



# Welcome to La Esperanza Clinic



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# Your Healthcare Team at La Esperanza Clinic

La Esperanza Clinic is a Patient Centered Medical Home (PCMH), which means your healthcare team revolves around you. We call this team your Care Team, and you are at the center of it.

As a patient, your role is to work together with your Care Team to set goals that support your health. Whether you are speaking with your provider or checking out after your visit, your Care Team is here to support you every step of the way.

## Your Care Team

### **Call Center Agent**

Schedules or reschedules appointments and helps connect you to the right department.

### **Registration Clerk**

Schedules appointments, checks you in, and helps you at checkout.

### **Health Information Management (HIM)**

Manages your medical records, including transferring records to and from other providers.

### **Community Health Worker**

Connects you to local resources like transportation, food, housing, support programs, and more, and helps you navigate services that support your health.

### **Case Managers**

Work closely with you to coordinate care, connect you to resources, and support you through ongoing health needs.

### **Behavioral Health Nurse Practitioners**

Work with you and your provider to ensure your medications are effective and support your overall well-being.

### **Referral Coordinator**

Helps coordinate care across specialists and outside services.

### **Lab Technician**

Draws blood and assists with testing, either in-house or through partner labs.

### **Registered Nurses and Licensed Vocational Nurses (RN and LVN)**

Support your care plan, help you understand your health, and provide guidance on managing your conditions.

### **Medical Assistants (MA)**

Prepare you for your visit, take vital signs, give vaccinations, and assist providers during your exam.

### **Providers (Doctors, Physician Assistants, and Nurse Practitioners)**

Diagnose and treat medical conditions, prescribe medications, and guide your care using evidence-based practices. You may request the type of provider you prefer.

## Learn More About La Esperanza Clinic

Learn more about our clinic by visiting our website at [www.esperanzahealth.org](http://www.esperanzahealth.org), or scan the QR code.



# Services

## **Primary Care**

Preventive, chronic, and acute care for patients of all ages. This includes annual checkups, sick visits, management of ongoing conditions like diabetes or high blood pressure, and overall wellness support.

## **Pediatrics**

Comprehensive care for infants, children, and adolescents. Services include well-child visits, immunizations, school and sports physicals, and care when your child is sick.

## **Women's Health (OB/GYN)**

Care for women at every stage of life, including annual exams, family planning, prenatal and postpartum care, and ongoing reproductive health services.

## **Behavioral Health**

Support for mental and emotional well-being and medication management. Our team works alongside your primary care provider to support your overall health.

## **Dental**

Preventive and restorative dental care, including cleanings, exams, and treatments to maintain the health of your teeth and gums.

## **On-Site Lab Services**

Lab work is available during your visit, making it easier to complete tests quickly without needing to go to another location.

## **On-Site Pharmacy**

Convenient access to medications, with support to help you understand your prescriptions and stay on track with your treatment.

## **Outreach**

Our Outreach Team helps patients apply for Medicaid, understand coverage options, and connect to care through community events and local partnerships.

## **Case Management**

Ongoing support to help coordinate your care, connect you to resources, and navigate anything that may impact your ability to stay on track with your health.

# Programs

## **Patient Access Assistance Program (PAAP)**

Provides support to help patients access care, including transportation assistance, medical supplies, and other resources that make it easier to stay on track with your health.

## **Sliding Fee Scale**

A discounted fee program based on income and household size for patients without insurance, making care more affordable.

## **Payment Plans**

Flexible payment options are available to help patients manage the cost of their care over time.

## **340B Prescription Program**

Offers eligible patients access to discounted medications, helping lower the cost of prescriptions and improve access to treatment.

# Locations and Hours of Operation

## Chadbourne Clinic

1610 S. Chadbourne Street, San Angelo, Texas 76903

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM - 8:00 PM	8:00 AM - 8:00 PM	8:00 AM - 8:00 PM	8:00 AM - 8:00 PM	8:00 AM - 5:00 PM	8:00 AM - 12:00 PM

## Lake View Clinic

35 E. 31st Street, San Angelo, Texas 76901

Monday	Tuesday	Wednesday	Thursday	Friday
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### *Primary Care and Women's Health*

8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM
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### *Pediatrics*

8:00 AM - 8:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM
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### *Dental*

7:30 AM - 5:30 PM	7:30 AM - 5:30 PM	7:30 AM - 5:30 PM	7:30 AM - 5:30 PM	7:30 AM - 12:30 PM
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## West Clinic

34 Buick Street, San Angelo, Texas 76901

Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM	8:00 AM - 5:00 PM

## Call Center

(325) 658-5339

Days	Hours
Monday - Friday	7:30 AM - 5:00 PM

### After Hours Nurse Line

Call 325-658-5339 and choose the after-hours nurse line option. A nurse will answer your call and provide guidance.

**If you are having a medical emergency, call 911 right away.**

# MyChart Patient Portal

MyChart makes it easy to stay connected to your care at La Esperanza Clinic. With MyChart, you can:

- Request or manage appointments
- Send messages to your care team
- View test results
- Request prescription refills
- Access your medical records

You can access MyChart anytime from your phone or computer. If you need help getting set up, our team is happy to assist you.

## Insurance and Payment Information

We accept most major insurance plans, including Medicaid and Medicare.

If you do not have insurance, we offer options to help make care more affordable, including a Sliding Fee Scale based on income.

Our team is also available to help you understand your coverage, explore your options, and see if you may qualify for programs like Medicaid.

Payment plans are available for those who need additional support.

## Frequently Asked Questions

### **How do I make an appointment**

Call our office or request an appointment online through MyChart or our website. Our team will follow up to get you scheduled.

### **What if I cannot make it to my appointment**

Let us know as soon as possible so we can offer that time to another patient. Repeated no-shows may affect scheduling.

### **What do I need for my appointment**

Bring your ID, insurance card if you have one, and all medications you are taking. Come with any questions you may have.

### **How do I refill my prescription**

Contact your pharmacy or request a refill through MyChart.

### **How can I contact my provider**

Send a message through MyChart or call and ask to speak with your nurse.

### **Do you offer services in Spanish or other languages**

Yes. Services are available in English and Spanish. Let us know if you need language assistance.

### **What should I do if I need care when the clinic is closed**

Call our after-hours nurse line for guidance.

**If it is an emergency, go to the nearest emergency room or call 911 right away.**