

# You and Access • Partners in Dental Health

## Welcome from Ken Loving, MD Chief Executive Officer

I extend a warm welcome to you from all of us at Access Community Health Centers. We are happy that you have chosen us as your dental health partner and look forward to helping you live a healthy life.

Access Community Health Centers offers a wide range of services that you will find outlined within this New Patient Packet. You will also find lots of information, including how to make appointments, and ways to reach your dental care team.

The values we live by are the cornerstone of care at Access, and you'll find them below.

As a community health center, we work to make high-quality care accessible and affordable for everyone. We look forward to building a strong and lasting connection with you.

**WE BELIEVE** that every person deserves **WE PROVIDE** care quality **Compassion** and healthcare to build community that respects the personal, social and cultural diversity help them overcome barriers and create new opportunities. **Diversity** reflected in our patients and staff. **WE USE** the resources we are given effectively and efficiently, **Opportunity** and **Stewardship** **WE LISTEN** to our patients, staff and community to understand their needs and provide care with empathy and respect. **WE WORK** together with healthcare organizations and local partners to improve the health of our community and expand care to those with limited access. **Community**

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## Access Locations and Hours

Both of our Madison clinics are located on major bus routes. Contact Madison Metro at [cityofmadison.com/metro](http://cityofmadison.com/metro) or (608) 266-4466 for current bus information.

### Dodgeville Dental Clinic

103 East Fountain Street  
Dodgeville, WI

Phone (608) 935-5550

Hours: Monday to Friday

8 am – 4 pm



### William T. Evjue Clinic

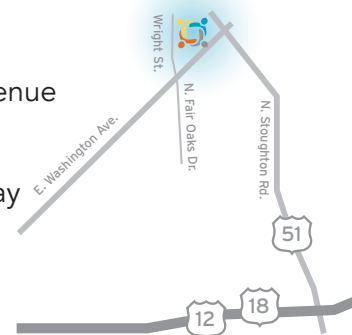
3434 East Washington Avenue  
Madison, WI

Phone (608) 443-5482

Hours: Monday to Thursday

7 am – 5 pm

Friday 7 am – 4 pm



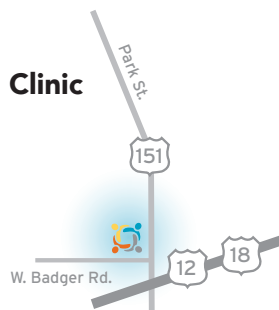
### Joyce & Marshall Erdman Clinic

2202 South Park Street  
Madison, WI

Phone (608) 443-5482

Hours: Monday to Friday

8 am – 4 pm



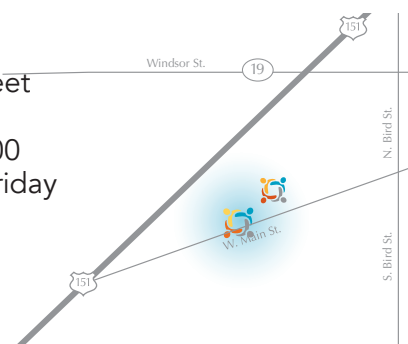
### Sun Prairie Clinic

1270 West Main Street  
Sun Prairie, WI

Phone (608) 825-7100

Hours: Monday to Friday

8 am – 4 pm



## Connect with Us

**Website:** [accesscommunityhealthcenters.org](http://accesscommunityhealthcenters.org)

 [www.facebook.com/AccessCommunityHealthCenters](https://www.facebook.com/AccessCommunityHealthCenters)

 [@AccessCHC](https://twitter.com/AccessCHC)

# You and Access • Partners in Dental Health

## What is Access?

Access is part of a network of 1,300 Federally Qualified Health Centers that cares for more than 24 million people in the U.S. with a mission to help people who otherwise have no health care available.

We offer primary care medical, dental, behavioral health and access to pharmacy services at five clinics in Dane and Iowa counties.



- Connect you with a dental provider and a staff of dental health professionals who are your ongoing partners in understanding your needs, preventing issues, and managing ongoing conditions
- Provide comprehensive services including preventive and restorative dental care
- Help you find and coordinate care when you need other services
- Give you better access to your providers with convenient hours and after-hour care options

## Access Dental Services

Our experienced dental health team provides you and your family with the highest level of dental care, helping you achieve enduring oral health. Besides dental hygiene, we emphasize the prevention of tooth decay and periodontal (gum) disease.

Dental Services include the following:

- Cleanings
- Oral hygiene instruction
- Dental exams
- Restorative care
- Dentures
- Root canals
- Extractions
- Sealants
- Fillings
- X-rays

## How we help you stay healthy

## All about your appointment

### **Q: How do I make an appointment?**

**A:** Appointments are made at our Dodgeville, Joyce & Marshall Erdman, William T. Evjue and Sun Prairie dental clinics by calling our dental appointment numbers. You can also stop by the registration desk after your appointment to schedule your next one. Because the need for our service is high, please keep your appointment or reschedule it in a timely manner.

### **Q: How can I cancel my appointment, and what if I miss or arrive late to my appointment?**

**A:** Please call the appointment numbers below immediately if you will not be able to make your appointment. Also, call if you will be more than 15 minutes late. We will work with you to reschedule your appointment.

### **Q: How can I reach a dentist after hours?**

**A:** Call our after-hours answering service. This service can be reached by using the numbers at right.

### **Q: Do you offer interpreter services?**

**A:** Yes, please ask for an interpreter when you make your appointment.

### **Q: How do I get in touch with a dental assistant?**

**A:** If you have questions about your dental health, please call your clinic (find phone numbers at right) and leave a message. A dental assistant will return your call and help with your concerns.



**Dodgeville Dental Clinic**  
**(608) 935-5550**

**Joyce & Marshall Erdman Clinic**  
**(608) 443-5482**

**William T. Evjue Clinic**  
**(608) 443-5482**

**Sun Prairie Clinic**  
**(608) 825-7100**



# You and Access • Partners in Dental Health

## Your payment options

**Sliding Fee Discount.** We offer medical, dental and behavioral health services on a sliding scale. Patients may be asked to pay a minimum amount at the time of their appointment. Any remaining charges will be billed to the patient. Our staff will work with you to determine your eligibility for our sliding fee discount.

**Medicaid and BadgerCare.** Both are accepted at our clinics.

**Medicare.** Medicare is also accepted.

**Private Health Insurance.** All of our clinics accept many private insurance plans. Find out more at your appointment.

**Co-payments.** Patients who have coverage that requires a co-payment will be asked to pay that amount at the time of service.

**Patient Financial Services.** Access is partnering with UW Health to manage our patient financial services. For information on your account, or to set up a payment plan, please call:

**Medical** (608) 443-5480    **Dental** (608) 443-5482

**Feel free to call a Community Resource Specialist who is available to answer questions about the above as well as other payment options at (608) 443-5480.**

