



## GUIDE TO SERVICES

Columbia Valley Community Health (CVCH) is a “patient-centered primary-care health-home.” What that means is that we build everything around you, and strive to provide you access to any health-related services or information that you need. If we don’t offer the services in house, then we will work with you to obtain the services from medical professionals we trust to take good care of you.

### PRIMARY CARE

Primary Care might be thought of as “foundational care.” Like the foundation of a house, primary care supports and ties together all other elements of your care. We like to say, “our primary product is NOT healthcare; rather, it is a trusting relationship.” Primary Care Providers (PCPs) are experts at relationships, at building trust, at navigating a very complex healthcare system, and at caring about you as a person. Yes we are experts at medicine, and mental health, and dentistry, and pharmacy, and diagnostics, and all of the important parts of modern healthcare. We are also the human face of healthcare. We know you, we coordinate your care, we keep track of any screening or therapy you are due for, we should be able to treat 80%-90% of your healthcare needs, and we know how to refer you to more specialized care for the additional 10%-20% that we cannot provide for you ourselves. We provide primary medical, obstetrical, pediatric, dental, and behavioral care.

### ADULT MEDICAL CARE

Our Adult Medical providers are trained as “Family Medicine” providers. We have physicians, nurse practitioners, and physician assistants providing this care, supported by a great team of medical assistants, RN care coordinators, and receptionists. These providers are experts at making a medical diagnosis, working with you to develop a plan of care, and then prescribing medications, or recommending changes in your life, to become healthier. These providers can also do surgical procedures like removing worrisome moles, inserting contraceptive devices, or draining abscesses. These providers are expert at treating urgent or acute problems like pneumonia, or a sprained ankle and managing chronic problems like diabetes or high blood pressure.

### OBSTETRICS

Obstetrics is everything about being pregnant. Pregnancy is a natural process, and what a pregnant woman needs most is a trusted “pregnancy coach” who can recognize the complications of pregnancy, and can keep a pregnant woman safe while educating, encouraging, and supporting a pregnant woman and her family. Our Wenatchee midwives deliver babies at Central Washington Hospital. We do not do any home births. Our midwives also care for women with health concerns who are not pregnant.

In Chelan we have Family Physicians providing obstetrical care and delivering babies at Lake Chelan Community Hospital.

## Pediatrics

Pediatrics is the care of children. Usually this means between birth and the 18<sup>th</sup> birthday. Most children are healthy, and require only regular checkups and immunizations during this time. Some children develop common problems like colds, sprains, or asthma. However, some children have special medical problems specific to children such as birth defects, autism, or growth problems. Sometimes children get very sick, and need the care of a provider who ONLY cares for children, called a Pediatrician. We utilize the skills of our Family Practitioners to care for healthy children with common problems of childhood. We also employ Pediatricians to care for children with special needs, with chronic diseases of childhood, or for very sick children. Our Pediatricians also LOVE to care for healthy children.

## DENTAL

Many people don't understand how important good oral health is to good overall health. Because we do understand that link, we have built Dentistry into our Primary Care Health Home. Like medical care, dental care is divided into primary care and specialty care. We focus on primary care dentistry for the whole family from birth until old age. Dentistry is typically divided into three parts: exams/diagnosis, restoration/surgery, and preventative/hygiene. We have doctors of dentistry who provide exams/diagnosis, and do our restoration/surgery (fillings, root canals, extractions, etc.). We have dental hygienists who do our cleaning (hygiene) and education. All of our dental facilities are state of the art with access to cutting edge dental techniques. All of our dental teammates are experts at keeping patients comfortable during these exams and procedures.

## BEHAVIORAL

It is estimated that 70% of illness is related to our choices and behaviors. (10% is genetics and 20% is related to our environment.) What that means is that in primary care, most of what we are doing is helping people to understand the choices they make (like smoking, or worrying, or watching sports when they could be playing sports) and then helping them to make healthier choices. We also care for many people with brain related diseases (such as depression, anxiety, or bipolar disorder). For all these concerns we have specialists in behavior, choices, and brain related diseases at most of our sites. Our behaviorists are of multiple types: Psychologists are brain scientists, and experts in diagnosis and non-prescription treatments; Therapists are experts at helping people to understand why they make the choices they make, why they respond to stressors and people in their lives the way they do, and helping them address these challenges in healthier ways. We have therapists who are experts in addiction, in marriage and family, in adult issues and in children's issues.

## PHARMACY

Pharmacy is anything that relates to using medicines to treat and prevent illness. That includes recommending the best type of medicine to use, actually dispensing the medicines into bottles and selling them to patients, and educating patients about how to take the medicines and how the medicines work. In our pharmacy we have pharmacists and pharmacy technicians. Our pharmacists also work with patients who are on blood thinners like coumadin, our diabetic patients, and patients

who have just come home from the hospital on a bunch of new medicines. CVCH is unique in that our pharmacists work side by side with our providers. We all share the same electronic health record which allows us to work very closely together to keep you safe while providing you the best care possible.

## OUTREACH

We have a group of talented people who deliver care outside the walls of our clinics, in schools, in orchards, and at health fairs. Many people in our community have never been to a doctor or dentist, and don't know much about how healthcare is provided in this country. Our Outreach department tries to find these people and educate them about what we do. Sometimes the best way to provide care is for us to go where there are large groups of people who need our help, like orchard workers in the pickers' camps, or like at an elementary school or college. We try hard to think of every way possible to make our community healthier.

## WOMEN INFANTS AND CHILDREN (WIC)

The WIC program is a free food and nutrition program designed to educate families about good nutritional choices, and to provide nutrition support to pregnant women, new mothers, babies and children up to five years of age. Our WIC program uses nutritionists to customize nutrition solutions for each participant. We have WIC services at our 600 Orondo clinic in Wenatchee, and at our Chelan clinic in Chelan.

## DIAGNOSTICS

Diagnostics include things like lab tests and x-rays. We provide both laboratory services (blood tests, urine tests, cultures) and x-rays at our 600 Orondo clinic in Wenatchee. We collect specimens at our other sites and transport them for you to our 600 Orondo clinic, and usually have the results by the next day. If you need an x-ray at any of our sites near Wenatchee, we will ask you to go to 600 Orondo to get the x-ray. In Chelan we will ask you to go to Lake Chelan Community Hospital for the x-rays. We do not offer CT scans, or MRI scans. We do have ultrasound available which is limited to use with our pregnant patients.

## SUPPORT

Supporting all of those clinicians is a huge team, perhaps 20% of all of our employees, that you will rarely see. These are experts in insurance, billing, scheduling, quality, finance, keeping the buildings in good shape, telephone operators, computer experts, managers, etc. Each of them is proud that they are helping to keep our communities and neighbors healthy.