Partner for Excellent Care

(or another defining message)

*Dominion Health Center is a community health center providing high quality preventive and primary care services for the people of Dominion County and neighboring areas. We are committed to improving health and health care through partnerships with local hospitals and health systems.*

### Serving All Community Members

At Dominion Health Center we serve more than 13,000 community members.

- We serve children, adults, and seniors.
- We welcome community members enrolled in private insurance, Medicare, and Medicaid.
- We also welcome community members without health coverage by offering a sliding-scale payment policy based on income.

### A Committed Team Of Experienced Health Professionals

At Dominion Health Center we have a team of highly trained and experienced health professionals providing medical care, dental care, behavioral health care, pharmacy, and more. We partner with community organizations to expand and extend our services to address the total health of our patients.

### Putting Patients and Families First

We keep patients and families first in everything we do.

- We engage patients and families as partners within a team-based model of care.
- We listen to our patients and families through conversations, focus groups, committees, and surveys.
- We equip our patients and families with education, counseling, and quick responses to questions about their health and health care.
- We help our patients and families coordinate services across multiple providers and community resources.
- We help our patients and families manage health conditions in their home and community settings.

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### Providing Comprehensive, High Quality Health Care

We provide comprehensive, high-quality services to all our patients.

- We are recognized as a **Patient Centered Medical Home** from the National Committee for Quality Assurance (NCQA).
- We use the best available care models to help our patients manage a wide range of conditions.
- We meet or exceed quality standards established by the federal government, state agencies, and accrediting agencies.
- We are one of only a few primary care providers that publicly report on our quality measures.

### Assuring Access

We know that access matters for our community members.



We offer **Open Access** appointments to help more patients obtain services on a walk-in basis.



Our patients can use our secure web-based **Patient Portal** to view their health records and communicate with their care team



Our **Medication Assistance Program** helps patients obtain free or discounted medications offered by major pharmaceutical companies.



Our **Certified Application Counselors** help clients navigate the open enrollment process for Medicaid and the Health Insurance Marketplace.



We provide free **Patient Education** events for patients with chronic conditions.



We provide streamlined referrals for lab, imaging, and diagnostic testing with community partners for discounted rates.



Patients with low income and no health coverage are eligible for our sliding scale payment rates.

### Providing Essential Primary Care Services

We provide a full range of essential primary care services including:

- Well visits.
- Non-emergency primary care visits.
- Family planning and women's health services.
- Education and counseling for healthy eating, active living, healthy weight, and tobacco cessation.
- Immunization, vaccination, education and counseling for communicable disease prevention.
- Screening for cancer, high blood pressure, diabetes, and respiratory diseases.
- Chronic disease prevention and management

### Providing Evidence-Based Chronic Care Services

We help patients manage their chronic condition(s) by:

- Addressing serious health conditions such as arthritis, cancer, cardiovascular disease, diabetes, depression, respiratory disease, and oral health problems.
- Following evidence-based guidelines for care decisions
- Developing a comprehensive care plan that includes detailed information about the patient's condition(s).
- Educating patients in self-management - how to manage their condition(s) outside the primary care office.
- Assessing and addressing barriers, including social factors, to patients' management of their health and well-being.
- Partnering and coordinating with other providers involved in care of the patient.

### Helping Patients Access Community Services

We help patient access community services and collaborate with other providers and partners. Examples of these services include:

- Nutrition education and counseling
- Food access (e.g. food pantry)
- Housing support
- Social services
- Disability services
- Employment supports

### Addressing Community Health Needs

Dominion Health Center is continuously identifying and responding to local health needs with a mission to improve community health.

We do this by:

- Organizing as a nonprofit organization with community representatives on our Board of Directors.
- Continually assessing community health needs.
- Collaborating with community partners to:
  - Address critical health risks, serious health conditions, and social determinants of health within the community;
  - Meet the particular needs of children, seniors, and those experiencing job loss; and
  - Provide rapid response to disease outbreaks and emergencies.

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### Managing the Total Cost of Care

Dominion Health Center works to manage health care costs by providing access to high quality health care in collaboration with our community partners. We do this by helping our patients:

- Manage their care plans across different providers.
- Avoid emergency department visits for non-emergency conditions.
- Avoid hospitalizations that can be prevented with proper primary care.
- Avoid preventable readmissions for patients who are discharged into our medical home.
- Select cost-effective medications and other treatment options.
- Minimize the use of unnecessary tests and procedures.
- Manage their conditions in ways that reduce lifetime costs of health care.

### Advancing Community Partnerships

Dominion Health Center is a non-profit organization with a commitment to strengthening our community.

- Our vision is to create a healthier community for all.
- Our mission is to promote the health and well-being of all people in our community, especially the most vulnerable, through health care that is guided by science, compassion and respect, and to contribute to the education of skilled and caring health professionals.
- We recently opened a new clinic location to serve Bladen County.
- We partner with the local department of health to provide community health screenings.
- We partner with the area school district to provide in-school screenings and education.
- We partner with the community mental health organization to provide integrated behavioral health care.
- We provide jobs and wages for more than 30 jobs for local residents.
- We purchase goods services from local businesses.
- We bring private grants dollars federal and state funding to our local community.

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