



346 MAINE ST., SUITE 150
LAWRENCE, KS 66044
PHONE: 785.841.7297
FAX: 785.856.0375
WWW.HEARTLANDHEALTH.ORG

Welcome to Heartland

Welcome to Heartland Community Health Center! Our mission is to welcome all who need care. We make that possible by providing high-quality primary, dental, behavioral health, and psychiatry care for insured and uninsured patients. Our goal is to provide you with care that is easily accessible and patient-centered.

Integrated Care

Integrated health care is another way to say that we care for the “whole person”. This includes a holistic approach to health, treating patients in a way that meets all needs – physical, emotional, mental, and social. Heartland can meet your needs through a team of comprehensive of Doctors (MDs), Advanced Nurse Practitioners (APRNs), Dentist, Behavioral Health Consultants, and Psychiatrist, Nurses, Dental Hygienists, and support staff.

Patient-Centered

Patient-centered care is an approach to providing safe and welcoming holistic (physical, mental, social, spiritual) health care that creates relationships between patients and their personal provider. This approach ensures that the patients receive affordable personal and personalized care. Providers focus on offering evidence-based care and supporting patients as they manage their health, ultimately decreasing barriers to health care, increasing patient satisfaction, and improving health results. Our care team will use a patient’s comprehensive medical history to create a plan to maintain good health.

Care Team

Your care team is composed of your primary care provider, behavioral health provider, dental provider, nursing staff, and support staff that work together to ensure all your needs are being met.

Wrap-around Services

Heartland offers wrap-around services to help meet your needs. These services and programs include, Care Cupboard, Medication Assistance, Compass (Insurance Eligibility), and Early Detection Works for Women’s Health.



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Heartland Services

Primary Care

Heartland offers primary and preventative care for patients with or without health insurance. Our clinic is a Federally Qualified Health Center (FQHC) and a recognized Patient-Centered Medical Home (PCMH), which means we place the patient at the center of their care. Patients can see the same provider at each visit. Primary care includes routine care, chronic disease management, and more.

Dental Care & Outreach

Heartland offers dental treatment and oral health care to both Heartland patients and the public, with services provided in our clinic, as well as through ongoing outreach programs for public school students in Douglas and Jefferson County and for WIC participants at the Lawrence-Douglas County Health Department. Please note that Heartland dental services are offered on a separate sliding scale from our other services. Through Heartland's community-based care services, patients in Franklin, Shawnee, Jefferson, Miami, Osage, Douglas and Johnson Counties have access to dental care.

Psychiatry & Behavioral Health

Heartland employs a mental health team that includes a psychiatrist, behavioral health consultants, a psychiatric nurse, and nursing staff. We practice an integrated health care model, which means mental health professionals and providers work alongside one another to provide mental and behavioral health screenings, therapy, and associated medications to patients. Often, a behavioral health consultant can visit the patient right in the exam room during their medical visit.

Heartland's behavioral health team offers scheduled ongoing care or immediate support to Heartland providers and their patients. Our behavioral health consultants can assist in areas such as mental health concerns, coping with chronic illness and life problems, and behavioral change assistance in a variety of areas such as weight loss, medication compliance, and lifestyle change.

Ryan White Case Management

Heartland offers Medical Case Management services for people living with HIV, who meet eligibility criteria. Medical Case Management includes assistance with managing medications, risk reduction, appointment adherence, and community resource acquisition. Benefits include assistance with medication co-pay, medical care, and dental care. For more information regarding the Ryan White Program email info@heartlandhealth.org

A Compass Project: Insurance Eligibility Assistance

A Compass Project was created to help Heartland patients and the public in Medicaid eligibility assistance and education. In addition to Medicaid assistance, we also help with ACA Marketplace Enrollment, Crime Victims Medical Compensation, and Social Security Disability Claims. During Open Enrollment, or throughout the year, those in need of insurance can look at their options and complete applications with one of our specialists. Call 785.841.7297 ext. 219 or email compass@heartlandhealth.org to schedule a FREE appointment with a Compass Project eligibility specialist. A Compass Project is a partner collaboration with Haase & Long.



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Hours of Operation

Monday – Thursday (8AM – 7PM)

Friday (8AM – 5PM)

After Hours Care

To reach Heartland’s on-call service outside of business hours or during clinic closures and holidays, please dial 785-841-7297. For emergencies, dial 911.

Walk-in Hours

Please call in advance to speak to a patient service representative at 785-841-7297. New patients may also access walk-in hours, depending on availability.

Schedule Appointments

To schedule an appointment, call 785-841-7297

Patient Portal

The patient portal is a tool that can assist patients engage in their healthcare outside of a traditional phone call or appointment. By signing up for the patient portal, you can schedule appointments, review lab result, request refill, view medical record, send messages to your care team review visit summaries, pay your bill, and so much more. Learn more about the patient portal on our website at www.heartlandhealth.org

Telehealth Services

Heartland is committed to providing you care anywhere, anytime. That is why Heartland is now offering Telehealth visits for primary care, dental, psychiatry and behavioral health, to connect you with your provider at Heartland from the comfort of your home or office. Learn more about telehealth services on our website at www.heartlandhealth.org

No-Show Policy

If a patient misses three scheduled appointments within a six-month period without notifying Heartland by at least the end of the previous business day for all scheduled appointments, the patient will be required to schedule appointments on the same day.

Office Closures (due to inclement weather or other circumstances)



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If Heartland closes its clinic due to inclement weather or other circumstances, patients receive notification to reschedule their appointment. Announcements are made via social media, local media, and radio.

Insurance

Heartland accepts most commercial insurances and all KanCare, or Medicaid, insurances.

Billing & Collections Policy

Any appropriate copayments, coinsurances, deductibles, and incidental expenses are requested and collected before services are rendered. Any additional charges incurred during the visit will be collected upon checkout. If a patient is unable to pay before the services are rendered, the patient will be given the choice to reschedule the appointment or to agree to a payment plan.

Patient Grievance

Consumers have a right to raise concerns without any fear of reprisal. Patients or consumers can express concerns or complaints through a Grievance and Experience process through a variety of channels. The responsibility to report complaints and concerns lies on both the consumer and Heartland staff. To submit a grievance, patients or consumers can submit a written grievance form, live phone call or message, email info@heartlandhealth.org, direct messages to social media accounts, online reviews, and verbally to, or near staff.

RECEIPT ACKNOWLEDGMENT FORM By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Heartland Welcome and New Patient Registration Packet.

Printed Name Date

Signature Date