



# HealthSource

of Ohio



## Welcome New Patients:

*Thank you for choosing HealthSource of Ohio. Our promise to you is to provide quality patient-centered health care. We hope you will find the information in this packet to be useful to you as a HealthSource patient. Please keep this packet as a reference.*

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# Our Services

*HealthSource of Ohio offers primary health care including: Family Medicine, Pediatrics, Dental, Ob/Gyn, Behavioral Health, and Pharmacy services.*



## Payments, Billing, and Insurance

We accept Medicaid, Medicare, private insurance, and self-pay patients. HealthSource offers a discounted sliding fee program for uninsured or under-insured patients. To find out if you're eligible for the sliding fee, call your nearest HealthSource office and schedule an eligibility interview. If your insurance plan requires a co-payment, we ask that you pay it upon arrival. For your convenience, we accept cash, checks, and credit cards. Please bring your insurance card with you each time you have an appointment.

## Outreach and Enrollment

HealthSource employs Certified Application Counselors in our Outreach and Enrollment Department that are available to assist all members of the community (not just HealthSource patients) with Medicaid applications and with the Marketplace during open enrollment. Our Counselors are also available to assist individuals with the Marketplace throughout the year if they have a qualifying life event, such as getting married, moving, or having a baby. You can reach our Outreach and Enrollment Department at 513.576.7700 ext. 3622 or [insurance@hsohio.org](mailto:insurance@hsohio.org).

## Patient Portal

HealthSource of Ohio offers patients access to the NextGEN Patient Portal, where you can access your medical records 24 hours a day 7 days a week online. You can see your latest test results, ask your provider questions, request information, and more.

To register, just ask the staff for a registration token during your visit. You'll receive a print out with your token number and instructions on how to register. If you have any issues with registration, a staff member will be glad to assist you. Ask the front desk staff for a brochure about the NextGEN Patient Portal if you would like more information.

# Our Services

## HealthSource Pharmacies

HealthSource of Ohio has three pharmacy locations:

Mt. Orab | 150 Health Partners Circle | Mt. Orab, OH 45154 | 937.444.2515

Seaman | 218 Stern Drive | Seaman, OH 45679 | 937.386.1350

Batavia | 2055 Hospital Drive Suite 320 | Batavia, OH 45103 | 513.732.0700

HealthSource Pharmacies will ensure you get the lowest price on all your prescription needs and when you're a patient of our HSO providers you can potentially save even more. Our pharmacy teams will work with your insurance provider and physician to get you the most appropriate medication at the best value. We work with manufacturers to offer additional discounts and reduced co-pays on your prescription needs. Qualified Sliding Fee patients can save even more. Please call or stop by one of our three pharmacy locations to see how HSO can save you money on your medications. HSO also has partnerships with several pharmacies in the communities in which we serve. Ask your HSO pharmacist or the front desk staff for more information about our pharmacies and a list of our pharmacy partners.

HealthSource Pharmacies offer:

- Complete medication reviews performed by our pharmacists
- Medication Synchronization
- Free mail order service
- Fast, friendly service
- Online refill requests

For more information about HSO Pharmacies, visit the website [www.healthsourceofohio.org](http://www.healthsourceofohio.org) and click on the Pharmacy tab.

## Chronic Care Management

HealthSource of Ohio is pleased to offer Chronic Care Management services to our team-based approach. Chronic Care Management is an integrated approach to managing chronic illnesses such as Diabetes, Coronary Artery Disease, Hypertension, and Chronic Obstructive Pulmonary Disease. Chronic Care Management includes health screenings, check ups, monitoring, and coordinating patient treatments and patient education. This service can improve quality of life, decrease the cost of health care, and minimize the effects of chronic illness.



# Why is HealthSource of Ohio Different?

*Because we are your Patient-Centered Medical Home*

A Patient Centered Medical Home (PCMH) is a model of care that strengthens the provider-patient relationship by providing coordinated care and a long-term medical relationship.

HealthSource of Ohio ensures each patient has an ongoing relationship with a personal health care provider of the patient's choice, providing for the patient's health care needs and coordinating suitable care with other qualified providers. HealthSource offers family practice, pediatrics, ob/gyn, dental, behavioral health, and pharmacy services. The Patient Centered Medical Home is intended to result in a more personalized, coordinated, effective, and efficient care.

HealthSource, as your medical home, achieves these goals through a high level of accessibility, providing excellent communication among patients and providers, and using the latest information technology to prescribe, communicate, track test results, obtain clinical support information, and patient satisfaction.

HealthSource providers ask for you to please provide us with any information regarding your health care at each visit, including over-the-counter medications you take and any data from recent hospitalizations, specialty care, or ER visits.

## Improved Access to your Medical Team

- You can communicate with the medical home team anytime during normal working hours by calling the office of your chosen medical provider. Enhanced access to care is available through expanded hours and doctor on call after normal working hours.
- Outside normal working hours please call the office of your chosen medical provider and follow the instructions.
- Please continue to call 9-1-1 for all emergencies.



# Helpful Information

*We are committed to providing you and your family with the best possible care and we thank you for choosing HealthSource. Establishing a long term relationship with a primary care provider is an important step to achieving quality medical care. We hope the following information will help you learn more about our practice.*

## Prescription Refill Requests

Your physician/provider may prescribe medications at the time of your appointment. If you need prescription refills please let your provider know during your office visit. If you don't have an appointment scheduled but are getting low on your medication, contact your pharmacy at least 72 hours before you will be out of medication. Your provider may ask to see you before refilling certain types of medications.

## Cancelling an Appointment

Please give us 24 hours notice if you need to cancel your scheduled appointment. This allows us to schedule another patient in that time slot. If you are late for your scheduled appointment, you may need to reschedule or wait for a possible opening. If you know that you are going to be late, please phone us in advance.

## Your Personal Information

If your phone number, mailing address, insurance, or any other personal information has changed, please let us know during your visit.

## Courtesy for Others

Out of consideration for other patients, please refrain from eating or drinking in the waiting rooms or exam area. We also ask that you refrain from talking on your cell phone, for your own privacy and to be courteous of other patients and staff. Please no smoking or vaping inside our offices.

# Worker's Compensation

If you have a work-related injury, you will need a Worker's Compensation provider for services regarding the injury. HealthSource of Ohio is not a provider for Worker's Compensation. Contact your employer for a referral to a Worker's Compensation provider.

## If you need urgent assistance after hours

A physician/provider from HealthSource is available after hours for urgent concerns. You can reach us using the normal office number of the HealthSource office you regularly visit. Our answering service will contact the provider on call. If you have a life-threatening emergency, dial 9-1-1.

### *We appreciate your feedback*

After a scheduled appointment with one of our HealthSource providers, you may receive an email requesting you to fill out a survey about your visit. We encourage you to participate. Your satisfaction with us is our top priority.

We look at the survey results as a way to improve our service to you and make sure we are providing you with the best care possible.

You may also contact us any time through the HealthSource of Ohio website email; click on CONTACT at the top of the home page at [www.healthsourceofohio.org](http://www.healthsourceofohio.org).



# HealthSource of Ohio Directory of Locations

## HealthSource Administrative Office

5400 DuPont Circle, Suite A  
Milford, OH 45150  
513.576.7700

## Anderson Ob/Gyn

8000 Five Mile Road Suite 207  
Cincinnati, OH 45230  
513.474.2870

## Batavia Family Practice & Ob/Gyn

2055 Hosptial Drive, Suite 130  
Batavia, OH 45103  
513.732.0870

## Batavia Pharmacy

2055 Hosptial Drive, Suite 320  
Batavia, OH 45103  
513.732.0700

## Eastgate Pediatrics

559 Old SR 74  
Cincinnati, OH 45244  
513.753.2820

## Eastgate Dental

559 Old SR 74  
Cincinnati, OH 45244  
513.753.2821

## Georgetown Pediatrics & Family Practice

631 E. State Street  
Georgetown, OH 45212  
937.378.6387

## Hillsboro Health Center

1108 Northview Drive, Suite 1  
Hillsboro, OH 45133  
937.393.5781

## Lebanon Family Practice

1231 Columbus Avenue  
Lebanon, OH 45036  
513.696.4495

## Loveland Family Practice

6535 Snider Road  
Loveland, OH 45140  
513.575.1444

## Mt. Orab Family Practice, Ob/Gyn, & Dental

150 Health Partners Circle  
Mt. Orab, OH 45154  
937.444.2514

## Mt. Orab Pharmacy

150 Health Partners Circle  
Mt. Orab, OH 45154  
937.444.2515

## Mt. Washington Family Practice

2020 Beechmont Avenue  
Cincinnati, OH 45230  
513.732.5088

## New Richmond Family Practice

100 River Valley Blvd.  
New Richmond, OH 45157  
513.553.3114

## Seaman Family Practice, Pediatrics, & Dental

218 Stern Drive  
Seaman, OH 45679  
937.386.1379

## Seaman Pharmacy

218 Stern Drive  
Seaman, OH 45679  
937.386.1350

## Washington Court House Family Practice

312 Highland Avenue, Suite H  
Washington CH, OH 43160  
740.335.8608

## Western Brown School Based Health Center

Mt. Orab Elementary  
474 W. Main Street, Room #167  
Mt. Orab, OH 45154  
937.444.4824

## Wilmington Family Practice

140 W. Main Street  
Wilmington, OH 45177  
937.481.2930

