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A handout explaining what a Patient-Centered Medical Home is and what it means for you as a patient of Hopewell Health Centers

PATIENT PORTAL
An introduction to the Patient Portal and instructions on how to download the healow App

PATIENT PORTAL TIP SHEET
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ABOUT

Hopewell Health Centers, Inc. (HHC) is an integrated health care organization, Federally Qualified Health Center (FQHC), and Community Health Center (CHC).

Mission & Vision

Our Mission is to provide access to affordable, high quality, integrated health care for all. Our Vision is to embody a community where everyone enjoys a healthy body, mind, and spirit.

Funding & Payments

All insurances are accepted in addition to Medicaid, Medicare, or by a sliding fee for qualifying patients.

HHC receives grant funds from the Department of Health & Human Services to provide health care on a sliding fee scale for qualifying patients. No person shall be denied quality care due to inability to pay.

Evidence-based Care

Evidence-based guidelines are embedded into daily clinical practice throughout the organization.
SERVICES OFFERED

Hopewell Health Centers, Inc. (HHC) offers a wide range of services throughout Southeast Ohio. To find out which services are offered in your area, please call your local HHC Clinic.

Primary Care Services

- Acute & Sick Visits
- Chronic Disease Management
- Health Screenings
- Immunizations
- Referrals for Specialty Services
- School, Sport, & Work Physicals
- Well Checks
- Women's Health Services

Behavioral Health Care Services

- Community Psychiatric Supportive Treatment
- Crisis Services
- Outpatient Counseling
- Psychiatry
- School-Based Services
- Substance Abuse Programs
- Youth Partial Hospitalization

Dental Care Services

- Smile Whitening
- Teeth Cleanings
- Bridges & Crowns
- Dentures & Partialss
- Digital X-Rays
- Extractions
- Fillings
- Routine Exams

Early Childhood Programs

- Community Support Programs & Trainings
- Early Childhood Mental Health Consultation
- Help Me Grow
- Women, Infants, & Children (WIC)
Hopewell Health Centers has locations throughout Southeast Ohio in the following counties: Athens, Gallia, Hocking, Jackson, Meigs, Perry, Ross, Vinton and Washington.

**Athens County Clinics**

**Athens Behavioral Health, Primary Care, & Mobile Dental Unit**

Address: 90 Hospital Drive, Athens, OH 45701  
Telephone: 740-592-3091  
Hours: Mon-Fri 8am-5pm  
After Hours: Behavioral Health Hotline: 1-888-475-8484 or 740-593-3344; Primary Care: 740-797-2352

**Early Childhood Program**

Address: 9 Kenny Drive, Athens, OH 45701  
Telephone: 740-589-5132  
Hours: Mon-Fri 9am-5pm  
After Hours: Behavioral Health Hotline: 1-888-475-8484  
Behavioral Health After Hours: 740-592-3091

**Child & Adolescent Behavioral Health Center**

Address: 141 Columbus Road, Athens, OH 45701  
Telephone: 740-249-4318  
Hours: Mon-Thurs 8am-5pm; Fri 8am-12pm  
After Hours: Behavioral Health Hotline: 1-888-475-8484  
*Telehealth Appointments may be available after hours.

**Athens County WIC Program**

Address: 215 Columbus Road, Suite 106, Athens, OH 45701  
Telephone: 740-677-4002  
Hours: Mon-Fri 8am-4pm  
After Hours: Behavioral Health Hotline: 1-888-475-8484
Coolville Primary Care
Address: 25716 Wilson Street, Coolville, OH 45723
Telephone: 740-846-0008
Hours: Mon-Fri 8am-5pm
After Hours: Behavioral Health Hotline: 1-888-475-8484
Primary Care will be directed to the answering service.

Tomcat Primary Care Center (Trimble)
Address: 18500 Jacksonville Road, Glouster, OH 45732
Telephone: 740-767-2490
Hours: Mon-Fri 7am-3:30pm (Closed 12pm-1pm)
After Hours: Behavioral Health Hotline: 1-888-475-8484

The Mary Hill Center - Primary Care & Dental
Address: 1950 Mt. St. Marys Drive, Nelsonville, OH 45764
Telephone: 740-797-2352
Hours: Mon-Fri 7:30am-5pm (Closed 12pm-1pm)
After Hours: Behavioral Health Hotline: 1-888-475-8484
Primary Care will be directed to the answering service.

REACH Youth Partial Hospitalization
Address: 14455 Kimberley Drive, Nelsonville, OH 45764
Telephone: 740-753-9656
Hours: Mon-Fri 8:30am-4pm
After Hours: Behavioral Health Hotline: 1-888-475-8484

Federal Hocking School Primary Care (Lancer Care Clinic)
Address: 8461 State Route 144, Stewart, OH 45778
Telephone: 740-662-0541
Hours: Mon-Fri 7:30am-4pm
After Hours: Behavioral Health Hotline: 1-888-475-8484
Primary Care will be directed to the answering service.
Gallia County Clinics

**Behavioral Health Care, Primary Care, & Mobile Dental**

**Address:** 3086 OH-160, Gallipolis, OH 45631  
**Telephone:** 740-446-5500  
**Hours:** Mon 8am-8pm; Tues-Fri 8am-5pm  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554  
Primary Care will be directed to the answering service.

Hocking County Clinics

**Logan Primary Health Care, Mobile Dental, & Pharmacy**

**Address:** 30381 Chieftain Drive, Logan, OH 43138  
**Telephone:** 740-385-2555  
**Hours:** Primary Care & Dental: Mon-Fri 6:45a-5pm  
Pharmacy: Mon-Fri 8am-5pm (Closed 12:30pm-1:30pm)  
**After Hours:** Behavioral Health Hotline: 1-888-475-8484  
Primary Care: 740-385-2555

**Hocking Behavioral Health (BH) & Primary Care (PC)**

**Address:** 541 SR 664N, Suite C, Logan, OH 43138  
**Telephone:** 740-385-6594  
**Hours:** BH: Mon/Wed 8:30am-8pm; Tues/Thurs/Fri 8:30am-5pm  
PC: Mon-Thurs 7:30am-4:30pm; Fri 7:30am-12pm  
**After Hours:** Behavioral Health Hotline: 1-888-475-8484  
Primary Care will be directed to the answering service.

Jackson County Clinics

**Jackson Behavioral Health (#1) & Primary Care**

**Address:** 502 McCarty Lane, Unit #5, Jackson, OH 45640  
**Telephone:** 740-286-5245  
**Hours:** Mon-Fri 8am-5pm  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554  
Primary Care will be directed to the answering service.

**Jackson Behavioral Health (#2) & Primary Care**

**Address:** 500 Burlington Road, Jackson, OH 45640  
**Telephone:** 740-286-5075  
**Hours:** Mon-Fri 8am-5pm  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554  
Primary Care will be directed to the answering service.
**Pomeroy Behavioral Health Clinic**

**Address:** 112 E. Memorial Drive, #B, Pomeroy, OH 45769  
**Telephone:** 740-992-2192  
**Hours:** Mon-Fri 8am-5pm  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554

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**Pomeroy Primary Care & Dental Clinic**

**Address:** 41865 Pomeroy Pike, Pomeroy, OH 45769  
**Telephone:** 740-992-0540  
**Hours:** Mon-Fri 8am-5pm (Closed 12pm-1pm)  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554; Primary Care/Dental will be directed to the answering service.

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**Eastern Primary Care Center**

**Address:** 38900 OH-7, Suite 105-A, Reedsville, OH 45772  
**Telephone:** 740-570-2002  
**Hours:** Opening Day TBD  
**After Hours:** Behavioral Health Hotline: 1-800-252-5554;

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**Perry County Clinics**

**New Lexington Primary Care & Dental Clinic**

**Address:** 2541 Panther Drive, New Lexington, OH 43764  
**Telephone:** 740-342-4192  
**Hours:** Primary Care: Mon-Fri 7am-5:30pm  
            Dental: Mon-Fri, 8am-6pm  
**After Hours:** Your call will be directed to the answering service.

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**Perry County WIC Program**

**Address:** 2541 Panther Drive, New Lexington, OH 43764  
**Telephone:** 740-342-4938  
**Hours:** Mon-Fri 8am-4pm (Closed 12pm-1pm)
Chillicothe Primary Care Clinic
Address: 1049 Western Avenue, Chillicothe, OH 45601
Telephone: 740-773-4366
Hours: Mon-Fri 8am-5pm
After Hours: Mt. Logan Primary Care Clinic in Chillicothe operates in the evenings to cover after-hours needs.

Chillicothe Dental Clinic
Address: 622 Central Center, Chillicothe, OH 45601
Telephone: 740-851-5575
Hours: Mon-Thu 7:30am-5pm; Fri 7:30am-11:30am
After Hours: Your call will be directed to the answering service.

Mt. Logan Primary Care Clinic
Address: 841 E. Main Street, Suite 178, Chillicothe, OH 45701
Telephone: 740-774-6628
Hours: Mon-Fri 1:30pm-10pm
After Hours: This clinic operates in the evenings to cover after-hours needs.

Vinton County Clinics

McArthur Primary Care, Behavioral Health, & Dental Clinic
Address: 31891 SR 93 North, McArthur, OH 45651
Telephone: 740-596-5249
Hours: Mon-Fri 8am-5pm (Closed 12pm-1pm)
After Hours: Behavioral Health Hotline: 1-888-475-8484
Primary Care will be directed to the answering service.

Washington County Clinics

Belpre Behavioral Health Clinic
Address: 2434 Richmiller Lane, Suite F, Belpre, OH 45714
Telephone: 740-423-8095
Hours: Mon-Thurs 8am-5pm; Fri 9am-5pm
After Hours: Behavioral Health Hotline: 1-888-475-8484
REACH Youth Partial Hospitalization
Address: 10595 State Route 550, Vincent, OH 45784
Telephone: 740-445-5113
Hours: Mon-Fri 8:30am-4pm
After Hours: Behavioral Health Hotline: 1-888-475-8484
What Is a Patient-Centered Medical Home (PCMH)?

It’s not a place... It’s a partnership with your primary care provider.

PCMH puts **you** at the center of your care, working with your health care **team** to create a **personalized plan** for reaching your goals.

Your **primary care team** is focused on getting to know you and earning your trust. They care about you while caring for you.

Technology makes it easy to get health care when and how you need it. You can reach your doctor through **email, video chat**, or after-hour **phone calls**. **Mobile apps** and **electronic resources** help you stay on top of your health and medical history.

**As you pursue your health care journey, you may make stops at different places:**

- **Behavioral & Mental Health**
- **Specialists**
- **Primary Care**
- **Community Supports**
- **Hospital**
- **Patient and Family**
- **Pharmacy**

Wherever your journey takes you, your **primary care team** will help guide the way and coordinate your care.

**A Patient-Centered Medical Home is the right care at the right time. It offers:**

- **Personalized care plans** you help design that address your health concerns.
- **Medication review** to help you understand and monitor the prescriptions you’re taking.
- **Coaching and advice** to help you follow your care plan and meet your goals.
- **Connection to support and encouragement** from peers in your community who share similar health issues and experiences.
PATIENT PORTAL

Hopewell Health Centers' (HHC) is proud to announce that our practice now offers patients the opportunity to use The Patient Portal to track all aspects of their health care through our offices.

By using the Patient Portal, patients will be able to view medical records online, communicate with our clinic, and much more.

Patient Portal Resources

Access the Patient Portal:
https://health.healow.com/hopewell

Download the healow App:

"Introduction to Televisits" Help Sheet:
http://www.hopewellhealth.org/documents/HHC_Intro_To_Televisits.pdf

Let's Connect via our healow App!

1. Download the free iOS or Android App
2. Search for our practice using this code.
3. Login with your portal credentials given by HHC
These are helpful tips for patients who are using The Patient Portal resource.

**Home Screen + Dashboard**

*From the home screen and dashboard, patients are greeted with a Welcome Message from HHC. On the left side is the navigation panel. The Dashboard contains information on Appointments, Messages, Current Medications, Results, Statements, Referrals, and Medical Records.*

**Practice Details**

*Our Providers* gives patients a list of locations, addresses, phone numbers, and prescribing Providers at each location.

*Working Hours* provides general guidance on HHC’s regular business hours. Most clinics operate Monday-Friday 8am-5pm but vary by site. Patients are advised to call their clinic for further details.

Using *Directions*, patients can select a HHC location and see a photo of the building, the street address, contact information, and use the Google “Maps & Directions” tool.

*Policies* provides patients with general information on appointment cancellation, rescheduling, and missed appointments.
My Account

From My Account, patients can access and update Personal Information, Additional Information, Reset Password, view their Current Statement, and view Past Statements.

Eventually, patients will be able to view a payment Transaction Log. Stay tuned!

The Transmit Logs show who the patient shared information with from their medical record via direct address or email.

The Health Access Logs provide information on who accessed the patient's medical record, the type of access, documents accessed and when.

My Devices gives patients information on all of the devices where the patient has installed the healow App, as well as enables them to retrieve a pin if they have locked themselves out of the app.

Messages

The Messages sections enables patients to manage messages they have sent and received to/from the practice or Provider. Patients can (1) check their inbox for new messages and compose new messages, (2) view their list of sent messages and maintain a record of the notes they have sent, (3) view messages that have been deleted, (4) send messages to request labs, referrals, and refills, and (5) send messages to their provider including messages labeled "ask non-urgent questions".

Questionnaires

Questionnaires are still “under construction”.

The Surgical and Allergies section enables patients to provide basic allergy information (allergen, reaction), past surgeries (description, date), and past hospitalizations (reason, date).
Medical Records

The **Personal Health Record (PHR)** enables the patient to select a date range and then compile all of the Patient Portal medical record information into one document. Patients can print, download to PDF, and share (via direct address or email) their PHR.

The **Visit Summary** limits the information in the report to a single visit. Patients can print, download to PDF, and share (via direct address or email) their Visit Summary.

**Current Medication** is a list of the patient’s medication listed in eCW. From this screen, patients can request a refill and print their current medication list.

The **Dental Treatment Plan** contains all of the patient’s treatment plans including the priority, tooth, surface, CPT code, description, and fees.

From **Referrals**, patients can view referrals that have been made on their behalf by their HHC Provider. The patient can also send a request for a new referral. Patients can print their Referral which includes who they are seeing, where they will be seen, reason for referral, and diagnosis.

The **Lab/Diagnostic Reports** section contains Lab and Imaging Results that have been marked as Reviewed by the Provider in eCW. Lab Reports will include specific lab values. Imaging Reports will only include the interpretation entered in the “Result” section. Patients can print their lab results and diagnostic imaging result.

**Immunization History** includes a list of immunizations / vaccines given, date given, location, lot number, manufacturer, and the name of the individual who administered (gave) the vaccine. Vaccines documented in eCW as Historical are also displayed here. Patients can print their immunization history.

Trackers

Using the **Tracker**, patients have the option to track and view data such as steps, distance, calories, BMI, sleep, heart rate, blood pressure, blood glucose, activity, and temperature. Patients can also set up tracking devices and purchase devices.
The Upcoming Appointments section shows patients all of their scheduled appointments including the reason, location, Provider name, date and time, as well as any copay they would owe. Patients can also request to reschedule or cancel appointments. Additionally, patients can pay their copays online / electronically.

From New Appointment, the patient can submit a request for a future appointment (at least 5 or more days in the future). This request includes the Provider name, facility, appointment type (selected from a HHC defined list), reason for visit, preferred date range, preferred time of day and contact details.

The Historical Appointment listing provides a list of dates and times, facility, Provider, reason, and visit status.