

Welcome to the LSS Health Center

HOURS OF OPERATION:
Monday – Friday 8 a.m. – 5 p.m.
Thursday 8 a.m. – 5 p.m. and 6 p.m. – 8 p.m.

Thank you for choosing us to be a part of your health care team. **The LSS Health Center** is a Federally Qualified Health Center (FQHC) and we are committed to providing you the best health care possible by accommodating most of your health care needs at our office. The information on this page will help to explain who we are and the services we provide.

What is a Federally Qualified Health Center (FQHC)?

An FQHC is a community health center that receives federal funding from the Health Resources and Services Administration (HRSA), which is part of the federal government. FQHCs increase access to affordable and comprehensive health care services on-site and through partnerships with other community providers to meet all of your needs:

- Primary and preventative medical care
- Dental services
- HIV Prevention & Care
- Vision services
- Behavioral health
- Addiction treatment

Who is a part of your health care team?

The members of our team work together to help you get healthy and stay healthy by meeting all of your individual needs. When you visit the Health Center, you could be seen by one or more of the following team members:

- Medical Doctor
- Optometrists
- Dentist
- Dental Assistant
- Dental Hygienist
- Nurse Practitioners
- Medical Assistants
- Pharmacist
- Care Coordinator and Case Managers
- Licensed Behavioral Health professionals



What can you expect when you become a patient of the Health Center?

- Help understanding your condition(s) and how to take care of yourself through education, discussing your options with your doctor, and being referred to specialists when necessary.
- Exploring your health history, your family history, and your personal background with your doctor to help you make the best treatment decisions for you.
- Addressing behavioral health needs that impact your health (such as depression) and connecting with qualified staff who can provide support.
- Coordination and case management services to get help accessing other services that can help reduce barriers you may face that impact your overall health.
- Appointment types and times that are convenient for your busy life and schedule.

In-Person and Televisits

The Health Center offers both in-person and Televisits for your convenience. Televisits connect you directly to a medical or behavioral health provider through audio and video during times when you can't come into the office. A member of our support team can help you decide which visit type is best for you.

After Hours/Urgent Care

The LSS Health Center has nurse line services available to address urgent issues when the Health Center is closed. Nurse line representatives can help answer questions and address your needs, and can connect you to the on-call Health Center provider when necessary. Calls made to the Health Center after normal business hours will be automatically transferred to the on-call nurse line. If you experience any difficulty being connected, the nurse line can be reached directly at **614-973-6883**.

Appointments and Medication Refills

For appointments, cancellations, rescheduling, and medication refills, please contact the Health Center during regular office hours to speak with a member of our support team.



Translation Services

If you require translation services, please let us know prior to your appointment and we can arrange for an interpreter. The LSS Health Center provides translation services through Language Line and Access2Interpreters, with translation services available for over 200 languages.

Need Health Insurance?

Our Care Coordinator and Case Manager can help you determine your eligibility and assist you with signing up for medical coverage through Franklin County Job and Family Services. They can also help you explore other coverage and financial assistance options when needed.

We want you to be involved in your health care decisions. How can you help? Be an active team player in your health care!

- Ask health questions so you understand your diagnosis and needs.
- Communicate with your health care team.
- Tell us about your other health care providers, including visits to the emergency department and urgent care so we can provide follow-up.
- Do your best to keep your appointments, or to let us know when your schedule has changed or you can't make it to an appointment.

The LSS Health Center offers equal access to our services regardless of your insurance status or ability to pay. All services are offered on a sliding fee scale based on household income, and there is often no charge for services.