



*Welcome*  
to Your Patient-Centered  
Medical Home.



# DEAR PATIENTS, FAMILIES AND FRIENDS,



On behalf of the entire team, I would like to take a moment to say welcome and thank you for becoming part of the Premier Community HealthCare family.

Since 1979, Premier has been serving Pasco and Hernando Counties and the surrounding communities with affordable and accessible healthcare. Over the years, we have expanded our sites, upgraded technology and increased our medical staff – all to provide the highest-quality patient experience.

Our vision is a community where everyone is healthy, and it is a privilege to care for you and your family – now and for generations to come. I invite you to contact me (352-518-2000) if you have any questions or suggestions on how we may improve your care.

Once again, thank you, and we look forward to your visit!

A handwritten signature in black ink that reads "Joey Resnick".

**Joseph D. Resnick, MHA, FACHE**  
Chief Executive Officer  
[jresnick@hcnetwork.org](mailto:jresnick@hcnetwork.org)



Premier Administration Building

# WELCOME

## Welcome to PREMIER COMMUNITY HEALTHCARE

We work to improve the lives of all Pasco and Hernando County residents by providing quality, affordable and accessible healthcare services. Our clinical locations in Pasco and Hernando Counties offer the following services:

- Behavioral Health
- OB/GYN
- Podiatry
- Dental Services
- Pediatrics
- Special Programs
- Family Medicine

*Telehealth video visits are available*



[WWW.PREMIERHC.ORG](http://WWW.PREMIERHC.ORG) / 352-518-2000 / 727-645-4185



## ABOUT US

As a 501(c)(3) nonprofit organization, Premier Community HealthCare Group, Inc., is the only Federally Qualified Health Center (FQHC) serving Pasco and Hernando Counties. In addition, we are recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home and are accredited through the Accreditation Association for Ambulatory Health Care (AAAHC).

Our highly trained and dedicated team of professionals works to create personalized treatment plans aimed at enriching the health and well-being of all patients and their families.

**Hablamos Español**



# ABOUT US

## MISSION

To provide accessible healthcare services for all.

## VISION

A community where everyone is healthy.

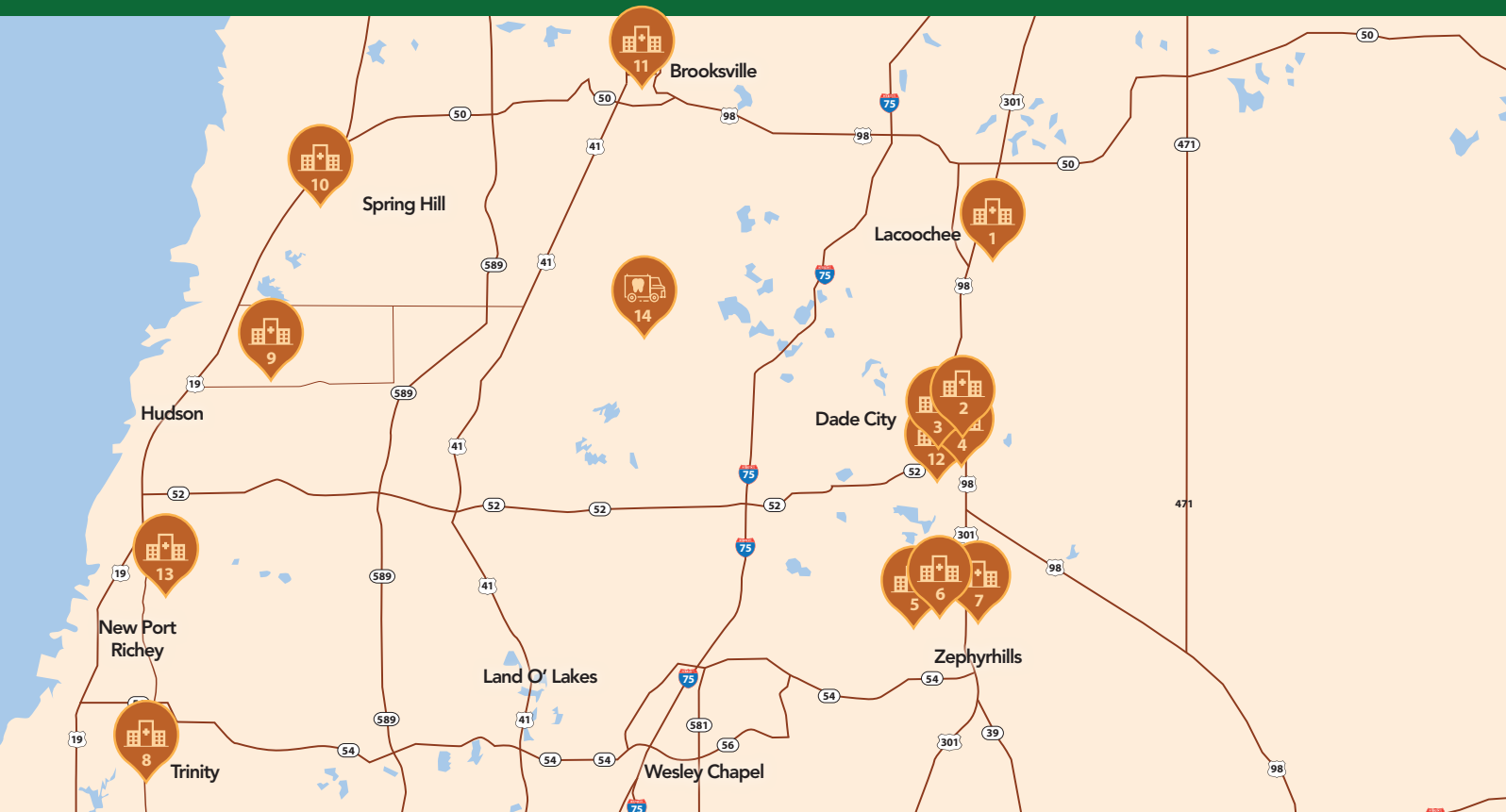
## OUR CORE VALUES

Our values unite community health centers as a vital service for all people. They influence our existence and represent shared beliefs and essential principles that guide our behavior, our patient services and our decision making.

- **Teamwork** – We collaborate within and outside the community health center to be our best.
- **Respect** – We give respect to self and others to foster a positive environment.
- **Integrity** – We adhere to ethical principles without compromising the truth.
- **Compassion** – We show kindness, caring and a willingness to help others.
- **Excellence** – We deliver world-class service each day.



# LOCATIONS



# LOCATIONS & HOURS

## 1. Lacoochee Family Health Center\*

Family Medicine Health Services (Ages 4+)  
38724 Mudcat Grant Boulevard  
Dade City, FL 33523

## 2. Dade City Dental Center

Adult & Pediatric Dental Services  
37944 Pasco Avenue  
Dade City, FL 33525

## 3. Administrative Office

37912 Church Avenue  
Dade City, FL 33525

## 4. Dade City Family Health Center

Family Medicine & Pediatric Health Services  
14027 5th Street  
Dade City, FL 33525

## 5. Zephyrhills Behavioral Health Center

Mental Health & Substance Use Services  
37840 Medical Arts Court  
Zephyrhills, FL 33541

## 6. Zephyrhills Family Health Center

Family Medicine, Pediatric Dental  
& Podiatry Services  
37920 Medical Arts Court  
Zephyrhills, FL 33541

## 7. Zephyrhills Women's & Pediatric Health Center

Pediatric Medical & OB/GYN Services  
6860 Medical View Lane  
Zephyrhills, FL 33542

## 8. New Port Richey Family Health Center

Family Medicine, Pediatrics  
& OB/GYN Services  
2114 Seven Springs Boulevard  
Trinity, FL 34655

## 9. Hudson Family Health Center

Family Medicine Health Services  
11611 Denton Avenue  
Hudson, FL 34667

## 10. Spring Hill Family Health Center

Family Medicine, Dental & Podiatry  
7551 Forest Oaks Boulevard  
Spring Hill, FL 34606

## 11. Brooksville Family Health Center

Family Medicine & Dental Services  
300 South Main Street  
Brooksville, FL 34601

## 12. Cox Elementary Dental Center

Pediatric Dental Services  
37615 Martin Luther King Boulevard  
Dade City, FL 33523

## 13. Pediatric Health Center

Pediatric Medical & Dental Services  
6906 Madison Street  
New Port Richey, FL 34652

## 14. Mobile Dental Clinic

Adult & Pediatric Dental Services  
Various locations throughout Pasco  
and Hernando Counties

**Hours of Operation:** Mon 7am-7pm  
Tue-Fri 7am-4pm

**\*Hours of Operation:** Wed 7am-4pm

*An on-call provider is available by phone  
during non-business hours at **352-518-2000**.*

*For medication refills, please contact us  
during normal business hours.*

*For telehealth video visits, please request an  
appointment through **[www.premierhc.org](http://www.premierhc.org)**.*



# PATIENT CENTERED MEDICAL HOME

## YOU ARE THE FOCUS OF YOUR HEALTHCARE

Premier is recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home (PCMH) and accredited by the Accreditation Association for Ambulatory Health Care (AAAHC), which means we take a team approach to provide total healthcare. Your medical home team includes your Premier providers, the medical care team and – most importantly – you.

### Your Medical Home Can:

- Help you manage your healthcare
- Help answer your health questions
- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active part in your own healthcare



# PATIENT CENTERED MEDICAL HOME



## HOW TO GET THE MOST OUT OF YOUR MEDICAL HOME

You are an active member of your healthcare team. To ensure you receive quality care personalized to your needs, there are a few simple steps you can take.

- Write down the names of your healthcare team and ask how to reach them after hours.
- Bring a list of written questions to your appointment and ask the most important questions first.
- Talk with your team about what health issues to work on first.
- Share your past healthcare successes and challenges.
- Use your own words to repeat back the things you have discussed with your team to make sure you understand the information.
- Before you leave an appointment, be sure you know what you need to do before your next appointment.
- Tell your team how you feel about the care you are getting from them.
- Tell your team if you are having trouble with your care plan or if your plan is not working.



# PAYMENT FOR SERVICES

## WE ACCEPT

- Medicaid
- Medicare
- Healthy Kids/Florida KidCare
- Most private insurance plans
- Self-pay

Any remaining balance will be the responsibility of the patient.

Florida KidCare, ACCESS Florida and Health Insurance Marketplace enrollment assistance is available. Call for an appointment to meet with a Certified Application Counselor.

**We accept cash, money orders and the following major credit cards:**



# DISCOUNT FEE PROGRAM

Premier Community HealthCare provides essential services despite financial constraints. A Discount Fee Program is available for eligible patients. Discounts are offered depending upon household/family income and size.

## How to Apply

To determine your eligibility and enroll, you will need to complete the Discount Fee Application and Agreement Form. Visit us at [www.premierhc.org](http://www.premierhc.org) to download the form, or you may request the form at check-in. Along with the form, you must provide proof of total household income for the last 30 days (e.g., check stubs, bank/financial statements, unemployment verification or compensation, SSI/disability letters). Once your Discount Fee Plan is determined, payment is due at the time of service. Eligibility is determined annually and/or when you have any changes in household income.

## Discount Fee Plans

Depending on the information you provide, you may qualify for one of the Discount Fee Plans. Plans stay in effect for one year from the start date, and enrolled patients must notify Premier of any changes to income or health insurance coverage status during this time.

Please note that procedures performed during your visit may result in additional charges due at the time of service. The discounted fees for these additional services will be discussed with you before services are performed.

# ACCESS TO YOUR RECORDS

## PATIENT PORTAL

As a patient at Premier, you are invited to use our online Patient Portal. Use the free and convenient Patient Portal to:

- Make appointment requests (may take 24-72 hours for a response)
- View lab results (available after your provider reviews them)
- See your medical history
- Request prescription refills (may take 24-72 hours for a response)
- Ask general questions



### Log On for Easy Access to Your Information:

1. Ask a staff member to email you a registration link
2. Open the link
3. Answer a few data verification questions
4. Visit us at [www.premierhc.org](http://www.premierhc.org)
5. Click on "Patient Portal"
6. Sign in using your username and password



# ACCESS TO YOUR RECORDS

## RELEASE OF PATIENT INFORMATION

Premier maintains private and secure patient records. To request a copy of your medical/dental records, or to request the release of your records to a third party, you will need to complete and submit an authorization form located on our website.

### To Request Release of Your Records:

1. Visit us at [www.premierhc.org](http://www.premierhc.org).
2. Click on "Important Forms" located under the Patient Information tab.
3. Click on "Download (English/Spanish)" next to the Release of Patient Medical/Dental Information Form.
4. Print, complete and return the form to Premier.

If you have any questions about your records, please contact us at 352-518-2000.



# SPECIAL PROGRAMS

## Community Services

Our Community Services Team offers on-site and outreach support services. Our specialists meet with individuals/groups and participate in community activities to ensure we reach everyone who needs us. As well as being an ACCESS Assisted Service Site, connecting patients with public assistance information, services also include:

- Support services for migrant and seasonal farmworkers, homeless, minority and indigent residents
- Health education sessions and training with patients to ensure continuity of care
- Home visits
- Education on insurance affordability programs
- Assistance with ACCESS, CHIP and Health Insurance Marketplace applications
- Community resources and health promotions

## Reach Out and Read

Premier is proud to promote Reach Out and Read®, a pediatric outreach program that promotes early literacy. New books are distributed to children (ages 0-5 years) along with advice for parents about the importance of reading aloud in pediatric exam rooms across the nation.

## Medication Assistance Program

This program increases access to prescription drug services for uninsured and medically needy residents with chronic health conditions. A nominal application fee applies, and prescriptions are provided at no charge to eligible patients.

## Patient Care Coordination

This program is available at all primary care sites to help patients with chronic conditions better manage their health. Services include help with:

- Pre-visit planning and follow-up appointments
- One-on-one or group health education teachings
- Communication among patients, family members, survivors and care providers

## Hospital Partnerships

Our clinical team works with hospitals for your continued care at Premier after you are discharged from a hospital stay. This includes scheduling follow-up appointments and case management of your care plan.

## 340B Drug Discount Program in Partnership with Walgreens Pharmacy

This program requires that drug manufacturers provide outpatient drugs to eligible Premier patients at significantly reduced prices, allowing us to stretch resources and help more patients. To participate in this program, the prescription must be filled at a participating Walgreens Pharmacy.



# WHERE TO GO

## PREMIER COMMUNITY HEALTHCARE



For most medical needs, schedule an appointment with your primary care provider.

- Routine care for chronic conditions, regular physicals, prescription refills, vaccinations and screenings
- Common illnesses such as colds, flu, earaches, sore throats, migraines, fever or rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones or minor eye injuries

***An on-call provider\* is available by phone during non-business hours at 352-518-2000.***

\*For medication refills, please contact us during normal business hours.

## URGENT CARE CENTERS



When your primary care provider isn't available, visit urgent care for non-life-threatening medical problems that could become worse if you wait.

- Common illnesses such as colds, flu, earaches, sore throats, migraines, fever or rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones or minor eye injuries

## HOSPITAL EMERGENCY ROOMS



Emergency rooms are for very serious or life-threatening problems.

- Chest pain or severe abdominal pain
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurred vision
- Difficulty breathing or shortness of breath
- Sudden dizziness, weakness or loss of coordination or balance
- Numbness in the face, arm or leg
- Sudden, severe headache (not a migraine)
- Seizures or high fevers
- Any condition you believe is life-threatening



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