

## \* COMMON QUESTIONS \*

### ***Will anyone find out about my visit?***

All of your visits are confidential. We will not release any information about your care at this clinic without your written permission unless ordered by law. Please do not have a friend or relative call to check on an appointment, lab results, or any other information about your visit here. We will not provide the information unless we have your permission.

### ***Why do I need to call 24 hours in advance to get more supplies?***

Sometimes nurses may not be in the office or they may have other clients with appointments to see. Calling ahead will make sure that someone is available to refill your supplies.

### ***How long does it take to get an appointment?***

We typically have same-day appointments and also see walk-in appointments on a first-come, first-serve basis although we recommend that you schedule an appointment if you do not want to wait for a walk-in appointment.

***Valley Health is a Title X funded program***

## **Patient Bill of Rights & Responsibilities**

### ***You have the RIGHT:***

- To receive considerate and respectful care.
- To have input into those decisions that affect your life.
- To obtain from your health care provider complete information about your care in terms you can understand.
- To privacy concerning your health care affairs.
- To receive information necessary to give informed consent before a treatment is started.
- To be treated with personal dignity, courtesy, and respect at all times.
- To be informed about the medical treatment administered and related health matters.
- To expect that all communications and records on your case be confidential.
- To be knowledgeable about the policies and procedures that affect your getting quality care and service.
- To receive quality service.
- To have input into the evaluation of the effectiveness of the services.
- To have complaints handled efficiently and in a timely fashion.
- To expect the agency to behave as a consumer advocate.
- To refuse to participate in any research project.

### ***You have the RESPONSIBILITY:***

- To keep appointments or notify in advance if you are unable to keep an appointment.
- To give truthful information.
- To ask questions about anything you don't understand.
- To be aware of the possible side-effects of any procedure or treatment and notify the clinic if you suspect any serious side-effects or complications.
- To understand your chosen method of contraception and use it responsibly.
- To pay the fees charged to you; if payment becomes a problem, to notify the clinic so a payment plan can be arranged.

### **VALLEY HEALTH**

360 Division Avenue, Suite 200

Grand Forks, ND 58201

Tel: 701-775-4251

Fax: 701-775-3160

Web-Site: [www.myvalleyhealth.com](http://www.myvalleyhealth.com)



## **SERVICES**

- Annual Gynecological Examinations
- Breast Examinations
- Colposcopy/Cryotherapy Procedures
- Community Education
- Contraceptives (Including Long-Term Options) and Emergency Contraception (ECP)
- Counseling and Education Regarding Preconception, Conception, Contraception, Pregnancy, Sterilization, Sexually Transmitted Diseases (STD) and Women's Health Care Concerns
- Hepatitis C and HIV Screening
- Immunizations (Including Flu, Gardasil, Hepatitis and Tetanus)
- Infertility Counseling and Referral
- Instruction on Natural Family Planning
- Lab Draws/Services
- Pap Smear Tests with HPV Co-Testing
- Pregnancy Tests/Counseling
- PrEP (Pre-exposure prophylaxis) for HIV Prevention
- Sexually Transmitted Disease (STD) Screening and Treatment
- Sports Physicals
- Tobacco Cessation (Counseling and Treatment)
- Urinary Tract Infections (UTI) Diagnosis and Treatment
- Vaginitis Diagnosis and Treatment

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**ALL SERVICES ARE CONFIDENTIAL  
AND VOLUNTARY**

June 2018

### **Office Hours**

Monday 8:00 - 5:00  
Tuesday 8:00 - 5:00  
Wednesday 8:00 - 5:00  
Thursday 8:00 - 5:00  
Friday 8:00 - 12:30

**Holidays:** The office is closed on most legal holidays.

**Inclement Weather:** Decisions to close due to severe weather occasionally occurs. Please check local radio/TV stations/Facebook for possible adjustments to clinic hours.

**Off-Hours:** For off-hours, weekends and holidays, you may leave a telephone message to order refills on your prescription. You can also order your refills on our web-site. For after hours emergencies, dial 911 or go to your nearest emergency room.

### **Scheduling Appointments**

Please call the office when you need an appointment. If you cannot keep a scheduled appointment, we ask for a 24 hour notice so that someone else can be scheduled in your place. If you no-show 3 or more appointments, you may be asked to be seen on a walk-in basis only.

### **Late Appointments**

We try to schedule appointments so you don't have a long wait once you arrive for your appointment. If you arrive more than five minutes late for your appointment, we may have to ask you to reschedule.

### **Welcome to Valley Health**

We are committed to offering you affordable, quality reproductive health services. With your help and cooperation, we hope to meet your needs. Please feel free to let us know how we do. Suggestion cards are available in the exam rooms and at the front desk. Take a minute to fill one out and drop it in the box at the front desk. We appreciate your input.

### **Who Provides Services**

Services are provided by advanced registered nurse practitioners (ARNP) and Resident Physicians. These individuals have specialized training which enable them to perform routine physical examinations, order and interpret laboratory studies, diagnose and treat minor gynecological problems and prescribe medications and devices. A physician is available for consultation as needed. If you have significant health problems, a referral is made to a physician of your choice. We follow HIPAA Privacy Rules. Please refer to our 'Notice of Privacy Practices.'

### **Communication**

Typically, we will only contact you regarding abnormal test results unless otherwise requested. The form of communication requested is completed on your 'Income Worksheet.' If we are unable to contact you because a change of phone numbers and/or address, it is your responsibility to contact us with that changed information.

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### **Supplies**

For prescription refills, please call at least 24 hours in advance. If you call after hours, please leave a message on our prescription supply line with your name, phone number, medication desired and the quantity desired. Your refill should be ready 24 hours from the time you place the order. You may also order prescription refills on our web-site.

### **Eligibility**

Everyone qualifies for Family Planning services regardless of income. Valley Health does provide Non-Title X services if you do not qualify for Title X services. The services offered by Valley Health are provided without regard to religion, race, color, national origin, creed, disability, gender, number of pregnancies, marital status, age, or contraceptive preference. All services are provided on a voluntary and confidential basis.

### **Emergency Services**

If you experience a medical emergency, have had a recent positive pregnancy test or have any of the following symptoms with the use of hormonal contraception (abdominal pain, chest pain, severe headaches, eye problems or severe leg pain) after clinic hours, dial 911 or go to your nearest emergency room.

### **Costs of Services and Supplies**

Some services and supplies may be based on your income. We encourage submission to insurance and third party payers when applicable for services and prescription supplies. You are financially responsible for your bill according to your pay category regardless of insurance coverage. If you choose, we will bill you for the costs of services. We ask that supplies be paid for as you pick them up unless other arrangements have been made.