

# New Patient FAQ

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.

At LLCHC we work in teams consisting of a doctor and/or 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. When you make an appointment, the scheduler will ask you the reason for your visit so you can be matched with a team best suited to help resolve your concerns.

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

## Hours & Appointments

Monday—Friday, 8:00 am—5:00 pm

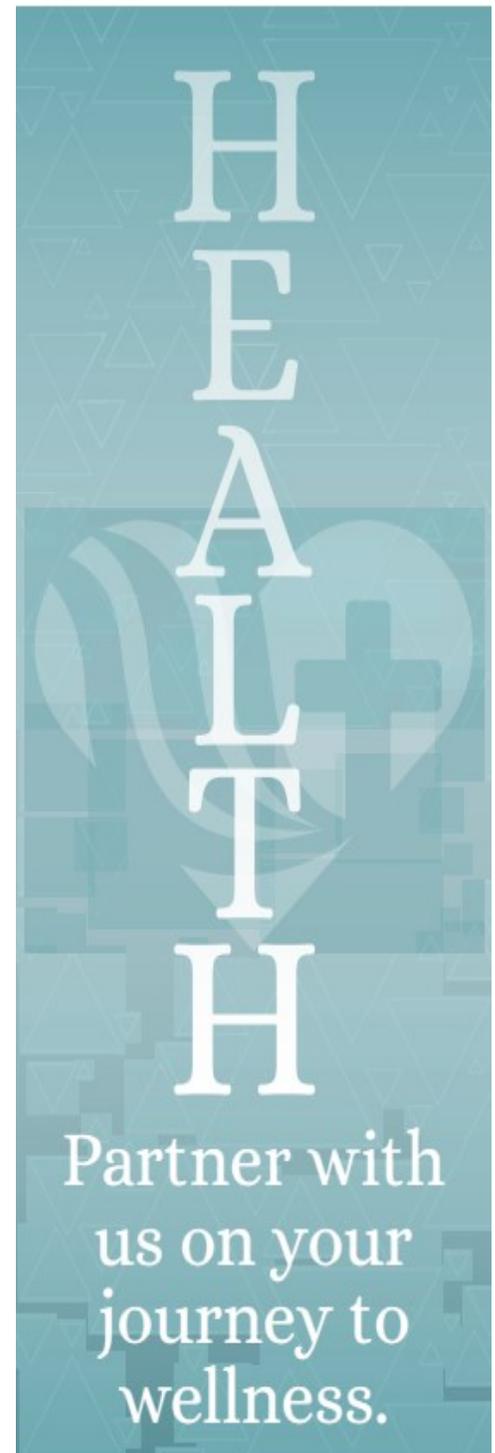
Saturday, 8:00 am—12:00 pm (Health Center Only)

Phone: (614) 274-1455 (option 1)

Fax: (614) 274-1433

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

- ◆ Please bring insurance card or proof of income
- ◆ List of current prescriptions, vitamins, supplements
- ◆ Description and timeframe of medical concerns



**Lower Lights**  
Christian Health Center

# Healthcare That Revolves Around You

With Family Medicine, we also offer the following services in our network:



Lower Lights Christian Health Center is the only faith-based health care facility in the Columbus region that treats the whole person—body, mind, and soul. Through medical care, behavioral health care, and spiritual care, patients are given the opportunity to receive the treatment needed to take better care of themselves—all in one place. We look forward to providing high quality care to you and your family.

**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.

## Billing, Tests, Pharmacy, and FAQ's

- ◆ Patients are seen regardless of ability to pay. Fees for services are based on a sliding scale at the time of appointment. LLCHC is not a free clinic.
- ◆ Medicaid and Medicare are welcomed and accepted.
- ◆ We accept cash, check, Visa, MasterCard, and Discover Card.
- ◆ Refills of existing prescriptions can be called into LLCHC Pharmacy at (614) 947-7615. Please provide your pharmacy's name and number.
- ◆ Most routine diagnostic and radiology tests are done at Mt. Carmel West. The referral coordinator will schedule your specialist referrals.
- ◆ Blood draws are performed at the Health Center and Nursing Center and sent to LabCorp for analysis.