



Community Health Center of Southeast Kansas

Thank you for choosing the Community Health Center of Southeast Kansas (CHC/SEK) for your healthcare needs. CHC/SEK is a patient-owned health system established in 2003 to provide quality medical, dental and behavioral health services. It is a non-profit organization and all income goes toward our facilities, staff and services and covering the cost of care for those who otherwise could not afford it. No one is ever denied service due to inability to pay which sets CHC/SEK apart from most other healthcare providers.

You will also find other differences that reflect our patient focus...

*CHC/SEK is recognized by the National Committee on Quality Assurance as a “*Patient-Centered Medical Home*.” More information on what this means to you and how this impacts your care has been included. You can and should expect the best and how that is measured is explained.

*CHC/SEK offers care during hours that meets the needs of our patients. This includes evenings and weekends at many of our clinics. We also have a medical and dental provider on call round-the-clock and you are encouraged to call if you have a concern.

*CHC/SEK is sensitive to patient differences and needs. Interpreters are available for our non-English-speaking patients; we also can accommodate our patients who require the use of sign language or other means of communication.

*CHC/SEK offers services based on ability to pay and guidelines for qualifying are enclosed. Patients are eligible based on income and family size with discounts for those at incomes at or below 200% of the federal poverty guidelines. About half of those living in this region qualify.

*CHC/SEK offers support services including help obtaining medications or enrolling in insurance coverage through the Healthcare Marketplace. We understand that many people face challenges that make it difficult to access care and we want to partner with you to help overcome these barriers. We believe it’s important to understand your health and offer resources to provide you with the most current information available.

*CHC/SEK providers are the best! All providers undergo a strict review process before joining staff and their care and performance is evaluated on an ongoing basis. They follow “evidence-based” guidelines that are considered best practices. Our care is compared nationally on an annual basis to other health centers and private providers and we rank near the top in many areas.

Again, thank you for partnering with us in meeting your healthcare needs and we urge you to “make yourself at home” with us and share any ideas or suggestions you have regarding our care.

Brian Jones

Krista Postai

Linda Bean DO

Preston White DDS

Board Chair

President/CEO

Chief Medical Officer

Chief Dental Officer

What You Need to Know About The Patient-Centered Medical Home

****It is as good as it sounds.*** All care centers on you and is delivered by a “team” of health professionals working with and for you. Together, they provide the information needed to make decisions about your health and connect you to resources important to improving quality of life. These health providers use the most up-to-date information on the prevention of medical problems, the diagnosis and treatment of diseases and wellness efforts that make a difference.

****It covers the whole person.*** CHC/SEK recognizes that the mind and the body are connected and provides access to medical, dental and mental health care for all of its patients regardless of financial status. Your state of mind impacts how you feel physically and our patient care teams include specialists in behavioral health who can offer suggestions on how to deal with chronic disease or challenges that most of us face throughout our life.

****Care is coordinated.*** With your assistance, staff will connect you to the care you need and help you navigate through the healthcare system. Your Care Team serves as your advocate helping limit the confusion that can arise when you are in an unfamiliar place with providers that you don't know. We can also assist you with understanding your health insurance or obtaining affordable healthcare coverage. Trained staff is available at all clinics to help you sort through your options.

****We follow you.*** When it's necessary to see a specialist or be hospitalized, your care team will make sure that those we refer you to have your health information so tests won't have to be unnecessarily repeated. Afterwards, we will follow up to make sure we have the results of these visits so we know what's been recommended.

****What you tell us is important.*** We listen closely to what you have to say and we ask that you tell us as all you can about your healthcare needs. We need a complete medical history including all medicines (even those that don't require a prescription) and what other doctors you've seen. All information you give us is confidential and only asked to make sure that we have what we need to provide you comprehensive care.

****It is available when you need it.*** CHC/SEK clinics offer services designed around school, work and family schedules. See the enclosed listing of all of the CHC/SEK clinics, their hours of operation and how to reach them. We also have a medical and dental provider on call when our clinics are closed and contact information is also included.

****Everyone is treated equally.*** We are committed to providing *everyone* we serve with the right care at the right time. All of our resources and services are available to all patients regardless of income and are designed to be affordable for all.