#### **Our Services**

- **←**
- Adult Medicine
- Walk-Ins

#### **Referrals**

For a referral, schedule an appointment with your Provider.
Once your referral request is submitted, referrals take 3-5 business days to complete.

#### **Test Results**

If you receive a letter or phone call about your test results from your provider, please contact the health center immediately to schedule an appointment or see a walk-in provider. Results cannot be shared over the phone.

#### **Prescriptions and Refills**

For a new prescription, schedule an appointment with your Provider. For refills, contact your preferred pharmacy. Please allow 24-48 hours for refills to be processed.

#### **How to Prepare for Your Visit**

During your visit you will be asked questions about your medical history, please answer to the best of your ability so we can better treat you. Bring in any medication bottles, emergency room or hospital discharge papers, or reports from tests you've had since your last visit. Ask Specialists to send reports to your Primary Care Provider.

### 9 Convenient Neighborhood Locations

Fairmount Primary Care Center 1412 Fairmount Ave Philadelphia, PA 19130 (215) 235-9600

Fairmount Primary Care Center @ Girard Medical Center 820 W Thompson Street Philadelphia, PA 19122 (215) 827-8010

Fairmount Primary Care Center @ Sharon Hill 800 Chester Pike Sharon Hill, PA 19079 (610) 278-7381

Fairmount Primary Care Center @ Horizon House 5901 Market Street Philadelphia, PA 19139

> Maria de los Santos Health Center 401 W Allegheny Ave Philadelphia, PA 19133 (215) 291-2500

Maria de los Santos Women's Health Center 400 W Allegheny Ave, Suite 5 Philadelphia, PA 19133 (215) 207-0522

Maria de los Santos Express Care 400 West Allegheny Avenue, Unit B-3 Philadelphia, PA 19133 (215) 546-7501

Norristown Regional Health Center 1401 Dekalb Street Norristown, PA 19401 (610) 278-7787

> Parkview Health Center 841 E. Hunting Park Ave Philadelphia, PA 19124 (215) 537-7695

## Maria de los Santos Express Care

Patient Information Brochure

www.dvch.org

400 West Allegheny Avenue, Unit B-3 Philadelphia, PA 19133

Phone: (215)-546-7501 Fax: (215)-546-7502





#### **Clinical Hours of Operation**

Monday through Thursday: 7 am - 7 pm Friday: 7am - 5pm

If you are unable to keep your appointment, please call us as soon as you know so we can offer your appointment to someone else in need.

#### After Hours & Urgent Care

If you have a life-threatening emergency, please dial 911 or go to the nearest emergency room.

If you have a medical issue after hours, please call the office. You will be connected to our answering service to reach the Provider on call.

If you have a medical concern that cannot wait until your next scheduled appointment, you may walk in or call for a same-day appointment.

MDLS EC is easily accessible by Bus Routes: 47, 57, and 60. On-street parking is available on Allegheny Avenue.

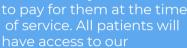
Maria de los Santos Express Care is available to our community to expand walk-in service access to Maria de los Santos patients. Whether patients are feeling unwell or need quick care from one of our clinical staff, Maria de los Santos Express Care is here to help.

DVCH and its health centers are a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). DVCH receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. For more information, please see www.bphc.hrsa.gov/ftca/.

#### Access for Everyone

We accept many health insurances including Medicaid, Medicare, CHIP, and many private insurances. If you are in need of health insurance, our Health Insurance Enrollment Staff can help you apply for insurance through Pennie.com, the Pennsylvania Health Insurance Marketplace. For a complete list of all accepted

insurances, please visit our website at www.dvch.org.
MDLS-EC is a health center providing culturally competent, evidence-based health services to all patients, regardless of their ability to pay for them at the time



Patient Accounts Counselor, who will walk you through our Sliding Fee Discount Scale (SFDS). Patients will be eligible for the SFDS, according to their income and family size. The SFDS Program is intended to minimize financial barriers to care for patients at or below the 200% Federal Poverty Guidelines. Estimate your costs on our website.

# <u>Updating &</u> <u>Requesting Your</u> <u>Medical Record</u>

Please call us at (215) 291-2500, request via your patient portal, or stop in to sign a release of information form if you would like a copy of your medical records. Please allow 5-7 business days to complete your request.

Update your mailing address, phone number, and email if it changes.



## Our Mission Statement:

Delaware Valley Community Health (DVCH) is a community-focused health care organization providing affordable, accessible, primary medical, dental and behavioral health care and preventive services to the patients in its service area. Services are provided in a fiscally responsible manner to all patients regardless of their ability to pay.

#### How to Access the Patient Portal

After your first appointment, you can ask for a patient portal invitation link sent to your email. From there you can set up your portal and gain access to things like health records, appointment times, and to renew prescriptions!

#### **Give Us Your Feedback**

At DVCH, we always put patients first. To help improve our services, take the short survey sent to you after your appointment.
You can also email complianceofficer@dvch.org if you have any concerns about how you were treated.

#### **Patient Resources**

DVCH also gives all our patients educational tools to self-manage their care. Visit https://www.findhelp.org/to see our resources.

**#DVCHStrong**