



**Full Circle  
Health**

**Open Doors. Open Minds. Open Hearts.**



Digital Copy

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# Full Circle Health

Thank you for allowing [Full Circle Health](#) to be your primary care home for your medical needs. We are committed to providing you with high-quality evidence-based healthcare that is centered on you. We promise to respect you as an individual and care for you as a whole person.

As a member of Full Circle Health, you have access to:

- Same Day Appointments
- 24-hour Nurse Care Line
- Coordination of your care at home and in the hospital
- Pharmacy Services
- Referrals to specialists
- Telehealth Appointments (Medical & Behavioral Health)

Online access using MyChart at [www.MyFullCircle.org](http://www.MyFullCircle.org) to:

- Your Medical Records
- Your Lab Results
- Communicate with your Doctor via e-mail
- Manage Appointments
- Your Immunization Records
- Pay your bill

For after-hours care, call any of our clinic locations listed to your right and we would be happy to help assist you and your medical needs after our clinics are closed.

***Thank you for choosing Full Circle Health!***

## PHARMACY

### **Emerald Pharmacy**

6565 W Emerald St  
Boise, ID 83704

**PHONE: 208-514-2512**

### **Meridian Pharmacy**

2275 S Eagle Rd, #120  
Boise, ID 83642

**PHONE: 208-954-8722**

### **Kuna Pharmacy**

708 E Wythe Ck Ct, #103  
Kuna, ID 83634

**PHONE: 208-954-8705**

### **Nampa Pharmacy**

215 E Hawaii Ave, #140  
Nampa, ID 83686

**PHONE: 208-954-8731**

### **Caldwell Pharmacy**

315 E Elm St, #201  
Caldwell, ID 83605

**PHONE: 208-954-8707**

## CLINIC LOCATIONS

**Boise Pediatrics**  
8610 W Overland Rd  
Boise, ID 83709  
**PHONE: 208-954-8711**

**Emerald Clinic/  
Wellness Center**  
6565 W Emerald St  
Boise, ID 83704  
**PHONE: 208-514-2510**

**Idaho Street Clinic**  
325 W Idaho St  
Boise, ID 83712  
**PHONE: 208-514-2525**

**Raymond Clinic**  
777 N Raymond St  
Boise, ID 83704  
**PHONE: 208-514-2500**

**Kuna Clinic**  
708 E Wythe Ck Ct, #103  
Kuna, ID 83634  
**PHONE: 208-922-5130**

**Meridian Clinic**  
2275 S Eagle Rd, #120  
Meridian, ID 83642  
**PHONE: 208-514-2520**

**Nampa North Clinic**  
9850 W St Luke's Dr, #329  
Nampa, ID 83687  
**PHONE: 208-514-2529**

**Nampa South/  
Pediatrics Clinic**  
215 E Hawaii Ave, #140  
Nampa, ID 83686  
**FAMILY MED PH: 208-514-2529**  
**PEDIATRICS PH: 208-514-2502**

**Caldwell Urgent Care**  
315 E Elm St, #200  
Caldwell, ID 83605  
**PHONE: 208-514-2527**

**Caldwell Clinic**  
315 E Elm St, #201  
Caldwell, ID 83605  
**PHONE: 208-514-2528**



# Patient Communication Expectations

## Transparency with Response Times

Below is a quick guide to how long it typically takes to hear back through MyChart messages, receive lab results, and get medication refills. These timelines reflect our commitment to clear communication and helping you plan your care with confidence.

COMMUNICATION METHOD	✓	✗	RESPONSE TIME
 MyChart			<b>3 DAYS</b>  Please allow up to <b>3 business days</b> for a response to MyChart messages.
 Test Results			<b>7 DAYS</b>  Please allow up to <b>7 business days</b> for your provider to review your test results.  <i>If your results require more urgent communications, your care team will attempt to contact you within 3 business days to discuss your results.</i>
 Medication Refills			<b>7 DAYS</b>  Please call your pharmacy <b>7 business days</b> before you run out of medications.  <i>To receive the same medications from us, we require 1 appointment every 12 months.</i>

**Do Not** use MyChart messaging for urgent symptoms,  
please call one of our clinics and speak to a nurse.

If you are concerned about a life-threatening problem after-hours, please call 911.

# Patient Communication Expectations

## What is a Teaching Health Center?



A **Teaching Health Center** is a clinic where healthcare providers learn how to care for patients. This includes training in family medicine, pediatrics, pharmacy, and other care services. Our clinics provide quality care while helping train future healthcare professionals.

When you visit a Teaching Health Center, you may see more than one member of your care team. This could include a provider who is learning and a licensed provider who supervises their work. They work together to review your care, answer your questions, and make sure you get the best care possible.



## Where is my Doctor?

Many patients at Full Circle Health receive care from a resident physician. Resident physicians are licensed doctors who are still completing their training while caring for patients.

Residents also spend time learning through hospital work, specialty visits, and classes. When they are not in the clinic, another member of your care team will help you. Your care team will stay in touch with your primary care provider to make sure your care continues without interruption.

## Our Mission

Our mission is two-fold: Serve the vulnerable populations of Idaho with high-quality, affordable healthcare provided in a collaborative environment. Train outstanding broad spectrum family medicine and pediatric physicians, and other healthcare professionals to work in Idaho with emphasis on underserved and rural areas.

## Our Vision

To provide exemplary patient care and health professional education that improves the health of Idaho's communities and beyond.



Open Doors. Open Minds. Open Hearts.

# Patient Communication Expectations

## What is Team-Based Care?

While your provider may be away from your regular clinic location, you will be able to see one of their capable teammates, which may include a resident physician, a faculty physician, or an advanced practice provider. The team member who takes care of you then shares that information with your primary care provider. You can rest assured that your entire medical team is working together to make sure your needs are met.

## Patient-Provider Relationship

### Provider Responsibilities

- Work with you to improve your health to the best of our abilities.
- Listen to your concerns and questions to help you make decisions about your care.
- Explain disease, treatments, medications, and results in an easy to understand way.
- Help you set treatment goals and monitor your progress.
- Provide you with educational material and resources, and refer you to available community resources if the need arises.
- Refer you to trusted specialists, if needed.
- Keep treatment, discussions, and records private.
- End every visit with clear instructions, treatment goals and future plans.

### Patient Responsibilities

- Keep my appointments as scheduled.
- Understand my insurance and what it covers.
- Cancel at least 24 hours in advance.
- Be respectful and use appropriate communication.
- Be honest about my entire medical history, current symptoms, medications, and any changes in my health.
- Actively participate with my provider in planning my care.
- End every office visit with a clear understanding of my treatment plan.





## Ask-the-Doctor Checklist

### Before you go to the doctor:

- Write down the medicines and vitamins you take (see next page).
- Write down your questions for the doctor (see next page).

### When you visit the doctor; tell the doctor why you are there:

- Tell the doctor if you want a check-up.
- Tell the doctor if you are sick.
- If you are sick, tell the doctor what is wrong.
- Give the doctor your list of medicines.

### During your doctor's visit, look at your list of questions and ask those questions.

#### If the doctor wants you to take new medicine, ask:

- How can this medicine help me?
- When should I take it?
- Should I take it with food or water?
- How will the medicine make me feel?
- Can I take this with other medicine?

#### If the doctor wants you to take a test, ask:

- How will the test help me?
- How should I get ready for the test?

#### At the end of your doctor's visit, ask:

- Do I need to come back?
- If you have to come back, find out when.
- Ask what you can do to get ready.

#### After the visit, write down:

- What the doctor said about your health.
- Any changes you are supposed to make.
- When you should go back to the doctor.



## The medicine and vitamins I take:

Name of Medicine or Vitamin	Why I take it	Who said to take it	How much I take and when
1.			
2.			
3.			
4.			
5			
6.			
7.			
8.			
9.			
10.			

## Things you want to ask the doctor:



# Appointments



## Choose how you would like to make an appointment:



Call Us



Use MyChart



Visit Us

## How do I cancel my appointment?

We understand life circumstances occur, and you occasionally need to cancel an appointment. We kindly ask that you give us 24-hours notice. Your timely cancellation allows us to offer the opening to others who are requesting an appointment.

Here are a few ways to cancel an appointment:

1. **Reply to the text message by texting “N” or “No”** which tells us that you are unable to make it or with reminder calls choosing the “cancellation” option.
2. **Manage** your appointment through your **MyChart** account, 24 hours in advance.
3. **Call our clinic** to reschedule your appointment.



Log-in to MyChart to see upcoming appointments and make changes.



**SCAN ME**

## What if I miss my appointment?

After a few missed appointments without calling ahead to let us know, it will affect our ability to provide you with future care.

# Billing & Payments

Full Circle Health will bill your identified insurance plan and notify you timely of any remaining balances. To keep you up to date on your account, **statements are mailed monthly** when there is an outstanding balance.



## How to make a payment:

- In person at any location
- Over the phone with our Business Office at:  
208-514-2515 | Mon.-Fri. 8am-5pm
- Through your MyChart account
- By mail to:

Full Circle Health  
777 N Raymond Street  
Boise ID 83704

### Billing Office Hours

**Monday - Friday**  
8:00 am - 5:00 pm

**(208) 514-2515**

*iSe habla español!*

## Lab Tests May Be Billed Separately

'Interpath Labs' is one of our main partners for blood draws and lab testing ordered by your care team. Please note: **Interpath Labs (or another lab that performs your blood work) will send you a separate bill for lab services.**

### Sliding Fee Application:



## Sliding Fee Program

If you are uninsured, or under-insured, Full Circle Health has a sliding fee program available to apply for. No one will be denied access to services due to the inability to pay. There is a discounted fee schedule available to patients who qualify.

If you are interested in applying for Medicaid or need assistance in enrolling in an insurance exchange plan, Full Circle Health has a team of Community Health Worker's (CHWs) available to assist you.

Available Monday – Friday, 8:00 AM – 5:00 PM

**(208) 954-8727**  
*iSe habla español!*

# Contact Patient Relations



## What does the Patient Relations Team do?

At Full Circle Health, our Patient Relations Team is here to help you. We work with patients and staff to make sure you receive safe, respectful, and high-quality care.



### When to Contact Them:

You can contact the Patient Relations Team if you have:

- A safety concern
- A complaint or problem with your care
- Questions or concerns about communication
- Feedback about your experience

We are here to listen and help. We will share your concern with the right team and work to address it as quickly as possible. Your feedback helps us improve care for all patients.

If you need further assistance, feel free to contact us at:

- Call: **208-514-2522**
- Email: [eventreports@fullcircleidaho.org](mailto:eventreports@fullcircleidaho.org)
- Fill out a secure online report: <https://bit.ly/FCHfeedback>
- Write to:  
Full Circle Health  
Patient Family Relations  
777 N Raymond St.  
Boise, ID 83704

## NO VIDEO OR AUDIO RECORDING ALLOWED

For the privacy and comfort of all patients, video and audio recording is not permitted at any time within our clinics or waiting areas. (Authorized personnel only)

We appreciate your cooperation in maintaining a respectful and confidential environment for everyone.



# Full Circle Health Pharmacy

At our pharmacies, we do more than just fill your prescriptions - we work alongside your doctors and healthcare team to make sure your treatment is just right for you. This teamwork helps avoid mistakes, makes it easier to adjust your medicine if needed, and helps you feel better. Your health is our top priority, and we're here to support you every step of the way.

## Make the switch!

### What sets us apart?

- **We know your provider at Full Circle Health, we can help manage your medications quickly.**
- Short wait times: average of 10 minutes vs. 30 minutes in the community.
- Fast and friendly staff who speak multiple languages.
- Our staff can help investigate affordable medication options.
- No-cost mailed medication services!
  - » *Insurance & restrictions apply*
- Clinical Pharmacists available for appointments to discuss medication management.

## Our Locations

### Emerald Clinic Pharmacy

6565 W Emerald Street  
Boise, ID 83704  
Phone: [\(208\) 514-2512](tel:(208)514-2512)  
Fax: (208) 514-2513

Monday - Friday, 8:00AM – 6:00PM  
Saturday: 9:00AM-1:00PM

### Caldwell Clinic Pharmacy

315 E Elm Street, Suite 201  
Caldwell, ID 83605  
Phone: [\(208\) 954-8707](tel:(208)954-8707)  
Fax: (208) 954-8708

Monday - Friday, 9:00AM – 6:00PM

### Meridian Clinic Pharmacy

2275 S Eagle Rd, Suite 120  
Meridian, ID 83642  
Phone: [\(208\) 954-8722](tel:(208)954-8722)  
Fax: (208) 954-8723

Monday - Friday, 9:00AM – 6:00PM

### Kuna Clinic Pharmacy

708 E Wythe Creek Ct, Suite 103  
Kuna, ID 83634  
Phone: [\(208\) 922-8705](tel:(208)922-8705)  
Fax: (208) 954-8704

Monday - Friday, 9:00AM – 6:00PM

### Nampa Clinic Pharmacy

215 E Hawaii Ave, Suite 140  
Nampa, ID 83686  
Phone: [\(208\) 954-8731](tel:(208)954-8731)  
Fax: (208) 954-8732

Monday - Friday, 9:00AM – 6:00PM





# Full Circle Health Pharmacy

We have **Clinical Pharmacists** supporting each of our clinics. They provide you support with streamlining medication lists and dosing, prior authorizations and improving chronic disease management, including complex diabetes, heart disease, kidney disease, and hypertension. Ask your provider or pharmacy team member for access!

## “How do I refill my prescription?”



**Call your pharmacist directly**  
*(The phone number can be found on your prescription label.)*



### Enroll in AutoFill\*

When enrolled in autofill, you won't have to call in to the pharmacy, our pharmacists will automatically fill the prescription every month and request refills from your provider after the last fill. Speak with a pharmacy staff member in-person or on the phone to enroll!

*\*This is for all maintenance medications (no PRN meds or controlled substances)*

*\*Patients will need to make a new appointment with their provider to refill prescriptions if it has been more than 1 year since their last visit.*



### Refill Prescriptions Online

Fill your prescriptions quickly and easily by utilizing “Rx365” Online or by downloading the app from the App Store on your device.



1. Visit: <https://search.rx365.com/>
2. Enter your pharmacy's name or phone #

## Difficulty Affording Medications?

Speak with any of our pharmacy staff at Full Circle Health pharmacies to talk about options.

**Call: (208) 954-8722**

# Our Services

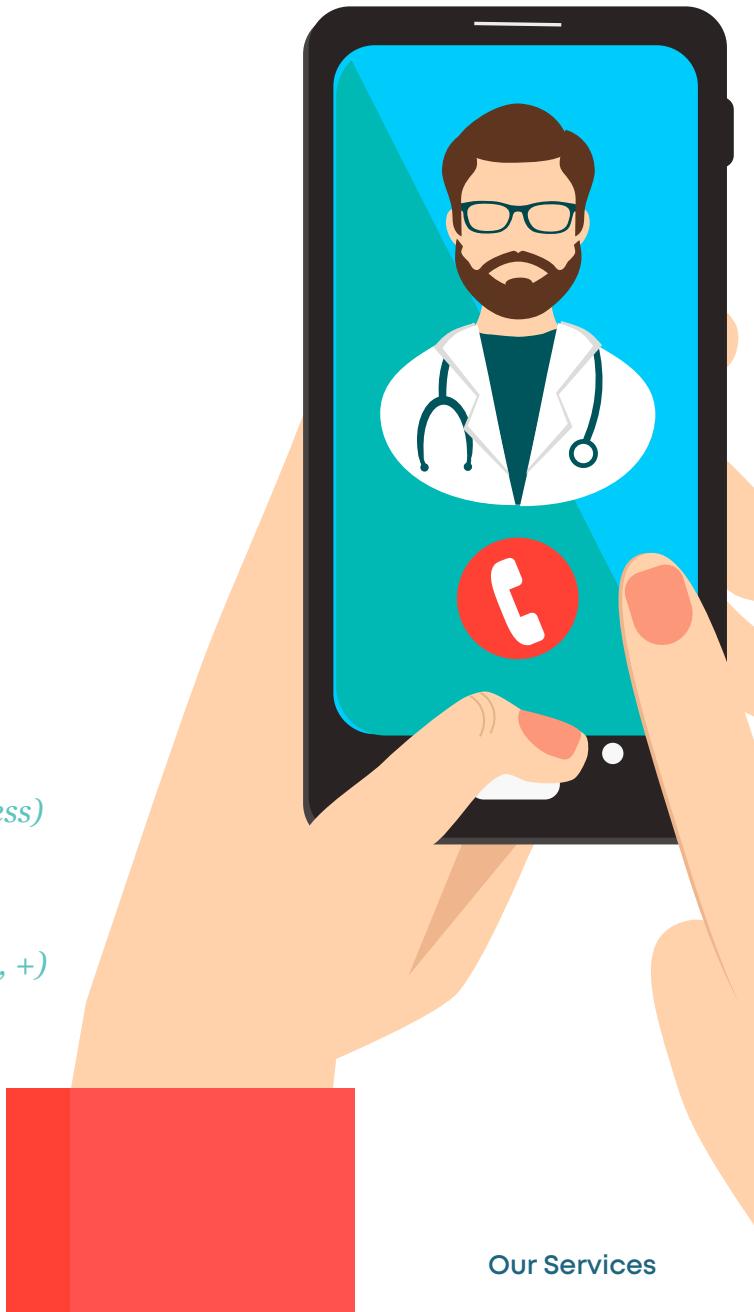


## Primary Care Services

- Annual Wellness Exams
- Behavioral Health Care
- Immunizations
- Laboratory (*Bloodwork*)
- Men's Health
- Newborn and Pediatric Care
- Nutrition Counseling
- Pharmacy
- Pregnancy Care
- Preventive Care
- Radiology (*X-Ray*)
- Translation/Interpretation Services
- Virtual Care Options (*Telehealth*)
- Well Child Checks
- Women's Health

## Specialty Care Services

- Dermatology
- HIV Services
- Integrative Medicine (*Acupuncture, Holistic wellness*)
- OB/GYN (*Obstetrics / Gynecology*)
- Older Adult Care
- PrEP Clinic (*Pre-exposure prophylaxis*)
- Procedures (*Low-Cost Vasectomies, Colonoscopies, +*)
- Rheumatology
- Sports Medicine
- TB Clinic (*Tuberculosis*)
- Viral Hepatitis Services (*Hepatitis C*)



# Mental Health Matters!

# Behavioral Health

Your behavioral health team consists of:

- Licensed Clinical Professional Counselors
- Licensed Clinical Social Workers
- Licensed Master Social Workers
- Doctors of Psychology

Behavioral Health Consultants (BHCs) are part of your care team at Full Circle Health. They work closely with your primary care provider to support children and adults with concerns like **depression, anxiety, addiction, and other life challenges**.

## Schedule an Appointment **Call (208) 514-2525**



## Virtual Counseling Options!

We understand, life gets **BUSY**, but a session with your counselor can help significantly in your everyday life challenges, even if it's virtually!



If you would prefer to have a virtual appointment, please let us know at the time of scheduling your next appointment with us. We're happy to accommodate you and your schedule.

Visit our Behavioral Health page on our website to learn more about our services:



**SCAN ME**

## Behavioral Health No-Show Policy

Although we make every effort to remind you of your appointments, you are responsible for remembering the dates and times. Arriving 10 minutes after your scheduled appointment will result in a "no-show" for the appointment including late cancellations\*.

Please call at least 24 hours in advance, or before 4 pm the previous day, to allow another patient to benefit from our services. To cancel or reschedule your behavioral health appointment, please call **(208) 514-2525**.

*\*Please note: **2 or more no-shows or 3 or more late cancellations in any 4 week period will result in the closing of the referral for these services.***

# Reproductive Health



## Pregnancy Care & Pediatrics

Embarking on the journey to parenthood is exciting, and we're here to guide you. Our experienced team, including nurse midwives, family practice doctors, pediatricians, nurses, community health workers, and counselors, offers personalized care throughout your pregnancy and beyond.

From selecting the right provider to providing education on breastfeeding and nutrition, we ensure you and your growing family receive all necessary services in one convenient location. Our pregnancy care services are available at all our clinic locations across the Treasure Valley.

## Gynecology Care

Your health and well-being are our priority. Whether you're due for a gynecological exam, planning surgery, expecting a baby, or navigating menopause, our knowledgeable providers offer a range of services tailored to your needs. We deliver comprehensive obstetric, gynecological, ultrasound, and urogynecology care, maintaining open communication every step of the way.



## Pediatric Services

As your child grows, our pediatricians and family physicians are here to support their health journey. We conduct well-child exams, provide immunizations, and offer sports physicals to keep your child active and healthy.

# WELL CHILD CHECK

Children from Birth-18 Years Old



Full Circle  
Health



Well Child Check



Vaccinations



Blood Screen



Hearing Screen



Vision Screen

## AGE

## RECOMMENDED TESTS & SCREENS

## VACCINES

3-5 days		Jaundice check, weight check	
10-14 days		2nd newborn Metabolic Screen (heel poke)	
1 month		TB Risk Screen (forms)	
2 month			DTap, Hep B, Polio (PEDIARIX), Hib, PCV, Rotavirus
4 month			DTap, Hep B, Polio (PEDIARIX), Hib, PCV, Rotavirus
6 month		TB and Lead Risk Screen (forms)	DTap, Hep B, Polio (PEDIARIX), PCV, Flu #1 (#2 dose 1 month later)
9 month		SWYC-Survey of Wellbeing of Young Children, Lead Risk Screen (forms)	
12 month		TB and Lead Risk Screen (forms) Anemia & Lead Screen (finger poke)	Hep A, PCV, MMR, Varicella, Hib
15 month			DTap
18 month		SWYC-Survey of Wellbeing of Young Children, Lead & TB Risk Screen (forms)	Hep A
2 years		SWYC-Survey of Wellbeing of Young Children, Lead, Lipid, &TB Risk Screen (forms) Anemia & Lead Screening (finger poke)	
2.5 years		SWYC-Survey of Wellbeing of Young Children, TB Risk Screen (forms)	
3 years		TB and Lead Risk Screen (forms)	
4 years		TB, Lipid, Lead Risk Screen (forms)	DTap, Polio (KINRIX) MMR, Varicella (PROQUAD)
5 years		TB and Lead Risk Screen (forms)	
6 years		TB, Lipid, Lead Risk Screen (forms)	
7-9 years (Annual Visit each year)	 	TB & Lipid Risk Screen (forms)	
10-18 yrs. (Annual Visit each year)	 	TB & Lipid Risk Screen (forms) 12+ Depression Screen (form) 14+ Substance Abuse Screen (form)	11-HPV #1, MenACWY #1, Tdap 12-HPV #2 16-MenACWY #2, MenB #1 18-MenB #2



Fluoride application available starting at 6 months of age (starting at teeth eruption), provided every 6 months or as indicated by your provider.



## Full Circle Health No-Show Policy

At Full Circle Health, we want to make sure every patient can get the care they need, when they need it. When appointments are missed without notice, it prevents other patients from being seen.

### What is a No-Show?

A "no-show" is when you miss your appointment and do not contact us ahead of time to cancel or reschedule.

### Why It Matters

Letting us know ahead of time helps us offer that appointment to another patient and keeps care moving for everyone.

### Our No-Show Rules:

- **Established Patients:** if you miss three (3) appointments in twelve (12) months, we may no longer be able to provide your care.
- **New Patients:** if you miss two (2) appointments for your first visits, you may not be able to continue care with us.

### If You Miss an Appointment

You will receive a message letting you know you missed your visit and inviting you to call us to reschedule.

### How to Avoid Being a No-Show:

- Call us as soon as you know you can't make it.
- We're happy to help you find a time that works better for you.

If you have any questions about this policy, please contact your clinic. Thank you for helping us provide timely care to all patients.

## Community Health & Resources



### CASE MANAGEMENT SUPPORT

#### Get help coordinating your care.

As a Full Circle Health patient, you have access to Case Management services that can help you navigate your care.

- Coordinates care and supports follow-up
- Help with medications and care plans
- Guidance to manage your health
- Connect you with community resources

**Need support? We're here to help.**

**(208) 954-8692**

or ask your provider for a referral

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Learn more:



# Community Health & Resources

## What are Community Health Workers?

A Community Health Worker (CHW) is like a bridge between you and the resources you need to stay healthy and thrive. They're here to support you in ways that go beyond just medical care.

Think of them as your personal guide to navigating healthcare and community resources—they're here to make life a little easier and ensure you get the support you need!

## Need Assistance?

Appointments with our CHW team are available at all Full Circle Health Clinics!

**Call: (208) 954-8727**

## We Are Here For You

Navigating health insurance and financial assistance can feel overwhelming—but you don't have to do it alone. Our **Community Health Workers (CHWs)** are here to help you understand your options and get the coverage you need. Whether you qualify for low-cost insurance, Medicaid, or sliding fee discounts, we'll walk you through the process step by step.

Don't let financial worries keep you from getting the care you deserve. Reach out today—our CHWs are ready to help!



**Full Circle Health**

### How You Can Benefit from Speaking with Our Team:

- Help you find services like housing, food, or transportation.
- Connect you with programs for financial assistance or insurance.
- Explain medical information in a way that's easy to understand.
- Guide you through appointments, follow-ups, and other healthcare needs.
- Be a listening ear and help you advocate for yourself.





## Transportation To-and-From Full Circle Health Appointments

We can help assist you with **transportation** to get to and from your Full Circle Health medical appointments at any of our clinic sites.

To set up transportation, please contact our transportation coordinator **at least 5 business days prior to your appointment** - everything else will be taken care of!

**Call: 208-514-2500 x7020**  
**E-mail: [Transportation@FullCircleIdaho.org](mailto:Transportation@FullCircleIdaho.org)**



## We're Here To Help!

Appointments with our CHW team are available at all Full Circle Health Clinics!

**Call: (208) 954-8727**

## Helpful Phone Numbers

**Suicide and Crisis Lifeline** (Call or Text): 988

**Idaho Care Line** (Resources) (Text): 898211

**Your Health Idaho** (Health Insurance): 1-855-944-3246

**Jesse Tree** (Housing Assistance): 208-383-9486

**ID Food Bank** (Food Assistance): 208-336-9643

**Idaho Department of Health & Welfare**: 1-877-456-1233

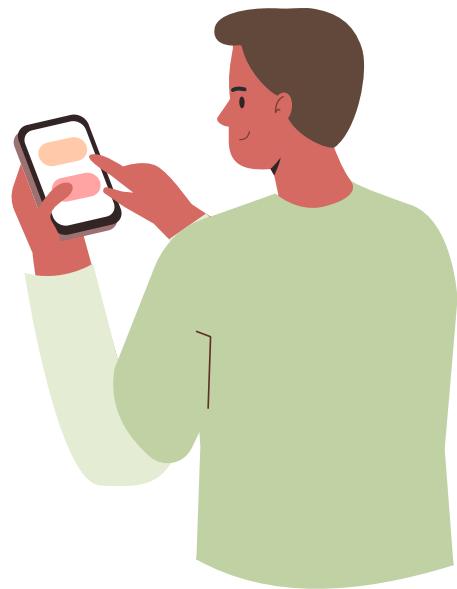
**Women & Children Alliance** (Domestic Abuse Lifeline): 208-343-7025

**Poison Control Number**: 1-800-222-1222

# Sign-Up For MyChart

## With MyChart, You Can:

- Communicate with your healthcare provider.
- Quickly get your lab results.
- Request, schedule, and cancel appointments.
- View and pay your bill.
- Update your personal information.
- Review your after-visit summary, medications, immunization history, and more!



## How To Sign Up for MyChart:

Retrieve an activation code; use one of the options below to get access:

- Fill out the form Online and receive your activation code via email.
- Call us Monday through Friday from 8:00 AM to 5:00 PM by dialing: **(208) 954-8730**.
  - *A staff member will supply you with your activation code over the phone.*
- Ask the receptionist at your next visit to email or text your activation code.
- Or, after your visit, you will receive an 'After-Visit Summary'; the last item on the sheet will be your activation code to sign up for your MyChart account.

Once you receive an activation code, go to the MyChart Sign-up page to create your account.

## Download the MyChart App

After downloading the app, you will need to select 'Full Circle Health' from the list of organizations in Idaho.



Visit: [www.MyFullCircle.org](http://www.MyFullCircle.org)



Log-in to MyChart to see upcoming appointments and make changes.



**SCAN ME**

Need Help Signing Up?  
Call: (208) 954-8730

# After-Hours Care & Access

## After-Hours Care & Access

Even after our clinics have closed for the day, your care team are still working around the clock to help you! **Simply call your clinic after hours** and you will be connected to a registered nurse to help you with your medical concerns, passing urgent messages to your primary care doctor and connecting you with services you may need.

The after-hours nurse can help direct you to the proper level of care and assist with providing you with general information to **avoid an expensive urgent care or emergency room visit if appropriate**. If you have a life-threatening emergency, always call 911 or go to the nearest emergency department.

Visit our clinic locations page on our website to find your clinic's phone number:



**SCAN ME**

## Extended Hours

When life gets busy, how can one possibly find time to get a check-up with their doctor? Simple! We offer extended evening hours at several of our clinics throughout the treasure valley. We can schedule your next appointment for a time that works best for your personal schedule. *\*Date/times are subject to change, please visit our website for the most up-to-date information.\**

### Caldwell Urgent Care

315 E Elm Street, Caldwell, ID 83605

Phone: (208) 514-2527

**8:00 AM – 8:00 PM Monday - Friday**

**8:00 AM – 5:00 PM Saturdays**

### Kuna Clinic

708 E Wythe Creek Court, Suite #103, Kuna, ID 83634

Phone: (208) 922-5130

**8:00 AM – 5:00 PM Mon, Wed, Thurs, Fri**

**8:00 AM – 8:00 PM on Tuesdays**

### Boise Pediatrics Clinic

8610 W Overland Road, Boise, ID 83709

Phone: (208) 954-8711

**8:00 AM – 8:30 PM Wednesdays**

8:00 AM – 5:00 PM Mon, Tue, Thurs, Fri

### Meridian Clinic

2275 S Eagle Road, Suite #120, Meridian, ID 83642

Phone: (208) 514-2520

**8:00 AM – 8:00 PM on Mondays**

8:00 AM – 5:00 PM Tuesday-Friday

### Emerald Clinic

6565 W Emerald Street, Boise, ID 83704

Phone: (208) 514-2510

**8:00 AM – 5:00 PM Monday – Friday**

**9:00 AM – 1:00 PM on Saturdays**

### Nampa South Clinic

215 E Hawaii Avenue, Suite #140, Nampa, ID 83686

Phone: (208) 514-2529

**8:00 AM – 5:00 PM Monday, Tuesday, Thursday, Friday**

**8:00 AM – 8:00 PM on Wednesdays**

### Emerald Pharmacy

6565 W Emerald Street, Boise, ID 83704

Phone: (208) 514-2512

**8:00 AM – 6:00 PM Monday – Friday**

**9:00 AM – 1:00 PM on Saturdays**

### Raymond Clinic

777 N Raymond Street, Boise, ID 83704

Phone: (208) 514-2500

8:00 AM – 5:00 PM Mon., Tue., Fri.

**8:00 AM – 8:00 PM Wednesdays & Thursday**

# Answering Your FAQs

**Q: Will I be able to see the same provider each time I have a visit. I don't like to be "bounced" around.**

**A:** We provide team-based care, therefore if your primary care provider is away from your regular clinic location, you will be able to see one of their capable teammates. Our care team will take care of you then share that information with your primary care provider. You can rest assured that your entire medical team is working together to make sure your needs are met.

**Q: What about walk-in's/urgent care?**

**A:** We opened an Urgent Care facility in Caldwell, open 8am-8pm Monday-Friday and 8am-5pm on Saturdays to help you with your urgent care needs. We also offer walk-in appointments and will do our best to squeeze you into an open appointment at the clinic you choose. There may be a possibility we direct you to another close-by clinic with available openings if the clinic chosen is busy the day you walk-in.

**Q: Where do I go if you can't see me immediately?**

**A:** Even after our clinics have closed for the day, your care team are still working around the clock to help you! Simply call your clinic after hours and you will be connected to a registered nurse to help you with your medical concerns, passing urgent messages to your primary care doctor, and connecting you with services you may need. The nurse can help direct you to the proper level of care and assist with providing you with general information to avoid an expensive urgent care or emergency room visit if appropriate. If you have a life-threatening emergency, always call 911 or go to the nearest emergency department.

**Q: Do you offer evenings or weekend visits?**

**A:** We do have evening and Saturday morning hours at some of our locations please see our website for more details. (Visit: [www.fullcircleidaho.org](http://www.fullcircleidaho.org))

**Q: Are my children allowed to come to the visit with me as I do not have accessible childcare?**

**A:** Although it is best to have dedicated one-on-one attentive time with your provider, we will allow your child to accompany you for most visits. If a procedure is required and you are not able to attend to your children, then it is best not to bring them.



# Answering Your FAQs

## **Q: Can I video or audio record during my visit at Full Circle Health?**

**A:** No, patients and visitors are not allowed to video or audio record at any time while within our facilities.

## **Q: What if I'm running late to an appointment, what should I do?**

**A:** Please call the clinic phone number of the location you have your appointment at ASAP, we will do our very best to accommodate you. If you will be more than 10 minutes late, we may ask that you reschedule your appointment. If this occurs, it means you have missed an appointment and it may affect our ability to provide you with care in the future.

## **Q: How many times will Full Circle Health allow me to miss my appointment time?**

**A:** We have a “No Show” Policy in place. A “no-show” occurs when you do not attend your scheduled appointment and do not contact us at least 24 hours in advance to cancel or reschedule. For established patients (anyone we have seen once or more): if you miss three (3) appointments within twelve (12) consecutive months without 24-hours’ notice, we can no longer provide you with care at any of our Full Circle Health facilities. For new patients (patients we have never seen): if you cancel and/or miss two (2) appointments within the first twelve (12) consecutive months of being a patient without 24-hours’ notice, we can no longer provide you with care at any of our Full Circle Health facilities.

## **Q: How will you get my medical records from other clinics or hospitals?**

**A:** Our teams can assist with having you sign a release of medical records to get your documents from other clinics or hospitals sent to us and scanned to your electronic medical chart. We also have the ability to request information in our electronic medical record (Epic) from other health systems that also utilize Epic and can transfer information electronically.

## **Q: Are CHWs social workers / case workers?**

**A:** No, they are Community Health Workers who assist established patients within Full Circle Health clinics with social determinants of health, including health insurance, Medicaid, food insecurity, financial strain, etc. They help with social needs.



# YOUR VOICE MATTERS!

Share what works and  
what needs to change.



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**\$25 GIFT CARD + FREE MEAL**

SCAN TO SIGN UP  
*LIMITED SPOTS AVAILABLE*

[www.fullcircleidaho.org](http://www.fullcircleidaho.org)



These meetings are  
held quarterly.

Check back later for  
registration periods.



*All patients welcome - no experience needed!*

# I • C A R E



INTEGRITY



COMPASSION



ACCOUNTABILITY



RESPECT

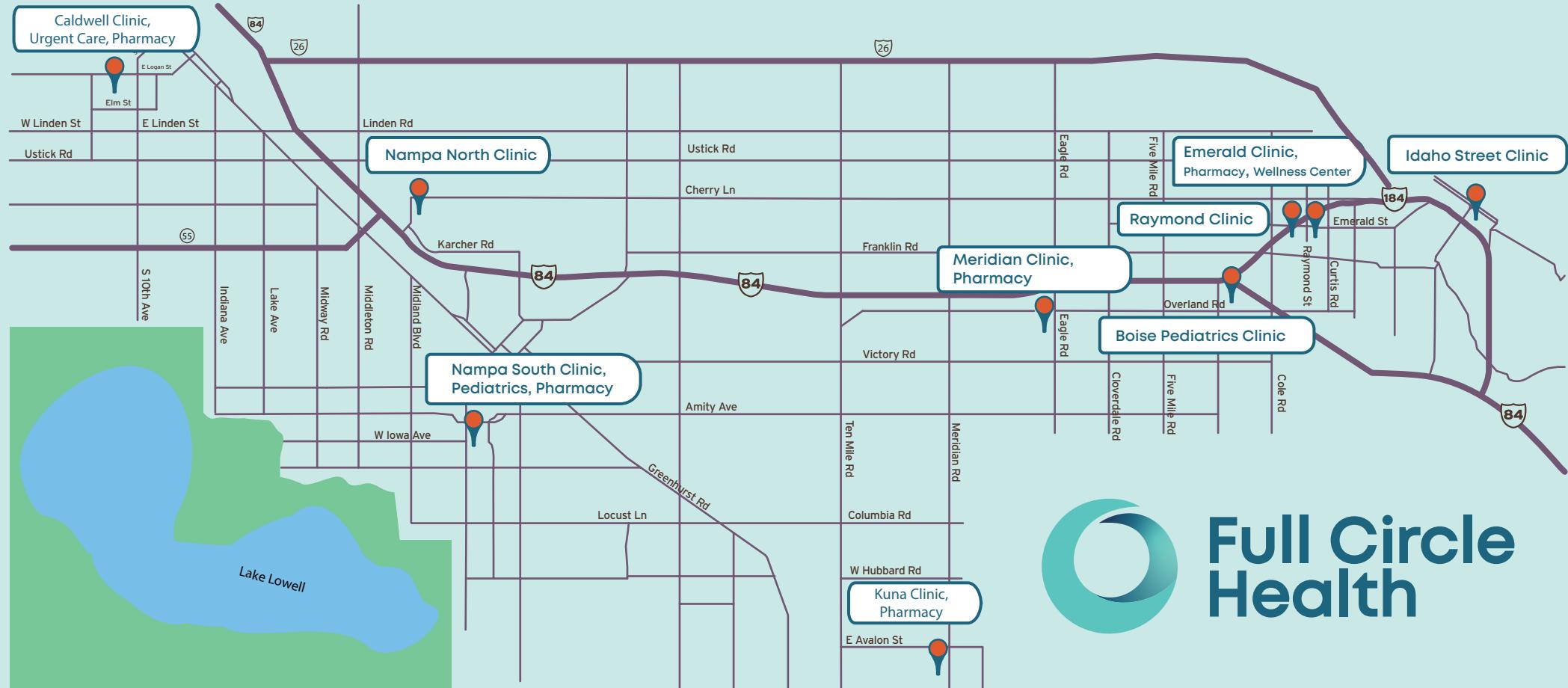


EXCELLENCE



## Full Circle Health

**Open Doors. Open Minds. Open Hearts.**



# Full Circle Health

**Emerald Clinic & Pharmacy**  
 6565 W Emerald Street, Boise, ID 83704  
**Clinic Phone:** (208) 514-2510  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Monday-Friday  
 9 a.m.-1 p.m. Saturday

**Pharmacy Phone:** (208) 514-2512  
 Pharmacy Fax: (208) 514-2513  
 8 a.m.-6 p.m. Monday-Friday  
 9 a.m.-1 p.m. on Saturdays

**Wellness Center**  
 6565 W Emerald Street, Boise, ID 83704  
 Phone: (208) 514-2505  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Monday-Friday

**Boise Pediatrics Clinic**  
 8610 Overland Road  
 Boise, ID 83709  
**Phone:** (208) 954-8711  
 Fax: (208) 375-2217  
 8 a.m.-8:30 p.m. Wednesdays  
 8 a.m.-5 p.m. Mon, Tues, Thurs, Fri

**Raymond Clinic**  
 777 N Raymond Street, Boise, ID 83704  
 Phone: (208) 514-2500  
 Fax: (208) 375-2217

8 a.m.-5 p.m. Mon, Tues, Fri  
 8 a.m.-8 p.m. on Wed & Thurs

**Idaho Street Clinic**  
 325 W Idaho Street, Boise, ID 83702  
 Phone: (208) 514-2525  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Monday-Friday

**Meridian Clinic & Pharmacy**  
 2275 S Eagle Road, Suite #120,  
 Meridian, ID 83642  
**Clinic Phone:** (208) 514-2520  
 Clinic Fax: (208) 375-2217  
 8 a.m.-8 p.m. on Mondays  
 8 a.m.-5 p.m. Tuesday-Friday

**Pharmacy Phone:** (208) 954-8722  
 Pharmacy Fax: (208) 954-8723  
 9 a.m.-6 p.m. Monday-Friday

**Kuna Clinic & Pharmacy**  
 708 E Wythe Creek Court, Suite #103,  
 Kuna, ID 83634  
**Clinic Phone:** (208) 922-5130  
 Clinic Fax: (208) 375-2217  
 8 a.m.-5 p.m. Mon, Wed, Thurs, Fri  
 8 a.m.-8 p.m. on Tuesdays

**Pharmacy Phone:** (208) 954-8705  
 Pharmacy Fax: (208) 954-8704  
 9 a.m.-6 p.m. Monday-Friday

**Caldwell Clinic, Urgent Care & Pharmacy**  
 315 E Elm Street  
 Caldwell, ID 83605  
**Clinic Phone:** (208) 514-2528  
**Urgent Care Phones:** (208) 514-2527  
 Fax: (208) 375-2217

**Clinic Hours:**  
 8 a.m.-5 p.m. Monday-Friday  
**Urgent Care Hours:**  
 8 a.m.-8 p.m. Monday-Friday  
 8 a.m.-5 p.m. Saturdays

**Pharmacy Phone:** (208) 954-8707  
 Pharmacy Fax: (208) 954-8708  
 9 a.m.-6 p.m. Monday-Friday

**Nampa North Clinic**  
 9850 W St. Luke's Drive, Suite #329,  
 Nampa, ID 83687  
**Phone:** (208) 514-2509  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Monday-Friday

**Nampa South Clinic & Pharmacy**  
 215 E Hawaii Avenue, Suite #140  
 Nampa, ID 83686  
**Clinic Phone:** (208) 514-2529  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Mon, Tues, Thurs., Fri.  
 8 a.m.-8 p.m. on Wednesdays

**Pharmacy Phone:** (208) 954-8731  
 Pharmacy Fax: (208) 954-8732  
 9 a.m.-6 p.m. Monday-Friday

**Nampa Pediatrics**  
 215 E Hawaii Avenue, Suite #150  
 Nampa, ID 83686  
**Phone:** (208) 514-2502  
 Fax: (208) 375-2217  
 8 a.m.-5 p.m. Monday-Friday