



# Patient Guide

## Welcome

Welcome to the Primary Care & Hope Clinic, we are pleased to be your medical home. Your medical care team will work with you to give you the best care we can using best practices for the evaluation, diagnosis and management of your health. This guide has basic information about how we work and the services available to you.

### Contact

Phone: (615) 893-9390

Secure Patient FAX:  
(615) 893-4162

To speak with a member of your care team, call (615) 893-9390, press 3, and follow the prompts.

**Emergency: Dial 911**

### Appointments

To make an appointment at any of our locations call (615) 893-9390, and press 2.

We have extended hours, with appointment times available from 7:00 a.m. to 5:30 p.m. Monday-Thursday, and 8:00 a.m. to 4:30 p.m. on Friday. Same-day appointments are often available. The main office is open Saturdays from 8:00 a.m. to 4:00 p.m.

### Locations

**Primary Care & Hope Clinic:**

1453 Hope Way, Murfreesboro  
(A Rover bus stop is at this location.)

**Smyrna Office:**

351 Quecreek Circle, Smyrna

**Hope II:**

608 S. Hancock St. Murfreesboro  
(A Rover bus stop is at this location.)

**Shelbyville:**

1701 North Main St., Suite C  
Shelbyville

## PATIENT INFORMATION

- Your care team can give you the most effective medical care if they have your complete and accurate medical history. Please tell your nurse at the next visit of any other medical appointments, new medications or diagnoses.
- If you receive care at the emergency room or have been admitted to the hospital, please identify yourself as a Primary Care & Hope Clinic patient. Please call us within 48 hours so we can assist with follow-up care as needed.
- Lab results can be viewed on your Patient Portal. Call your nurse if you have not received your results after a week.
- Please let us know if you have a new mailing address, phone number or email address.
- If you have health insurance coverage, please bring your insurance card to each appointment.

# Services and Programs

- **Primary Care/Family Medicine** - We provide primary healthcare services for all ages, regardless of a patient's ability to pay. Discounts are available for uninsured and underserved patients.
- **Pediatric Health** - Our specially trained staff provide children's healthcare services, including treatment for colds and minor injuries, immunizations, check-ups, and sports physicals.
- **Women's Health** - Our women's health services include annual exams, breast cancer and cervical cancer screening, and mammogram referrals.
- **Behavioral Health** - Private counseling services are available on-site with our licensed counselors. No referral is necessary. Speak to front desk staff to make an appointment.
- **Lab and X-Ray** - For your convenience, we offer on-site lab and X-Ray services at the main office.
- **Pharmacy** - Patients can get their PC&HC prescriptions filled at our pharmacy at the main office. The Pharmacy accepts TennCare, most Medicare Part D plans, and most insurance plans. We also offer a low-cost prescription medication program.
- **Nutrition and Diabetic Counseling** - Our Registered Dietitian and Diabetic Educator provide nutrition and weight management counseling, as well as diabetic education.
- **Language Interpretation** - We have Spanish language interpreters on staff. Interpretation is available in other languages upon request.
- **Care Coordination** - Our Care Coordinators provide intake and eligibility for patients who qualify for the sliding fee discount. They also provide information about other community resources and referral coordination.
- **Health Insurance and TennCare Enrollment** - Our Certified Application Counselors can assist you with eligibility and completing and submitting your application for TennCare or private insurance through the Health Insurance Marketplace.

## Patient Portal

Log into your patient portal to email your provider, get test results, review your visit summary, see your medical records, or to get education and information on a variety of topics. A link to the portal is at [www.hopeclinc.org/patient-portal/](http://www.hopeclinc.org/patient-portal/). Ask the front desk for your log-in information.



PC&HC receives federal funding and has federal Public Health Service deemed status with respect to certain health-related claims, including medical malpractice claims. See [www.bphc.hrsa.gov/ftca](http://www.bphc.hrsa.gov/ftca) for more information.

## Payments

Co-payments, deductible payments and sliding fee payments are due at time of service.

We accept TennCare, Medicare and most health insurance plans.

Eligible patients can receive a sliding-fee scale discount based on household size and income.

To be eligible for the sliding fee discount, patients must complete an intake process with our Case Management Department.

Patients must re-qualify for their sliding-fee scale discount each year. Your sliding-fee discount may be updated whenever you have a change in household size and/or income.

## Medical Records

Your medical record is available through your patient portal. If you need your records sent to another medical provider or need a copy on disk or a paper copy for your own records, contact Medical Records at (615) 893-9390.

## After-Hours Care

If you have an urgent illness after hours and need help to decide whether to go to the emergency room, you can call our after-hours answering service at (615) 893-9390 to speak to the on-call provider.

*Prescription refills and referrals are not available through this service.*