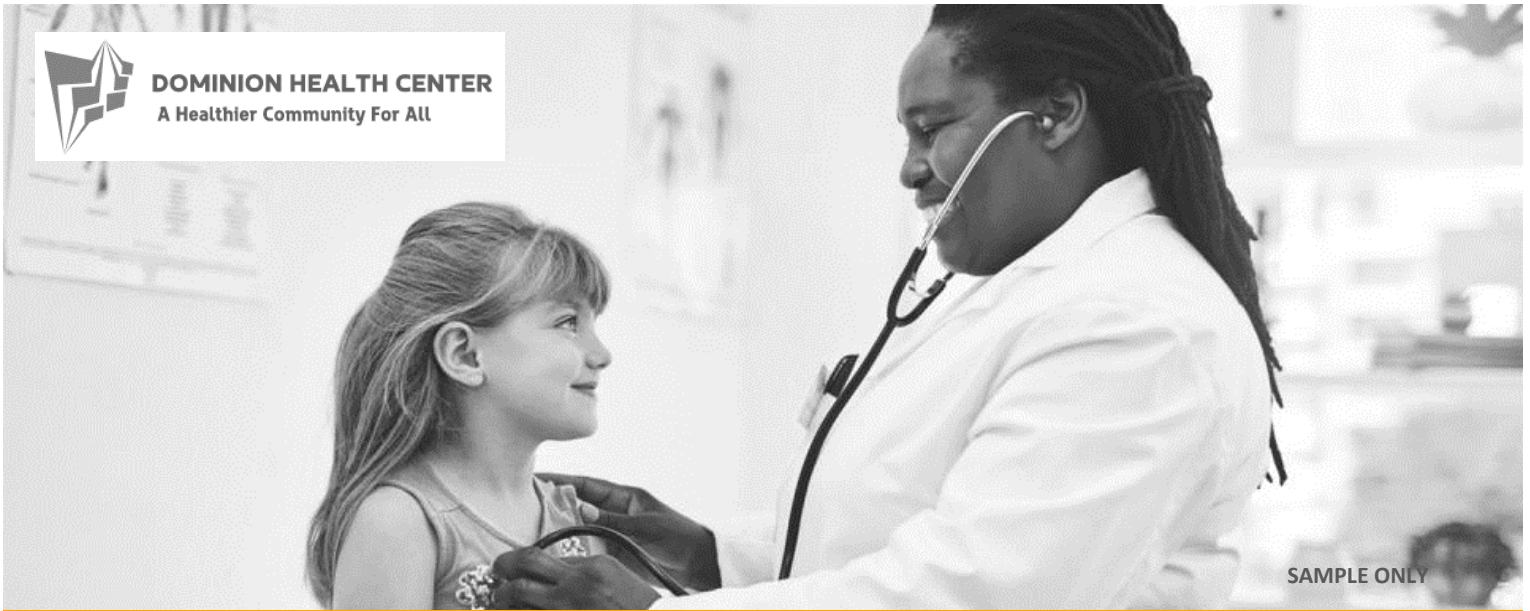




**DOMINION HEALTH CENTER**  
A Healthier Community For All



SAMPLE ONLY

## Dominion Health Center: Your Community Healthcare Home

(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.*

### Welcoming 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.

### Recommended by Our Patients

Our patients recommend us because they are proud of where they get health care.

- Our surveys show high levels of patient satisfaction.
- Many of our new patients hear about us from family and friends.
- Our patients recommend us for our excellent service and high-quality care.
- Our patients know we are much more than just a 'minute clinic.'
- We are a real medical home that provides comprehensive, high-quality health care for every patient.

### 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.



### 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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## Committed to 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.

## 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.

## Care for Chronic Conditions

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 Manage the Cost of Health Care

We help our patients manage health care costs by:

- Managing their care plans across different providers.
- Selecting cost-effective medications and other treatment options.
- Minimizing the use of unnecessary tests and procedures.
- Managing their conditions in ways that reduce lifetime costs of health care.

## 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

## Strengthening our Community

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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