

Educational Health Center of Wyoming Patient Packet



2024



307-632-2434 |
www.wyomingfamilymedicine.com
820 East 17th | Cheyenne, WY

WELCOME TO UNIVERSITY OF WYOMING FAMILY MEDICINE

University of Wyoming Family Medicine's commitment to you, is to provide you and your family with the highest quality care. Our care team provides access to evidence-based care, patient and family support, patient education and self-management support.

What began as a residency program in the early 1980s, has evolved into Cheyenne's premier staff of providers with the commitment to serve every resident of our community, regardless of ability to pay.

After decades of promoting health to Cheyenne residents and families, our staff and services continue to grow in order to better serve our patients' needs. Our clinic is comprised of Clinic Nurse Practitioners, Resident Physicians, Faculty Physicians, RN/LPN/Medical Assistants, Health Information/Medical Records staff, Billing Staff, Front Office staff, Administration and Executive Staff.

We offer a wide range of services here at UWFM to service our community as a team based care: Family Medicine, Osteopathic Medicine, Obstetrical Care (OB), Women's Health, Hospital Continuity of Care, Chronic Disease Management, Pharmacists, Diabetes Education Management, Case Management, Patient Financial Navigator, Sport Medicine, Senior Care, Well Child Visits and X-rays.

A Resident Physician is a graduate from medical school as an MD or DO in training for their chosen specialty of medicine. Our clinic offers a program that trains in Family Practice, which the resident physicians are supervised by a board certified and specialty trained physician. Our resident physicians are here for all three years of their training.

For more information on our Residency Program go to: [University of Wyoming Family Medicine \(uwfmcheyenne.com\)](http://uwfmcheyenne.com)

For more information on our clinic go to: [Education Health Centers of Wyoming – Cheyenne – Cheyenne Wyoming \(uwfamilymedicine.com\)](http://uwfamilymedicine.com)

OUR MISSION:

To educate and to serve. The EHCW educates health professionals and provides quality healthcare services that promote health and healing.

YOUR PATIENT CENTERED MEDICAL HOME

A Patient Centered Medical Home supports partnerships between individual patients, their personal physicians, ancillary healthcare services and patient families. This care delivery model is also supported by health information technology, comprehensive patient registries, and culturally and linguistically appropriate resources.

As a Patient Centered Medical Home, your UWFM primary care provider team coordinates your treatment through multiple settings—specialty care, mental health services, pharmacy services, rehabilitation services, etc.—to ensure you receive the most comprehensive health care available.

APPOINTMENT INFORMATION

The clinic is open Monday-Thursday from 8 a.m. – 6 p.m. and Fridays 8 a.m. – 5 p.m. (there are no lab or x-ray services after 5 p.m.). We offer same day appointments. **Call (307) 632-2434 to schedule an appointment.**

Please keep in mind the following before every appointment:

- ◆ Check in 20 minutes prior to your scheduled appointment
- ◆ Bring a list of your current medications or your prescription bottles
- ◆ Call in 3 hours in advance to cancel or reschedule an appointment
- ◆ Bring current insurance card
- ◆ Bring your current pay stubs or tax returns if you plan to apply for the Sliding Fee Scale

Medical Services	Additional Services	
Family Medicine	Case Management	Behavior Health
Osteopathic Medicine	Procedures	Counseling
Women’s Health	Geriatric Assessment	Psychiatric Medication
Obstetrical Care (OB)	Team	Management
Senior Care	Laboratory Services	Gender Affirming Care (GAC)
Chronic Disease Management	XRAY	Medication Management/
Sports Medicine	PrEP	Treatment for Opioid Use
Pediatric Care	Hepatitis C Treatment	Disorder (MOUD/
Well Child Care		TOUD)

YOUR HEALTHCARE TEAM

UWFM works with four healthcare teams that consist of faculty physicians/resident physicians, nurse practitioners, nurses, medical assistants, and YOU! Other members of the teams include case management, health information/medical records, billing staff and front office staff.

Once you are assigned a provider, your care team will provide you with comprehensive, quality healthcare services, and work with you and your family to ensure you receive the best individualized treatment and care. When possible, schedule your appointments in advance with your assigned provider; if that provider is not available, request another provider from your healthcare team. **It is important that you provide the healthcare team with your complete medical history and any information about care you receive outside of UWFM.**

24-HOUR ANSWERING SERVICE

For your convenience, UWFM providers are on call 24 hours a day, seven days a week. Call (307) 632-2434 for medical assistance after clinic hours, on weekends and during holidays.

PROTECTING YOUR MEDICAL RECORDS

Your privacy is of the utmost importance to the UWFM. Please speak with our Medical Records staff for valuable information about our record transfer process and record maintenance.

PRESCRIPTION REFILL POLICY

Contact your pharmacy to request a medication refill.

You must come to the clinic in person to pick up written prescriptions.

Allow 3 business days for prescription refills.

You can also request refills during your provider appointment with a complete list of medications or your prescription bottles. Please have the following information readily available:

- ⇒ Name of medication(s)
- ⇒ Dosage of medication(s)
- ⇒ How often medication(s) is taken every day
- ⇒ Any problems associated with medication(s)



CONTROLLED SUBSTANCE INITIATIVE (CSI) POLICY

UWFM providers and staff follow strict guidelines when prescribing and/or refilling controlled substances such as narcotics, stimulants and benzodiazepines.

Established patients being treated with controlled substances for chronic conditions must be seen in person to get their medication refilled.

All patients must sign a controlled substance contract and are subject to periodic (UDS) urine drug screen. Failure to follow this contract will result in restriction of controlled substance prescriptions.



820 17th St, Cheyenne, WY 82009
#307-632-2434 Fax #307-634-7691

LABORATORY NOTICE

Our laboratory services are offered through Cheyenne Regional Medical Center Laboratory, not by University of Wyoming Family Medicine. Cheyenne Regional Medical Center will bill your insurance plan, if you have insurance. Your insurance may not cover all the testing costs and you will be billed the remainder of the balance. If you are a self-pay patient, you are responsible for the entire laboratory test fee.

Please contact Cheyenne Regional Medical Center for a cost estimate or for any billing questions at 307.996.4777.

Thank you,

University of Wyoming Family Medicine /EHCW – Educational Health Center of Wyoming.

AVISO DE LABORATORIO

Esto se proporciona a través del Laboratorio del hospital Centro Médico Regional de Cheyenne (CRMC), no de Medicina Familiar de la Universidad de Wyoming. CRMC facturará a su plan de seguro, si tiene seguro. Es posible que su seguro no cubra todos los costos de las pruebas y se le facturará el resto del costo. Si usted es un paciente que paga por su cuenta, usted es responsable de la tarifa de la prueba de laboratorio. Comuníquese con CRMC para obtener una estimación de costos o para cualquier pregunta sobre facturación al #307.996.4777.

Gracias,

Medicina Familiar de la Universidad de Wyoming /EHCW - Centro de Atención Médica Educativa de Wyoming

SLIDING FEE SCALE (SFS)

The SFS is offered to qualifying individuals and families based on family income. The SFS applies to office visits, and procedures. SFS does not apply to specialist offices, medical supplies or devices or any services that are provided from an facility which is not UWFM. Proof of accurate financial information is expected

	Level 1	Level 2	Level 3	Level 4	Level 5
Fee	\$15	\$20	\$30	\$40	\$50
Income Per Year					
Percent of FPL (a)	0-100%	101% - 125%	126% - 150%	151% - 175%	176% - 200%
Family Size					
1	0	15,060.01	18,825.01	22,590.01	26,355.01
	15,060	18,825	22,590	26,355	30,120
2	0	20,440.01	25,550.01	30,660.01	35,770.01
	20,440	25,550	30,660	35,770	40,880
3	0	25,820.01	32,275.01	38,730.01	45,185.01
	25,820	32,275	38,730	45,185	51,640
4	0	31,200.01	39,000.01	46,800.01	54,600.01
	31,200	39,000	46,800	54,600	62,400
5	0	36,580.01	45,725.01	54,870.01	64,015.01
	36,580	45,725	54,870	64,015	73,160

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INSURANCE FILING

UWFM will submit claims to health insurance plans, including commercial, Medicaid, Medicare and Worker's Compensation. We do not submit claims for Motor Vehicle Accidents (MVA) insurance.

Co-payments and deductibles are due on date of service.

Insurance balances are billed to patient/guarantor as patient responsibility.

Our Front Office Staff, Patient Financial Navigator, and Case Management team work daily with patients who are underinsured and uninsured to help them apply for the Sliding Fee Scale if they are unable to obtain an insurance plan that works for them.

PATIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

1. To receive treatment that is respectful and recognizes a person's dignity, and provides for personal privacy to the extent possible during the course of treatment.
2. To receive quality of care free from discrimination.
3. To participate in the development and revision of a plan of service to best meet your individual needs.
4. To receive complete medical information to participate in your health care, including diagnosis, treatment and prognosis.
5. To refuse service, including medical and mental health care, to the extent allowed by law.
6. To receive confidential service, including the information you provide while receiving services, to the extent allowed by law.
7. To receive necessary information before agreeing to consent to the release of information to outside agencies.
8. To review the record of services you have received at UWFM when requested by you in writing.
9. To know the names, professional status and experience of the staff that is providing your care and treatment.
10. To request reassignment to another healthcare provider with approval of the receiving provider.
11. To be informed of the facility's rules and regulations as they apply to you.
12. To file a complaint for violation of these rights.

YOUR RESPONSIBILITIES

1. To keep all appointments or provide 24 hour notice, or as much notice as possible, of the need to cancel an appointments that you cannot keep with UWFM or any other facility UWFM has referred you to.
2. To provide accurate and complete information about your present and past medical conditions including care received outside the practice, and to report any unexpected changes in your condition to your healthcare team.
3. To follow the treatment plan that you and your provider agree upon, to take medications as prescribed and to inform staff when you do not understand the service being provided to you.
4. To provide accurate proof of your financial status.
5. To pay your portion of charges at the time of service.
6. To recognize the effect that your lifestyle choices may have had on your health.
7. To respect the confidentiality of other patients receiving services at UWFM.
8. To inform UWFM staff or your provider of your intentions not to follow the treatment plan or of your decision to discontinue service at UWFM.
9. To treat all staff and other patients at UWFM with dignity and respect and to abide by clinic policies.
10. To report any complaint to the Patient Relations Committee by following procedures that will be explained to you upon request.
11. To be kind in your interactions with our providers and staff.

UWFM RIGHTS AND RESPONSIBILITIES

UWFM RIGHTS

1. To change the time of patient appointments for scheduling efficiency and prioritization based on patient needs, but only when necessary.
2. To remove any patients or visitor from any clinic area if that patient or visitor physically or verbally abuses any UWFM employee.
3. To review a patient's financial records if the patient is applying for discounted services (Sliding Fee Scale).
4. To receive an accurate health history of all patients.
5. To request any medical records from any physician or medical facility regarding a patient's health history, with the written authorization of the patient.
6. To collect payment for services at UWFM.
7. To change a patient's health care provider at the request of the current health care provider when a non-therapeutic relationship is determined.
8. To revise any policy regarding Patient or UWFM Rights and Responsibilities by approval of the UWFM Program Director.

UWFM RESPONSIBILITIES

1. To have the patient seen by their health care provider as close to the preferred time of the appointment as possible.
2. We strive to provide a standard of care that is patient center.
3. To provide the patient access to self-management support.
4. To allow the patient, parent or legal guardian to examine his or her billing account and offer the explanation of charges to that patient or third-party payer.
5. To forward all requested patient medical records to any provider or health care facility upon receiving written authorization from the patient, parent or legal guardian.
6. To fully explain to the patient, parent or legal guardian any diagnosis, prognosis, or test result and to explain the risk associated with any test, treatment or medication involved in a patient's health care program.
7. To offer the patient helpful guidelines pertaining to Advance Directives or the POLST form.
8. We will provide medical care free of discrimination for all patients.
9. To be kind in our interactions with all patients.

Patient Educational Resource Page



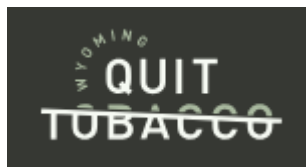
Diabetic Education

<https://diabetes.org/tools-resources/diabetes-education-programs>



ABCS of Heart Health

[ABCS of Heart Health | Million Hearts® \(hhs.gov\)](https://hhs.gov/abcs-of-heart-health)



Wyo Quit Tobacco

[Wyoming Quit Tobacco | 1-800-QUIT-NOW \(quitwyo.org\)](https://quitwyo.org)



Chronic Obstructive Pulmonary Disease (COPD)

<https://www.thoracic.org/patients/patient-resources/resources/copd-intro.pdf>

Other Patient Education and Health Resources

Health Resources

Cheyenne Regional Medical Center <https://www.cheyenneregional.org/>

Cheyenne-Laramie County Health Department <https://clcpublichealth.org/>

Wyoming Department of Health <https://health.wyo.gov/>

Wyoming Quit Tobacco Program <https://www.quitwyo.org/>

Wyoming Health Fairs <https://wyominghealthfairs.com/>

Wyoming Cancer Program <https://health.wyo.gov/publichealth/prevention/cancer/>

WIC (Women, Infants, Children) Program <https://health.wyo.gov/publichealth/wic/>

HealthWorks <https://www.wyhealthworks.org/>

Crossroads Healthcare Clinic <https://www.calc.net/crossroads/>

Wyoming 2-1-1 <https://wy211.communityos.org/>

Enroll Wyoming <https://enrollwyo.org/>

Health Education

[Brain Health](http://www.alz.org/help-support/brain_health/10-healthy-habits-for-your-brain) - www.alz.org/help-support/brain_health/10-healthy-habits-for-your-brain

[Heart Health](http://www.heart.org/en/healthy-living) — www.heart.org/en/healthy-living

[Lung Health](http://www.lung.org/lung-health-diseases/wellness) – www.lung.org/lung-health-diseases/wellness

COMMUNITY RESOURCE LIST

Cheyenne Housing Authority <https://www.cheyennehousing.org/>

Meals on Wheels of Cheyenne <http://www.mealsonwheelsofcheyenne.com/>

Needs, Inc. <http://www.needsinc.org/>

Salvation Army https://cheyenne.salvationarmy.org/cheyenne_corps/

Wyoming Senior Citizens, Inc. <https://www.wyomingseniors.com/>

Community Action of Laramie County <https://www.calc.net/>

Cheyenne Transit Program <https://www.cheyennecity.org/252/Transit>

Safehouse Services <http://www.wyomingsafehouse.org/>

Wyoming Food Banks <https://wyomingfoodbank.org/find-food/>

Wyoming Independent Living <https://www.wilr.org/>

Child Advocacy Centers of Wyoming <https://www.wyomingcac.org/>

Laramie County Senior Services <https://www.cheyennehousing.org/senior-programs>

Wyoming Medicaid: www.health.wyo.gov/healthcarefin/medicaid /307-777-7531

WIC Program: www.health.wyo.gov/publichealth/wic / 307-777-7494

Wyoming Health Fairs: www.wyominghealthfairs.com / 800-979-3711

