

Welcome to



Creek Valley HEALTH CLINIC



20 S. Colvin St.
Colorado City, AZ 86021



(435)-900-1104



creekvalleyhc.com



Scan here for a digital copy
of this welcome booklet

Hours of Operation

Monday 9am - 5pm

Tuesday 9am - 5pm

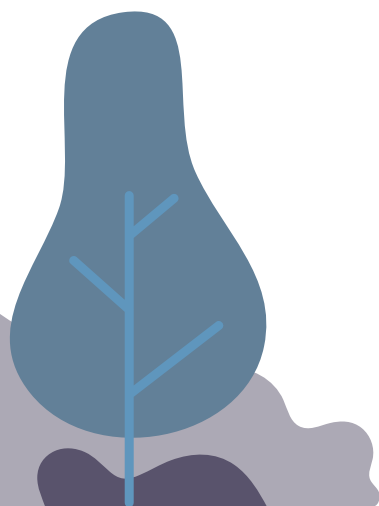
Wednesday 9am - 5pm

Thursday 9am - 5pm

Friday 8am - 5pm

Saturday 8am - 12pm

Sunday Closed



Provider Team



Dr. Benjamin Williams, DO
Chief Medical Officer



Joanne Yarrish, CNM, FNP
Family Nurse Practitioner
Nurse Midwife



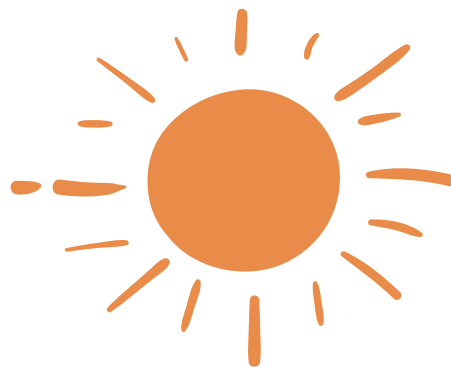
Dr. Danny Worwood, MD
Family Practice Physician



Richard Bennett, PA-C
Physician Assistant - Certified



Nathan Barlow, PA-C
Physician Assistant - Certified



Our Story

Your community.
Your health center.



Creek Valley Health Clinic started as a vision. With hard work, dedication, and a drive to advocate for affordable healthcare, it became a reality.

In early 2019, a group of local professionals had a vision to bring primary care into our community. A place of healing that would provide affordable, high-quality health services to Hildale, Colorado City, Apple Valley, Cane Beds, Centennial Park, Fredonia, and the surrounding area, regardless of background, income, or insurance status.

Creek Valley Health Clinic opened its doors on December 18, 2019. As a nonprofit community health center, Creek Valley operates through grants and donations, keeping patient costs as low as possible. All services are offered on a sliding fee scale, making a doctor visit as affordable as possible.

Our Mission

To provide exceptional
healthcare for every
patient every time.



As a federally qualified health center:

- We will not deny services based on a patient's inability to pay
- We will not deny services for any reason, including: race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity
- **We offer discounts based on family size and income, called our Healthshare Program, and is available to all patients, regardless of income or insurance status**



Privacy Notice

This notice describes how information about you may be used and disclosed according to The Health Insurance Portability and Accountability Act (HIPAA) and how you can get access to this information. Please review it carefully.

Your health or medical records provide the following functions:

- Information for planning your care and treatment
- A means of communication among many health professionals who contribute to your care
- Legal documentation describing the care you received
- A means by which you or a third-party payer can verify that services billed were actually provided
- A tool in educating health professionals
- A source of data for medical research
- A source of information for public health officials for investigations or mandated reporting
- A tool with which we can access and continually work to improve the care we render and the outcomes we achieve

Although your health record is the physical property of the healthcare practitioner or facility, the information belongs to you. You have the right to:

- Inspect and obtain a copy of your health record
- Amend your health record
- Request a restriction on certain uses and disclosures of your information
- Obtain a paper copy of the notice of information practices upon request
- Obtain an accounting of disclosures of your health information
- Request communications of your health information by alternative means or locations
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken

Creek Valley Health Clinic also has responsibilities. We are required to:

- Maintain the privacy of your health information
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this notice
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or locations

We will not use or disclose your health information without your consent or authorization except as provided by laws or described in this notice. We also reserve the right to change our practices and to make new provisions effective for all protected health information we maintain. Should our information practices change, we will make the new version available upon request.

If you have questions or would like additional information, please contact our Director of Quality and Compliance at (435) 900-1104. If you believe your privacy rights have been violated, you can file a complaint with the manager of Health Information Services or with the secretary of Health and Human Services. There will be no retaliation for filing a complaint.



Treatment Consent



Creek Valley Health Clinic (CVHC) is dedicated to providing primary care, dental and mental health services to Utah and Arizona residents. Because physical and emotional problems often go together, we believe the best care is given when health care providers work together. CVHC patients may be referred to providers from other health care specialties within the CVHC treatment team. Members of the treatment team will share clinical information with each other when clinically necessary.

Information about you will NOT be given to anyone outside CVHC, including family or friends, unless you or your legal guardian give written permission. You may consent to release your information. However, we may release your information to others without your permission if:

- you are a threat to yourself or others
- you are unable to protect yourself from risk or harm
- you are in the legal custody of a government agency or facility
- there is evidence of child abuse
- clinical records are requested under court order including a subpoena
- a collection agency has been referred in order to collect on an overdue account

Health professions are not exact sciences and no guarantees are made concerning the course or effect of treatment proposed by the provider nor outcomes of treatment. Any questions about the benefits, risks, available options, or the limits of confidentiality should be directed to the treatment staff.

There are fees for all services, and you should pay on the day you are seen. Health insurance policies may cover a portion of the fees but it is understood that they may not cover every service. You are responsible for telling CVHC staff about changes in financial status including insurance.

The professional staff of CVHC will depend on the statements you make about your medical history to evaluate your condition and decide on best treatment. The evaluation and treatment of children and adolescents often require the involvement of the parent(s) and/or other family members.

Some services at CVHC may involve the use of telemedicine equipment and interaction with providers who are not physically onsite. These sessions are transmitted via secure, dedicated high-speed lines and are not videotaped or saved in any way.

In treating patients, studies including x-rays, laboratory tests, EKGs or psychological tests may be warranted. There are risks involved in taking any medications and any questions about medications will be answered by the medical staff.



By agreeing to this consent, you also agree to accept the risks of medication and other treatment. Additionally, you are confirming your understanding that additional fees may occur that you may be responsible for.

Appointment Guidelines

To schedule an appointment:



Call or Text (435)900-1104



Login to your patient portal

We do our best to accommodate urgent appointments and same-day sick visits. Though we cannot guarantee you will be seen on the day you request, we will attempt to work you into our schedule. This also means that if a person presents with an urgent visit, this may result in a longer wait time.

To help us prepare for your visit and to receive the best treatment plan possible, inform our patient service representatives with the reason for your visit when you schedule.

We will always try to schedule you with your preferred primary care provider. If they are not available, we are happy to schedule you with another provider with your consent.

To prevent any delays for your appointment or for others, please arrive early for your scheduled appointment time. You should also bring any important documents such as a photo ID, insurance card, immunization records, or hospital reports.

When you are with your primary care provider, be sure to share your full medical history and inform them of any changes. Bring a list of concerns or questions you would like to discuss.

Have a list or bring with you the medications you are currently taking. This includes any type of herbal supplements, vitamins, or over-the-counter medicine.



If you need to cancel or reschedule your appointment, please give us 24 hours notice.

Patient Portal

Things have never been easier with our Patient Portal! Use your portal to take your health management to a new level.



1

Start with our website

Go to creekvalleyhc.com and click "visit patient portal." This will take you to the login screen for the Healow Patient Portal.

2

Follow the prompts

If you received an email and created a password after your first appointment, enter that information. If you have not, you can sign in with your phone number tied to your account and reset your password.

3

Download the Healow app

On your smartphone, download the Healow app. Use your portal login and credentials to connect your portal to the app. Follow the directions to complete your setup.

4

Set up your secure PIN

To securely access your health record, you will be asked to create a personal PIN to verify your identity and open your portal.



You can schedule an appointment, access your records, request medication refills, check lab results, and more!

Medical Services

- Annual wellness check-ups
- Sick visits
- Diabetes management
- Well-woman exams
- Wound care/stitches
- Family planning options
- Immunizations
- Sports physicals
- Hypertension management
- Prenatal and postnatal care
- Insurance eligibility assistance
- Lab work
- Telehealth appointments
- Free COVID testing
- Allergy treatment



At Creek Valley Health Clinic, we use a comprehensive approach to your health. We offer a variety of routine exams, screenings, and urgent care needs.

Behavioral Services

- Integrated therapy
- Cognitive behavioral therapy
- EMDR trauma therapy
- Motivational interviewing
- Child play therapy
- Family therapy
- Couples therapy
- Psychiatric referrals
- Medication
- Medical supervision



Behavioral Health Services offered in house and through referral.

HealthShare Program



No insurance? No problem!

What is it?

Our Healthshare Discount Program gives our patients some serious savings on their health services.

How do I qualify?

All we need is your household size and income.

How do I sign up?

During your first appointment, our patient service representatives will provide you with a Healthshare Application and all of the information you need to qualify for our sliding scale discount.

Well-Child Visits

Well-child visits are appointments that ensure your kids are developing correctly and hitting certain milestones. It's also a time for you as a parent to talk with your provider about any concerns you may have.



These visits are crucial for proper growth and development, and covered by most insurance plans.

Well-child Timeline

3-5 days old

1 month

2 months

4 months

6 months

9 months

12 months

15 months

18 months

2 years

2 1/2 years

3 years

4 years

5 years

6 years

7 years

8 years

9 years

10 years

11-14 years

15-17 years

18-21 years

To schedule an appointment:



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Login to your patient portal

Prescriptions & Pharmacy



Creek Valley and Bee's Marketplace Pharmacy can save you money!

Your medications can be sent to the pharmacy of your choice. However, Bee's Marketplace Pharmacy and Creek Valley Health Clinic have partnered together to bring our patients the 340B Medication Program. With this program, you can receive major discounts on common medications, like insulin and inhalers. Contact us or the pharmacy to see if you and your medication qualify.

If you are due for a visit, an appointment may be required before your provider issues a new refill for your medication. You can request refills by calling the clinic or through your patient portal.

Patient Satisfaction



Let us know how we can improve

Patient satisfaction is our biggest goal. We work hard to give our patients a good experience, but if you are not satisfied with your time Creek Valley Health Clinic, we encourage you to reach out to our Director of Quality and Compliance.

After your visit, you will receive a patient satisfaction survey through the email address provided on your registration. We urge you to answer the survey questions so we can learn to improve your experience.

We have patient feedback forms available in the waiting area for any patient to fill out. You can also provide anonymous feedback on our website at creekvalleyhc.com.

Late Policy

Our providers, medical assistants and staff aim to make patient experience as positive as possible. In order to accomplish this with minimal wait times, our office has implemented a late policy to ensure that the patients who arrive on time do not wait longer than necessary to see a provider.



Please have your patient paperwork completed by the start time of your appointment.

For new patients, this may take approximately 15 minutes to complete. Our team is happy to email this paperwork ahead of time, or you can access them on our website at creekvalleyhc.com.

Please note that if you are more than five minutes late, your wait time may be extended and/or you may be asked to reschedule based on your provider's availability.

Contact Us



(435)-900-1104



creekvalleyhc.com



www.facebook.com/creekvalleyhealth



[@creekvalleyhealth](https://www.instagram.com/creekvalleyhealth)



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