

# HealthSource Wards Corner FAQ

#### **HealthSource Wards Corner**

455 Wards Corner Road, Suite 200 Loveland, OH 45140



Brittney Garrigus, C-FNP, Family Practice

#### To schedule an appointment:

Family Practice - **513.688.8580** Dental - **513.688.8581** 



Joseph Fluegemann, DDS, Dental



#### **HealthSource Wards Corner: Family Practice FAQ**

## Q: How do I become a new medical patient at HealthSource Wards Corner?

**A:** Call **513.688.8580** to schedule an appointment, or scan the QR code below to schedule online.



#### Q: What are your hours for medical services?

**A:** Monday, Tuesday, Thursday, Friday - 8 a.m. - 5 p.m. Wednesday - 8 a.m. - 6:30 p.m.

#### Q: Do I have to have an appointment to be seen?

**A:** Yes, appointments are required. However, if you are visiting Impacting Tomorrow and have an urgent medical need, we **may** be able to work you in the same day based on availability.

#### Q: What insurance do you take for medical services?

**A:** We accept most insurance plans, including Medicaid, Medicare, and private plans. We also offer an income-based discounted sliding fee program for uninsured patients.

#### Q: How do I apply for the discounted sliding fee program?

**A:** The sliding fee is based on your income and family size. When you schedule your first appointment, you will need to bring proof of income. The list of documents you may need is listed on the HealthSource website: **healthsourceofohio.org/sliding-fee-information.** 

#### Q: What is the easiest way to stay in contact with my Clinician?

**A:** Sign up for our Patient Portal. You can send messages to your Clinician, request refills, track appointments, pay your fill, see test results, access your health record, and more. Scan the code below to sign up for the Patient Portal.



Scan to schedule a medical appointment

Scan to sign up for the Patient Portal





### **HealthSource Wards Corner: Dental FAQ**

#### Q: How do I become a new dental patient at HealthSource Wards Corner?

A: Call 513.688.8581 to schedule an appointment. Appointments are required to be seen for dental services.

#### Q: What are your hours for dental?

A: Monday, Tuesday, Thursday - 8 a.m. - 4:30 p.m. Wednesday - 8 a.m. - 6:30 p.m. Friday - 8 a.m. - 2 p.m.



#### Q: What insurance plans do you accept for dental services?

A: At this time, we are accepting new patients with Medicaid or those that qualify for our discounted sliding fee only.

#### Q: What dental services do you provide?

A: We offer primary dental care, such as regular checkups and cleanings, X-rays to spot problems early, fillings for cavities, preventive treatments like fluoride or sealants, basic tooth extractions if needed.



## **நீ** HealthSource: General FAQ

#### Q: What other services does HealthSource offer?

A: We offer Ob/Gyn, Pediatrics, Vision, and Pharmacy services. Visit healthsourceofohio.org to see what services are offered at which location.

#### Q: What if I have an emergency after-hours?

A: For life-threatening emergencies, always dial 9-1-1 right away. HealthSource offers 24/7 on-call Clinicians for non-life-threatening emergencies. To reach the Clinician on call, just dial the number to your regular HealthSource office (Wards Corner, 513.688.8580) and follow the phone prompts to be connected.

#### Q: Are HealthSource medical and dental services only for Impacting Tomorrow guests?

**A:** No - HealthSource services are open to everyone.

#### Q: What if I need help to find out if I qualify for Medicaid or SNAP?

A: The HealthSource Outreach & Enrollment Team can help you for free. Call 513.707.9901 or email insurance@hsohio.org for assistance.

#### Q: How can I stay connected to HealthSource for patient information and updates?

A: You can sign up for our Patient Portal so you can message your Clinician, schedule appointments, request refills, see your lab results, and more. You can also follow us on social media (Facebook, Instagram, LinkedIn, YouTube) and visit our website: healthsourceofohio.org.