



Carolina Family
Health Centers, Inc.

Wilson Community Health Center
303 Green St. East, Wilson, NC 27893

Team-Based Care Patient Handout

Patient-centered primary care is care oriented toward the whole person and includes partnering with patients and their families to understand and respect each patient's unique needs, culture, values, and preferences. Patient-centered care also supports patients in learning to manage, organize, and participate in their own care at the level the patient chooses. Evidence-based guidelines for care are used and have been shown to be effective.

Services Offered:

- Same-day appointments (routine and urgent visits)
- Acute care visits
- Well-care visits, screening, and vaccinations
- Low-cost pharmaceuticals and medication delivery
- 24x7 access to care
- Online access patient portal
- Referrals to specialists
- Management of multispecialty care plans
- Transportation
- Integrated Behavioral Health (treatment of mental health and substance use disorders)
- Pediatrics
- HIV & Hepatitis C Assessment and Treatment
- Diabetes Education & Management

For more information, please visit our website at www.CFHCNC.org.

For an appointment, call 252-243-9800

For after-hours care, call 1-888-648-7229

For pharmacy, call 252-243-1224

In case of an emergency, call 911

Bring all your medications to each visit.

Carolina Family Dental Center

Carolina Family Health Centers, Inc. offers comprehensive dental care at our dental location, Carolina Family Dental Center, located at 8282 NC South 58, Elm City, NC 27822, next to Harvest Family Health Center. Oral health services are offered to adults and children by licensed dentists and dental hygienists and include teeth cleaning, oral cancer screenings, fillings, crowns and bridges, tooth extractions, and dentures.

To make a dental appointment, call 252-443-7764.

Sliding Fee Discount

Carolina Family Health Centers, Inc. offers a sliding fee discount to patients, which is based on family size and income. Even if you have insurance, you may be eligible for the sliding fee discount. Applications are available at the receptionist's desk. You will be asked to fill out the application and submit your supporting financial information (i.e., tax returns, paycheck stubs, disability income information, and child support). Your application will be reviewed, and you will be informed of your discount. The sliding fee application will be recertified every 12 months. The sliding fee discount program applies to any service you receive at Carolina Family Health Centers, Inc. **Until you are approved or denied for the sliding fee discount program, you are a full-fee, self-pay patient for all of your visits.**

Where should I go for my health care?

Primary Care Provider (PCP) \$

You should contact your primary care provider first. Your PCP knows you and your health history and can get you the appropriate care for most medical situations. For after-hours care and communication with one of our staff, call 1-888-648-7229.

Urgent Care Facility \$\$

If we are not available, Urgent Care facilities offer treatment for urgent, but not life-threatening injuries and illness (i.e., minor burns, cuts, fever (2 months or older), insect or animal bites, sprain or strains, stomach pain, painful urination, vomiting or diarrhea, bronchitis). They are available on a walk-in basis and offer extended hours.

Emergency Room \$\$\$

The emergency room is for the treatment of life-threatening conditions that require immediate medical attention (i.e., chest pain, head injuries/trauma, inability to breathe, loss of consciousness, poisoning or suspected overdose, suicidal or homicidal feelings, severe reaction of insect bites, medications or foods, sudden slurred speech, weakness and visual changes, major burns, broken bones, sudden or severe pain).

For more information on patient education and self-management support tools, please visit:

Diabetes – American Diabetes Association at <http://www.diabetes.org/>

Cardiovascular Disease and Hypertension – American Heart Association at <https://www.heart.org/>
or Centers for Disease Control and Prevention at <https://www.cdc.gov/>

HIV/AIDS – AIDS Info at <https://www.cdc.gov/>

Nutrition and Exercise – United States Department of Agriculture at <https://www.nutrition.gov/>

Mental Health and Substance Use Disorders – Help Guide International <https://www.helpguide.org/> or Substance Abuse and Mental Health Association <https://www.samhsa.gov/>

Parenting and Children's Health – Healthy Children at <https://www.healthychildren.org/>

Oral Health – Healthy Mouth at <https://www.mouthhealthy.org>

All Carolina Family Health Centers, Inc.'s clinical staff follow evidence-based guidelines for the assessment and treatment of its patients.