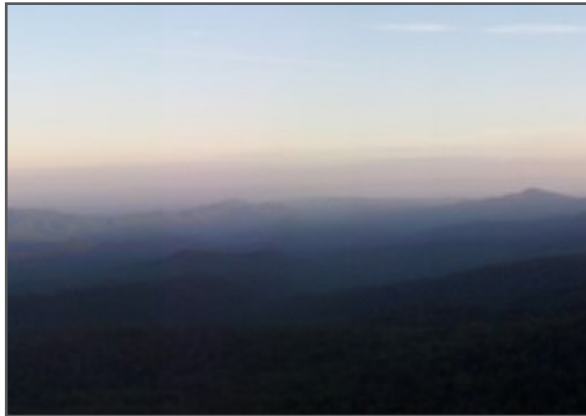


Welcome to Our Practice!



How to Transfer Your Medical Records

In order to transfer your medical records from any other provider or specialist, you will need to use an **Authorization to Request Medical Records** form.

If you need assistance with this process or have questions about your medical record, please contact us at our Alleghany office (336) 372-5641 or Ashe office (336) 246-9449.

Scheduling

You may request an appointment by calling Alleghany Health Center (336) 372-5641 or Ashe Health Center (336) 246-9449. Walk-ins are welcome, but we can better serve you by appointment. Same day appointments are available.

Contact Information

Alleghany Health Center
157 Health Services Road
P.O. Box 309
Sparta, NC 28675
Phone: (336) 372-5641

Ashe Health Center
413 McConnell Street
P.O. Box 208
Jefferson, NC 28640
Phone: (336) 246-9449

Office Hours:
Monday - Friday 8am-4:45pm
*Except Holidays

Advice During Office Hours:

For non-urgent medical needs, please contact us by calling our office numbers. Every effort is made to respond to calls by the end of the business day.

After Hours Care:

We are here for you after our normal business hours. Please call our number, press 8 and stay on the line to be transferred to the on call nurse.

**For Medical Emergencies,
please call 911.**

AppHealthCare

Your Patient Centered Medical Home



AppHealthCare
Caring for our Community

www.AppHealthCare.com

Appalachian District Health Department



AppHealthCare is committed to delivering quality healthcare to the whole person. We partner with our patients and their families to provide a medical home that is respectful, compassionate, accessible, and comprehensive.

AppHealthCare

Your Patient Centered Medical Home

Patient Centered Medical Home (PCMH) is a team-based health care delivery model that provides comprehensive and continuous medical care with the goal of improving the health of all patients. By giving us your complete medical information we are able to provide comprehensive care and coordinate your care across different providers and settings.

Our Services

AppHealthCare provides care to patients of any age. Care is guided by nationally recognized, evidence-based standards.

Services include:

- Well Visits and Physicals
- Immunizations
- Preventive Care and Screenings
- Weight Management
- Self-Care and Chronic Disease Management
- Behavioral Health
- Referrals for Speciality Healthcare Needs

Special Accommodations

Please let us know if you have hearing, vision or a physical impairment so that we can better prepare for your visit and plan your care.

Feel free to include a friend, family member, or other health advocate in your visit with us.

Preparing for Your Appointment

Plan to arrive 15 minutes before your scheduled appointment time.

For each appointment, please bring:

- Your insurance card
- Photo ID
- Co-pay and deductible
- A list of your medications including
 - Prescription medicines
 - Non-prescription medicines including vitamins and supplements
- A description of the problem you are having, how long you have had it, and how it has affected you
- A list of questions you would like to discuss with your health care team

Please let us know if you have been to a hospital, an Emergency Department, or to another doctor since your last visit to us.

Please give any outside doctor or facility that you visit our contact information and have them forward your visit notes to us.

Our Care Team

At AppHealthCare, we work in Care Teams consisting of doctors, nurse practitioners, physician assistants, nurses and medical assistants in order to give you the best care we can. Our medical records staff, schedulers and office staff are part of the Care Teams. On your first visit we will encourage you to select a Primary Care Provider (PCP). Whenever possible, your appointments will be with your PCP, and if not, with another member of your Care Team. The members of your Care Team are available to help you.

Payment Information

We accept most insurance plans. However, patients are seen regardless of insurance status. If you are uninsured and would like health insurance information please go to www.healthcare.gov.

Care Coordination

For our patients with complex health needs, we provide care coordination. Care coordination provides you with extra support to be sure you get the care you need when you need it. Our care coordinators may call you to assist you with your health care needs.