



WELCOME TO PEOPLE'S COMMUNITY CLINIC

CONTENTS

Your Healthcare Team at People's Community Clinic	1
Hours of Operation	5
After-Hours Nurse Line	5
What to Bring to Apply for Financial Assistance	6
Frequently Asked Questions	8

YOUR HEALTHCARE TEAM AT PEOPLE'S COMMUNITY CLINIC (PEOPLE'S)

People's is a Patient Centered Medical Home (PCMH), which means your healthcare team at People's revolves around you. We call this team your Care Team, and you are at the center of the team! As a patient, your role is to work together with your Care Team to establish goals that will improve your health. Whether you are talking to your provider or checking out after your visit, your Care Team works with you every step of the way.

YOUR CARE TEAM INCLUDES:

Call Center Representative (CCR) schedules or reschedules appointments with you over the phone and directs you to the correct department for assistance with other needs.

Patient Services Representative (PSR) schedules your appointments, checks you in for your appointments, and checks you out after your visit.

Financial Counselor (FC) works with you to understand and apply for financial assistance related to the sliding fee scale and other insurance programs.

Health Information Management (HIM) transfers your medical records from other providers to People's and sends your records from People's elsewhere if you transfer care.

Registered dietitian and nutritionist develops personalized diet plans to help you maintain a healthy lifestyle. They also help you modify your diet based on your health status (such as diabetes or hypertension).

Lactation consultant provides support during pregnancy and after delivery, offering education and guidance on breastfeeding. They can also connect you to resources like breast pumps and support groups.

Community Health Worker connects you to local resources, including transportation, food, housing, ESL classes, support groups, legal assistance, parenting support, GED programs, and more. They can also help advocate alongside you to access the services that will improve your health and well-being.

Health educator informs you on a variety of topics, including prenatal and postpartum care, sexual and reproductive health, general wellness, and chronic disease management. Our health educators work closely with your clinical team to provide additional support for self-management and care.

Licensed behavioral health specialist and **behavioral health counselor** works with you and your provider to help reduce symptoms of stress, depression, or anxiety, or to help with behavior changes that will help you feel emotionally and physically better. This is accomplished through talk therapy and sometimes includes medication.

Psychiatrist works with you, your provider, and your therapist to make sure the medication you are taking is helping you feel better and helping to manage your mental and emotional health symptoms.

Referral & diagnostic coordinator coordinate a broad range of care across specialties.

Lab technician draws blood. Tests are done either in-house or at a contract laboratory.

Registered nurse and licensed vocational nurse works with you and your provider to set your healthcare goals, provide self-management support, and help you understand how to maintain and improve your health.

Medical Assistants (MA) prepare you to see your provider. Medical Assistants take vital signs, give injections and vaccinations, and explain what tests are needed to stay healthy. They assist the provider in the exam room. It is your right to request that a nurse or medical assistant be present with you during your examination (chaperone).

Doctor, physician assistant, and advanced practice registered nurse uses evidence-based approaches, guidelines, and care to diagnose and treat your medical conditions, prescribe medications, and perform procedures. Advanced practice registered nurses and physician assistants have advanced training and are licensed and permitted by law to perform many of the duties that doctors perform. Upon scheduling your appointment, your care team will inform you whether you will be seeing a doctor or an advanced practice provider (PA, APRN). It is your right to request the type of provider you prefer, especially if you have a specific preference.

Primary Care services are provided for preventative, chronic, and acute care needs. This includes specialized services for pediatric, adolescent, and adult patients.

Obstetric and gynecological services are provided for all stages of pregnancy and postpartum care. Gynecological services include a range of care needs, including preventive, chronic, and acute care, as well as surgical interventions.

Integrated Pain Management program may include group visits, yoga, and acupuncture. Acupuncture uses very thin steel needles inserted into the skin to relieve a health condition or symptom, such as pain.

Dental services offer preventive and restorative dental care to maintain the health of your teeth and mouth, and prevent oral diseases.

Patient Prescription Assistance Program (PPAP) - Provides prescription assistance to patients based on provider referral for select medications with a manufacturer assistance program.



HEALTH AND WELLNESS EDUCATION PROGRAMS AT PEOPLE'S COMMUNITY CLINIC:

- The Happy Kitchen/La Cocina Alegre
- Nutrition education
- Kids in the Kitchen
- Prenatal education
- Early Childhood Development
- HealthySteps
- Breastfeeding education
- Fitness
- Technology Empowerment Class

Need extra support? ConnectATX connects you to local resources for food, housing, health, parenting, and more. Visit ConnectATX.org, text your ZIP to 85511, or call 2-1-1.

At People's, we understand that your health is affected not just by what's happening inside your body, but also by what's happening around it, such as relationships, your job, and the environment. To provide you with holistic care, our primary care providers, nurses, psychiatrists, social workers, medical assistants, financial counselors, dietitians, and health educators are here to care for and treat everything that makes you...**YOU**.

OUR COMMITMENT TO YOU:

The mission of People's is to improve the health of medically underserved and uninsured Central Texans by providing high-quality, affordable health care with dignity and respect.

At the root of our mission is our responsibility to honor the diversity of our patients, and ensure that every visitor is treated with dignity and respect, without regard to race, color, national origin, religion, gender, sexual orientation, age, language, disability, pregnancy, gender identity or sex stereotyping.

It is important to us that every patient feels comfortable at People's. A big part of doing that is maintaining a welcoming environment. We do this in a number of ways, including offering gender neutral restrooms, breastfeeding-friendly areas, and translation services.

People's ensures that all visitors enjoy full and equal visitation privileges as requested by patients. Your visit can be private, or you can bring friends, partners, or family with you. While some exam rooms are small, we will try our best to support your needs. For health and safety, we may limit the number of individuals with you during your visit.

To protect the privacy and confidentiality of our patients, staff, and your personal health information (PHI), photography, video, and audio recording are strictly prohibited at People's.

People's provides free aids and services to people with disabilities to communicate effectively with us, or people whose primary language is not English. Our services include the following:

- Qualified language interpreters, including sign language
- Written information in other languages and formats (large print, audio, accessible electronic formats)

Please inform the Patient Service Representative before making your appointment if you need language assistance.

All People's employees, including your Care Team, are responsible for maintaining a sensitive and welcoming environment free from discrimination. If you believe that People's Community Clinic has failed to maintain this commitment, you can file a complaint with:

- People's Operations Department: 512.684.1904
- People's Compliance Department 512.684.1912
- People's Clinical Quality Department: 512.684.1796

You can also file a civil rights complaint with the U.S. Department of Health and Human Services. People's will not retaliate against you for filing a complaint. You have the right to complain as follows:

Services (HHS), Office for Civil Rights (OCR).

- 1) By mailing a letter: 200 Independence Ave, S.W., Washington, D.C. 20201
- 2) By phone: 1.877.696.6775, or
- 3) Online: www.hhs.gov/ocr/privacy/hipaa/complaints/

HOURS OF OPERATION

NORTH CLINIC

1101 CAMINO LA COSTA, AUSTIN TX 78752

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
7:45 AM - 8:00 PM	7:45 AM - 8:00 PM	7:45 AM - 12:15 PM Closed 12:15 PM - 1:00 PM 1:00 PM - 5:00 PM	7:45 AM - 8:00 PM	7:45 AM - 5:00 PM	1st Saturday of the month ONLY 7:45 AM - 12:00 PM

PEOPLE'S WOMEN'S HEALTH

ST. DAVID'S MEDICAL CENTER PAVILION

1025 EAST 32ND ST, SUITE 200

AUSTIN, TX 78705

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 AM - 8:00 PM	8:00 AM - 5:00 PM	8:00 AM - 8:00 PM	8:00 AM - 8:00 PM	8:00 AM - 5:00 PM

PEOPLE'S AT MANOR MUSTANG HEALTH CENTER

10323 US HIGHWAY 290 EAST, BUILDING 35

MANOR, TEXAS 78653

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 AM - 4:30 PM	8:15 AM - 4:30 PM	8:15 AM - 12:30 PM	8:15 AM - 4:30 PM	8:15 AM - 12:30 PM

CALL CENTER

512.478.4939

DAYS	HOURS
MONDAY - FRIDAY	7:30 AM - 5:00 PM

AFTER HOURS NURSE LINE

When the clinic is closed, you can still get medical help.

- Call 512.478.4939
- Choose the option for the [after-hours nurse line](#)
- A nurse will answer your call and give you advice

If you are having a medical emergency, call 911 right away.

The after-hours nurse line is always open when People's Community Clinic is closed.

WHAT TO BRING TO APPLY FOR FINANCIAL ASSISTANCE

For the full list of items to bring to your financial counseling appointment, please visit <https://www.austinpcc.org/patient-information/patient-forms/financial-screening-information/> or use the QR code.



FREQUENTLY ASKED QUESTIONS

Q: HOW DO I MAKE AN APPOINTMENT?

A: To schedule your appointment, please call: 512.478.4939. The call center is available Monday through Friday, 7:30 AM to 5:00 PM. You can also request an appointment online through the patient portal at any time.

Q. WHAT IF I CAN'T MAKE IT TO MY APPOINTMENT?

A: To allow the opportunity for another patient to be seen, please make every effort to cancel your scheduled appointment and prevent a no-show in your patient record. A pattern of no-shows may result in limited scheduling options.

Q. HOW DO I CANCEL AN APPOINTMENT?

A: Cancellation is available through the text option. Additionally, the cancellation line is open 24 hours a day. Please call 512.478.4939 and select “leave a message.” Please include the patient’s name, date of birth, and appointment date/time. Please remember to call us to reschedule if you still require an appointment.

Q: WHAT DO I NEED FOR MY APPOINTMENT?

A: Please bring your ID, medical health card, and all of the medication that you take with you to your appointment. It is important to confirm your health coverage on each visit. It is also important for your provider to know all the medications you are taking, whether prescribed or over-the-counter. Think about the important question(s) you want to ask your provider.

Q: HOW DO I REFILL MY PRESCRIPTION?

A: Call the pharmacy to request a refill. If you refill/purchase medication at the clinic, call People’s to speak with a nurse or send a patient portal message requesting the refill.

Q: HOW CAN I CONTACT MY PROVIDER IF I HAVE A QUESTION ABOUT A RECENT VISIT?

A: The most effective way to contact your provider is through our secure patient portal, where you may also ask your provider non-urgent questions. You may also call People’s and ask to speak with your care team nurse at 512.478.4939.

Q: WHAT SHOULD I DO IF I AM SICK OR NEED MEDICAL ADVICE WHEN THE CLINIC IS CLOSED?

A: Call 512.478.4939 and choose the option for the after-hours nurse line. The after-hours nurse line is always available when People’s is closed.

Q: WHAT DO I DO IN CASE OF AN EMERGENCY?

A: We are not equipped to handle serious medical problems (i.e., stroke, heart attack); for If you have serious medical problems, go to the nearest Emergency Room or call 911.



Q: HOW DO I TRANSFER MY MEDICAL RECORDS FROM MY LAST HEALTHCARE PROVIDER?

A: Contact the Health Information Management Department at 512.478.4939, choose the option “medical records”. We will send it to your previous healthcare provider. This is also the way to have your People’s records sent to another healthcare provider if you transfer care.

Q: WHAT DO I DO IF I RECEIVE A BILL FROM CPL?

A: First, contact CPL billing department at 800.411.2762 and your insurance company. If you need assistance, bring your bill to PEOPLE'S, and the Laboratory Director at PEOPLE'S can help you contact CPL (lab).

Q: DOES PEOPLE'S TERMINATE PATIENTS?

A: People's have the right to terminate patients from the clinic for the following types of behavior: non-adherence with plan of care or treatment; excessive no-shows; disruptive behavior; threatening or abusive behavior towards staff, providers, or other patients; and forging or altering a prescription or other medical information.

Q: CAN I BRING MY EMOTIONAL SUPPORT ANIMAL TO MY VISIT?

A: People's allows service animals within the clinic; however, emotional support animals are not allowed within the clinic.