WellOne
Primary Medical and Dental Care

WellOne is a patient-centered medical home accredited by the National Association of Quality Assurance serving all ages in our Pascoag, Foster, North Kingstown and North Scituate facilities.

PATIENT WELCOME PACKET

Thank you for choosing WellOne Primary Medical and Dental Care as your healthcare provider. WellOne provides primary medical care, dental care, behavioral health care, on-site laboratory services, family resource counseling, a pharmacy program and a host of other services at all our locations. We accept most major health/dental plans, including Medicaid, and offer services at a reduced rate for qualifying uninsured and underinsured patients.

Evening appointments are available at our Pascoag site. Same day appointments are usually available for routine and urgent needs.

Pascoag
36 Bridge Way Pascoag, RI 02859
(401) 567-0800 • Fax (401) 568-7949

North Kingstown
308 Callahan Road, North Kingstown, RI 02852
(401) 295-9706 • Fax (401) 295-0920

Foster
142A Danielson Pike, Foster, RI 02825
(401) 647-3702 • Fax (401) 647-5380

North Scituate-Scituate Neighborhood Health Station
35 Village Plaza Way
N. Scituate, RI 02859
(401) 647-6262 •(401) 647-6201

WellOne TDD (800) 745-5555

IMPORTANT: PLEASE BE SURE TO COMPLETE YOUR HEALTH HISTORY QUESTIONNAIRE PRIOR TO YOUR VISIT.

PLEASE COMPLETE THE ATTACHED MEDICAL RECORDS RELEASE FORM SO THAT YOUR OTHER HEALTH CARE PROVIDERS CAN RELEASE YOUR RECORDS TO WELLONE.

Additional forms can be located on our website (www.welloneri.org) or you may request forms from our staff. You may leave the record request form with the receptionist or mail it to the WellOne practice location of your choice.

The following documents are included:

Health History Form Medical Records Release Form Current Care enrollment

SCHEDULING APPOINTMENTS

We ask that you please schedule your appointment in advance. Same-day appointments are generally available.

Continuity of care is important to ensuring good patient care. As a WellOne patient, you will be able to request the provider of your choice, a primary care provider (PCP), who will become your partner in helping you stay healthy. When calling for an appointment, please specify which health care provider you would like to see. Appointments vary by provider and in some cases, you may be offered the option of seeing an alternate provider for your urgent needs.

PRIMARY MEDICAL CARE FROM BIRTH TO GERIATRICS

Comprehensive health care services are available for the entire family. Services are available for all ages. Our staff includes physicians, physician assistants and nurse practitioners.

DENTAL CARE

WellOne's dental staff provides comprehensive dental care to individuals of all ages. Among the services provided are oral exams, cleanings, and restorative care, such as fillings and extractions.

BEHAVIORAL HEALTH SERVICES

WellOne's Behavioral Health staff is comprised of behavioral health providers who have specialized training in children, adolescent, adult and senior issues. Counseling and medication management services are available. All visits are strictly confidential. Services are available at all of WellOne's facilities.

LABORATORY SERVICES

For your convenience, laboratory services are available through Lifespan Laboratories at all of our facilities.

- Pascoag: Lifespan Laboratory Telephone: (401) 567-8790 ~ Fax: 401-567-8749
  Located at One High Street, Pascoag (across from WellOne)
- Foster: Lifespan Laboratory Telephone: (401) 647-7426 ~ Fax: 401-647-4869
- North Kingstown: Lifespan Laboratory: (401) 667-2663 ~ Fax: (401) 667-2583
- North Scituate: Lifespan Laboratory: (401) 764-5225 ~ Fax: (401) 764-5224

FAMILY RESOURCE COUNSELORS (FRC)

Family Resource Counselors are available to assist you with needs, such as, obtaining the right health insurance plan for you, locating support programs, food assistance, electric and heating needs, etc. This service is offered to all members of the community including those who are not WellOne patients.

NURSE CARE MANAGER

Nurse Care Manager services are available to help you coordinate care for yourself or a loved one. These services may include education regarding nutrition, preventative health measures, and help with managing your care plan.

PHARMACY PROGRAM

Discounted prescriptions are available at any of the CVS pharmacies, please see our website for a complete listing.

INSURANCE PLANS ACCEPTED AT WELLONE

We accept most major health and dental insurance policies. Please be sure to bring all your insurance cards to your appointments and inform the receptionist if your health or dental insurance has changed

All co-payments are due at the time of the visit and health insurance deductibles may apply.

FINANCIAL ASSISTANCE

WellOne offers a variety of programs to offer financial assistance to patients who are without health and/or dental insurance. These programs may also be available for patients who have health and/or dental insurance coverage, but whose insurance plans have large deductibles and/or copayment requirements.

Qualifying patients may receive medical, dental and behavioral health services at substantially discounted or nominal rates under **WellOne's Sliding Fee Discount Program**. This program is available to uninsured and underinsured patients who have household incomes that are below certain limits as determined in accordance with federal guidelines. Please ask a member of the WellOne staff for an application or for more information.

WellOne is a participant in the **Rhode Island Women's Cancer Screening** which offers a variety of free medical services to women who meet various program requirements. Please ask a member of the WellOne staff for additional information about these other programs.

AFTER NORMAL BUSINESS HOURS

Patients with routine requests or questions should call WellOne during regular business hours. If you have an urgent need to speak with one of our health care providers after hours, call the main telephone number and remain on the line to speak with an operator who will take your message and relate it to one of our on-call health care providers who will call you back. For emergencies, call 911 or proceed to the nearest hospital emergency room.

HIPPA NOTICE OF PRIVACY PRACTICES AND RIGHTS AND RESPONSIBILITIES

WellOne's HIPPA Notice of Privacy Practices and its Patient's Rights and Responsibilities documents can be found on our website (www.welloneri.org) and are posted in our waiting areas. Copies of these documents are also available upon request at any of our offices.

ASSISTANCE WITH OBTAINING HEALTH INSURANCE

Rhode Island's Health Insurance Exchange

The health insurance exchange is an online marketplace where individuals and small businesses can go to purchase health insurance. Rhode Island has its own health insurance exchange, HealthSource, RI, www.healthsourceri.com. WellOne patients can also request assistance from WellOne Navigators (401) 5670800 (Pascoag and Foster) or at (401) 295-9706 (North Kingstown) or (401) 647-6262 (No. Scituate) or you can call HealthSource, RI at (401) 222-5192.

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On behalf of all of us at WellOne Primary Medical and Dental Care, thank you for entrusting us with your health care needs.

Please complete a satisfaction survey after every visit to let us know how we are doing and how we can improve.