Welcome Packet

Thank you for choosing Sheridan Health Services (SHS) as your medical home to address your health needs. We provide a variety of services to meet all of our patients’ needs. We strive to provide complete care to individuals and families with a focus on wellness and disease prevention using evidence-based treatment and care. We offer services in person and via telehealth.

Sheridan Health Services has two clinic locations:

<table>
<thead>
<tr>
<th>Family Health Clinic</th>
<th>Youth Health Clinic</th>
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</thead>
<tbody>
<tr>
<td>(Adults, Pediatrics, OB, Behavioral Health, Dental, &amp; Outreach and Enrollment)</td>
<td>(Pediatrics, Behavioral Health)</td>
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<tr>
<td>3525 W. Oxford Ave., G1-G3</td>
<td>4107B S. Federal Blvd.</td>
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<tr>
<td>Denver, CO 80236</td>
<td>Englewood, CO 80110</td>
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<td>303-315-6150</td>
<td>303-315-6150</td>
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<td>Hours of Operation:</td>
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<tr>
<td>Monday, Tuesday, Thursday, Friday</td>
<td>Monday, Tuesday, Thursday, Friday</td>
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<tr>
<td>8 am-5 pm</td>
<td>8 am-5 pm</td>
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<tr>
<td>Wednesday</td>
<td>Wednesday</td>
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<tr>
<td>10 am-6 pm</td>
<td>10 am-6 pm</td>
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**Appointments:**

Please schedule an appointment to receive medical care. Please call us during our hours of operation to schedule an appointment for yourself or your children. If you or a family member are ill and need to be seen immediately, please call and we will make every effort to see you the same day.

We have Spanish bilingual providers and staff and we offer language translation services at each appointment for all patients that request this service.

To respect patient’s time, we will be required to reschedule your appointment if you are 15 minutes late.
What to Expect for Your First Appointment:

- Please expect a longer length of time for the first visit. Your provider will want to review health concerns for you, your child, or your family member.
- Your provider may ask for you to sign a release of medical information for SHS to receive prior medical records for you, your child, or your family member from other healthcare providers and facilities.
- Current and past medications for you, your child, or your family member will be reviewed.
- Please bring all current medications to each visit.
- Please be aware that one appointment may not meet all of your health needs. Most patients require follow up appointments to address all problems.
- Your provider may ask for a blood draw at a first visit.
- If you are currently taking a controlled substance, please know our clinic policy is that providers will not fill these medications at the first visit. Controlled substances include: opiates (e.g. Percocet©, Oxycontine©, Fentanyl©, methadone, oxycodone), benzodiazepines (e.g. Ativan©, lorazepam, Valium©, clonazepam), or amphetamine derivatives (e.g. Adderall©, amphetamine salt).

General Pricing:

We accept Medicaid, Colorado Access, CHP+, Medicare, some private insurance plans and self-pay.

If you or a family member are uninsured, we use a sliding scale for fees based on your gross family household income (this fee is for the cost of the visit only and does not apply to lab costs). Please ask our front desk staff for more information on costs of services and how to apply for the sliding scale program.

We are also able to register eligible pregnant women and children for Medicaid.

We accept cash, checks, and MasterCard and Visa as payment for the services you receive. Please make all checks payable to The Regents of the University of Colorado.

Please call the clinic for more information on cost of tests or labs and about which financial documents are needed.
**Patient Services:**

**Children & Teens:** Both locations provide services routinely offered to children and youth, newborn to 21 years of age, including:

- Sick visits
- Well child check-ups/physicals (including sports physicals)
- Immunizations
- Asthma care/follow-up
- Health Coaching
- Anticipatory guidance and education for patients and parents
- Routine lab tests
- Management of chronic health conditions
- Medications for identified health conditions
- Screening and treatment of sexually transmitted diseases
- Reproductive healthcare services

**Services for Adults:** The Family Health Clinic provides care for adults, ages 18 years old and up. Services include:

- Sick visits
- Physical exams
- Well woman/gynecological exams
- Prescription medications (when indicated)
- Management of chronic diseases (e.g. high blood pressure, asthma)
- Routine lab tests
- Immunizations
- Treatment of sexually transmitted infections
- Health screening & wellness counseling
- Minor office procedures
- Diabetes self-management

**Women’s Care and Maternity Care:** We offer comprehensive women’s gynecological and obstetrical health care. Services include:

- Prenatal Care and Postpartum Care
- Routine gynecology care
- Contraception counseling & dispensing, family planning
- Pregnancy testing
- Some types of ultrasounds
- Menopausal health services

**Case Management:** SHS has RN case managers on site to help navigate low-cost referrals when required.

**Pharmacy Services:** We house a pharmacy outlet which provides low cost acute and chronic medications for our patients who are self-pay. Our pharmacy team will help you to better understand how to safely take your medications in order to improve your health. We do not stock, supply, or distribute any controlled substances (including sleep aids, narcotics, benzodiazepines or ADHD medications) on site.
**Dental Services:** SHS provides comprehensive dental care for the community. We provide the following services to adults and children:

- Dental screening
- Diagnostic services
- Preventative care (sealants, fluoride, cleaning)
- Restorative care (fillings, extractions)
- Bleaching and Night Guards
- ...Any many more!

**Behavioral Health Services:** We provide brief therapy counseling services to children, adolescents and adults. We focus on promoting health by providing individual therapy, couple and family therapy, and group sessions. Priority is given to Sheridan School District students and their families and to all SHS clinic users. Common concerns addressed include:

- Anxiety
- Depression
- Drug and alcohol use
- Grief and loss
- Life transition issues
- Medication-assisted treatment
- Parenting support
- Psychiatric medication management
- Trauma
- Other mental health concern

**Contact Information:**

*During business hours,* all service lines may be reached at our main line *(303) 315-6150.*

*Our after-hours phone number* is 303-315-6150, for *urgent needs select:*

- option 1 and then 1 again

**IF YOU HAVE AN EMERGENCY: CALL 911**

If you are having a behavioral health emergency, please call the Colorado Crisis Services at 1-844-493-8255.