

## CONTACT

### Office hours:

Monday- Friday: 8am- 5pm

Saturday: 8am - 12pm (Health Center)

**Phone Hours:** Monday-Friday: 8am –5pm

**Main phone number:** (614) 274-1455

**Main fax number:** (614) 274-1433

**Web address:** www.llchc.org

## WHERE

### Lower Lights Health Center

1160 West Broad Street  
Columbus, OH 43222

### Lower Lights Nursing Center

777 West State Street  
Columbus, OH 43222

### Lower Lights Fifth Avenue

171 E. 5<sup>th</sup> Avenue  
Columbus, OH 43201

### Lower Lights German Village

1560 South High Street  
Columbus, OH 43207

### Lower Lights Cooper Road

6000 Cooper Road  
Westerville, OH 43081

### Lower Lights UnionStar

773 Walnut Street  
Marysville, OH 43040

## FOR EVERY APPOINTMENT PLEASE BRING:

- Your insurance card or proof of income.
- A list of current prescriptions, non-prescription medications, vitamins, and supplements.
- A good description of the problem, how long you have had it and how it affects you.

## LABORATORY AND DIAGNOSTIC TESTS

- We draw blood at the health center and send it to LabCorp for analysis.
- Most other routine diagnostic and radiology tests are done at Mt. Carmel West at 745 W. State St. The referral coordinator will schedule specialist referrals.
- A member of your team (MA) will call you to discuss results of testing and needed follow-up.



## Lower Lights Christian Health Center

Monday-Friday

8:00am-5:00pm

Saturday

8:00am-12:00pm

(Health Center Only)

1160 West Broad Street

Columbus, OH 4322

614-274-1455

[www.llchc.org](http://www.llchc.org)

Call (614) 274-1455 **BEFORE** going to an  
ER or Urgent Care –  
unless life threatening!

# Welcome to



# Lower Lights Christian Health Center

*The Heart of the Community*

## MISSION

LLCHC Ministers the love of Christ as a model full service medical home, focused on whole person wellness, available to all in Central Ohio who need it regardless of ability to pay.

## VISION

LLCHC transforms the overall health of the community, serving one individual and family at a time.

Welcome!

The staff and providers at Lower Lights Christian Health Center wish to extend you a warm welcome to our practice. It is our mission to provide the highest quality medical care possible in an atmosphere of love, dignity, and respect.

We provide a full spectrum of services to the whole family. This includes routine female and pediatric care, immunizations, physical exams, minor office surgery, screening for health problems, managing chronic disease and prenatal/OB care.

At LLCHC, we work in teams consisting of a doctor and/or a nurse practitioner (NP), a medical assistant (MA), and a referral coordinator in order to give you the best care we can. When you first contact the health center we will match you with a team that meets your personal needs. After this, whenever you make an appointment, the scheduler will ask you the reason for your visit and will make an appointment with the team member best suited to help resolve it.

Even though you have an appointment with one team member, other members may consult with you while you are here. Your team will have access to your health history and are available to help you.

We work hard to earn your trust, and appreciate the confidence you have in our care. Let us know if there is any way we can serve you better.

Sincerely,  
LLCHC Providers and Staff

## TYPE OF APPOINTMENT

- If you need a check-up or follow-up visit, please call (614) 274-1455.
- If you would like to speak to the MA on your team, call LLCHC at (614) 274-1455
- If you need an appointment for illness or a symptom, call (614) 274-1455. We will try to give you an appointment that same day.
- We request at least a 24 hour notice if you cannot keep your appointment.

## PAYMENT

- All patients are seen regardless of ability to pay. However, LLCHC is not a free clinic. Most major insurance plans are accepted. Medicare and Medicaid are welcomed and accepted. For patients with no insurance coverage, fees for services are based on a sliding fee scale according to each patient's family income.
- Please be prepared to pay your co-pay/sliding fee for services at the time of your appointment. We accept cash, check, Visa, MasterCard, and Discover.
- If you have questions or want to discuss payment or your bill, call our Billing Department at (614) 274-1455.

## SPECIAL ACCOMODATIONS

- All of our locations are accessible by wheelchair.
- People with limited sight and hearing should bring a companion to ensure clear communication.
- Please let us know if you prefer to receive your care in Spanish.

## AFTER – HOURS CARE

If you would like to speak to a clinician to help you decide how to treat an illness after hours or to help you decide whether to go to the emergency room, call (614) 274-1455 for our after-hours service. They may not have access to your records or to your team until the next day.

If you receive care at an emergency room or urgent care center, please let us know by calling (614) 274-1455 within 48 hours so we can assist with follow-up care as needed.

## PRESCRIPTIONS

- Please provide your pharmacy's name and number.
- Refills of existing prescriptions are handled by calling: (614) 274-1455
- If you have questions about a prescription, please call (614) 274-1455