You and Access • Partners in Health Care

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 health care 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 doctor and members of your 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 health care accessible and affordable for everyone. We look forward to building a strong and lasting connection with you.

WE BELIEVE that every person deserves quality healthcare to help them overcome barriers and create new opportunities.

Compassion

WE PROVIDE care and build community that respects the personal, social and cultural diversity reflected in our patients and staff.

Diversity

WE USE the resources we are given effectively and efficiently, and we value innovation.

Opportunity

Stewardship

WE LISTEN to our patients, staff and community to understand their needs and provide care with empathy and respect.

Community

WE WORK together with healthcare organizations and local partners to improve the health of our community and expand care to those with limited access.
Access Locations and Hours

All of our clinics are located on major bus routes. Contact Madison Metro at cityofmadison.com/metro or (608) 266-4466 for more information.

Joyce & Marshall Erdman Clinic
2202 South Park Street
Madison, WI
Phone (608) 443-5480
Hours: Monday to Friday
8 am – 5 pm

William T. Evjue Clinic
3434 East Washington Avenue
Madison, WI
Phone (608) 443-5480
Hours: Monday to Friday
8 am – 5 pm

Wingra Family Medical Center
1102 South Park Street
Madison, WI
Phone (608) 263-3111
Hours: Monday to Friday
8:00 am – 5 pm

Connect with Us

Website: accesscommunityhealthcenters.org

Facebook: www.facebook.com/AccessCommunityHealthCenters

Twitter: @AccessCHC
Your partners in care

As your health care home, Access is your partner in health. We help you care for yourself and develop a plan to live a long and healthy life.

Our clinics offer you:

• Open scheduling
• Access to online health management tools
• Help setting goals for improved health and fitness
• Behavioral health support for lasting, healthy changes
• Reminders about preventive care
• Opportunities to give us feedback

We provide care that goes beyond curing illness, but also addresses the causes of poor health. This gives you a chance to prevent illness and make changes that mean a real difference in your life.

How we help you stay healthy

• Provide services that include preventive and routine medical care, dental care, behavioral health care and pharmacy services
• Connect you with a primary care physician and a staff of health professionals who are your ongoing partners in health care
• Offer you and your family team-based, coordinated care that helps you prevent health problems and manage chronic conditions
• Assist you in finding and coordinating other services when needed
• Provide convenient hours and after-hour care options as well as electronic health information through MyChart

An introduction to 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.

Our non-profit clinics offer quality accessible, affordable health care where the cost of care is based on the patient’s ability to pay.

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

Q: How do I make an appointment?
A: Appointments at our Joyce & Marshall Erdman Clinic, William T. Evjue Clinic, and our Wingra Family Medical Center can be made by calling the clinic numbers below. You can also stop by the registration desk after your appointment to schedule your next one. Because the need for our services is high, please keep your appointment or reschedule it in a timely manner.

Q: How can I cancel an appointment? And what if I miss or arrive late to my appointment?
A: Please call the clinic appointment numbers below immediately if you will not be able to make your appointment, or, if you will be more than 15 minutes late. We will work with you to reschedule your appointment.

Q: How can I reach my doctor after hours?
A: Our doctors are available through our after-hours answering service. This service can be reached by calling the clinic numbers.

Q: Do you offer interpreter services?
A: Yes, please ask for an interpreter when you make your appointment. You may also request an interpreter at the front desk when you arrive for your appointment.

Q: How do I get in touch with a nurse?
A: If you have questions about your health, please call your clinic and leave a message. A nurse will return your call and help with your concerns.

Contact Us for An Appointment
Joyce & Marshall Erdman Clinic
(608) 443-5480
William T. Evjue Clinic
(608) 443-5480
Wingra Family Medical Center
(608) 263-3111

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www.accesscommunityhealthcenters.org
Access Services

We focus on prevention through primary medical, dental, behavioral health, access to medications, and other services based on your needs.

In addition to a full-range of primary care services from maternal, preventive, pediatric, adult and chronic care, we offer the following:

• Children’s check-ups, screenings, immunizations and testing
• Adult preventive checks, screenings and immunizations, plus disease management and care
• Same-day appointments for children and adults
• On site X-ray and lab
• UW Health pharmacies at three clinic locations
• Access to UW Hospital and Clinics, St. Mary’s Hospital and Meriter Hospital
• Wide-ranging behavioral health services for children, teens and adults
• Women’s preventive care and pregnancy services
• Smoking cessation, weight loss, ADHD treatment and more
• Diabetic education
• Staff dietician
• Health benefit as well as community resource counseling
• Bilingual staff, interpreters, and case management services
• Transportation help

MyChart

Manage your health right from your computer or mobile device with MyChart, a secure online service that allows you to view the following:

• Your Access medical records including health issues, after-visit summaries, medications, allergies and immunizations
• Test results
• Health reminder messages
• Appointments including the ability to schedule and cancel
• Secure electronic messages to your health care team
• Billing information
• Your children’s growth charts
• The above information for your children or for those you provide care (authorization required/age restrictions apply)

To activate MyChart, visit accesshealthmychart.org

www.accesscommunityhealthcenters.org
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, including Dean Health Plan, Group Health Cooperative, Physicians Plus and Unity. Some plans may require prior approval.

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.