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PATIENT BOOKLET

*Nonprofit Federally Qualified Community Health Center +
Accredited Graduate Medical Training Program Institution*

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Welcome!

This is your roadmap to navigating Full Circle Health, your medical home for all your healthcare needs.



Available Service Options



Community Health Center Perks

Access everything you need!

As a patient, you have access to the best available care by the best available providers in the Treasure Valley.

We invite you to explore these services by scanning the QR codes which will take you to our website to learn more.

www.fullcircleidaho.org

Primary Care



Annual wellness exams, immunizations, preventive care, pregnancy & newborn care, men's and women's health, well child checks

fullcircleidaho.org/medical-care

Urgent Care



Cold, flu, and respiratory infections, sore throat, ear infections, allergies, asthma, sports physicals, cuts, scrapes, burns, sprains, UTIs

fullcircleidaho.org/urgent-care

Behavioral Health



Counseling services include: addictive behaviors, ADHD, anxiety, depression, grief, child and teen therapy, EMDR therapy, postpartum, +more

fullcircleidaho.org/behavioral-health

Specialty Care



Dermatology, HIV care, OB/GYN, PrEP clinic, low-cost vasectomies and colonoscopies, rheumatology, sports medicine, TB and Hep C services, +more

fullcircleidaho.org/specialty-care-services

Pharmacy



We do more than fill your prescriptions - we work alongside your healthcare team to make sure treatment is perfect for you while making it affordable.

fullcircleidaho.org/pharmacy

Case Managers



We coordinate your care and support follow-up from hospital visits, help with medications and care plans, and offer guidance to help manage your health goals.

fullcircleidaho.org/case-management

Pediatrics



Newborn care, Well Child Checks, behavioral health care, immunizations, sports physicals, and preventive care in Nampa and Boise.

fullcircleidaho.org/medical-care/pediatrics

Outreach Assistance



We help you find services like housing, food, transportation, and help you sign up for health insurance. We invite you to learn more on our website.

fullcircleidaho.org/community-health-workers



Scheduling

Call or visit a clinic to schedule appointments up to 3 months in advance.

Sign up for MyChart to schedule online.



Interpreter Support

We speak over 55 languages - if you need an interpreter, please ask our scheduling team.



Telehealth

Use virtual visits for counseling and most primary care services through your phone, tablet or computer.



Complete Registration Forms

Save time on appointment day!

Complete your registration forms in advance.

Visit our website to access our registration form packet. Submit it securely online, or print and bring it with you for the check-in team on appointment day.

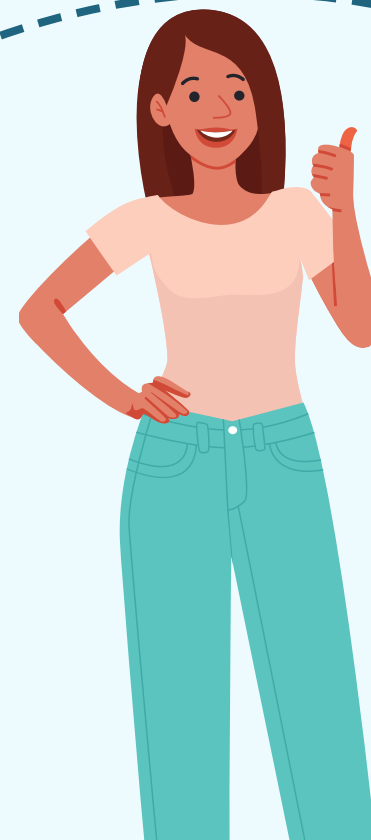
www.fullcircleidaho.org/forms



Sliding Fee Program

If you don't have insurance, or your insurance doesn't cover enough, Full Circle Health offers a sliding fee program. This program lowers your cost based on your income and family size.

Help is available! Learn more on our website.
www.fullcircleidaho.org/sliding-fee



Same Day & Evening Hours

Call your clinic after-hours for 24/7 nursing support!



CLINIC LOCATIONS

www.fullcircleidaho.org/clinic-locations

BOISE • CALDWELL • KUNA • MERIDIAN • NAMPA

Preparing for your visit



Insurance card (if applicable)

We accept most major insurances including Medicaid and Medicare



List of Medications

Including over-the-counter medicine, vitamins, or herbal supplements.



Immunization Records

(for your child)



Applying for Sliding Fee?

Bring current paystub or tax information for income verification.

No one will be turned away for the inability to pay.



Need to Reschedule Your Appointment?

Please provide at least 24 hours' notice if you need to cancel.

Patients who miss more than two appointments in 12 months without notice may no longer be eligible for care.



MyChart

**YOUR HEALTH RECORD
AT YOUR FINGERTIPS.**

Online – Anytime!

LOG IN TODAY!

www.myfullcircle.org



**Connect
your records
from other
healthcare
facilities!**

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

Call (208) 954-8730 to get started.



Pre-Visit Questionnaire

As part of your **online check-in process in MyChart**, you'll be asked to complete a brief Patient Voice Questionnaire (PVQ). This simple step gives you the opportunity to share your top concerns, goals, or questions before your visit begins — so your care team can tailor your visit to meet your needs.

What is the PVQ?

The PVQ is a short questionnaire that allows you to:

1. Highlight any symptoms or concerns
2. Set a goal for your visit
3. Share what's most important to your health and well-being

When do I complete it?

You'll see the PVQ during online check-in in MyChart, available before every scheduled appointment.



Full Circle Health Pharmacy *Make the switch!*



• BOISE
• CALDWELL
• KUNA
• MERIDIAN
• NAMPA

- Short wait times (*10 minutes*)
- Affordable medication options
- Friendly staff who speak multiple languages
- No-cost mailed medication services (*insurance & restrictions apply*)
- Clinical Pharmacists can join you at your appointment to discuss medication management

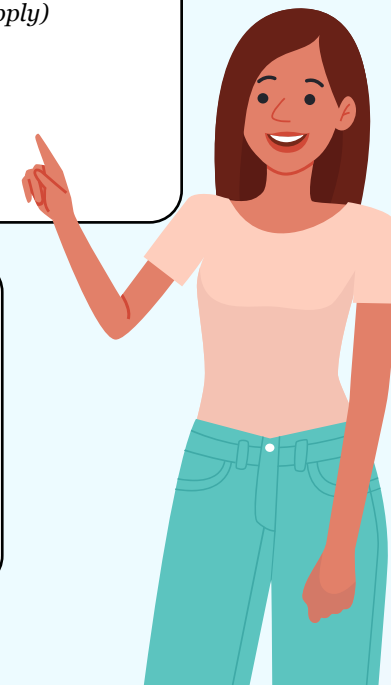
www.fullcircleidaho.org/pharmacy



After-Visit Summary

These are the notes you and your provider discussed at your visit.

Grab your “after-visit summary” printed at checkout, or view your provider’s notes on MyChart.



Your Experience Matters!

Please let us know how it went –

At the end of your visit, you will receive a message from us asking about how your appointment went through a survey.

Your feedback is extremely valuable! These comments help to improve future visits with us.

Call the 24/7 Nurse Care Line

If you have a medical question after hours and need to reach someone, please call your clinic phone number to reach the 24/7 Nurse Care Line.

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



Contacting Patient Relations

Did you have a bad experience?

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

Here are a few ways to reach the team:

- Call: (208) 514-2522
- Email: eventreports@fullcircleidaho.org
- Send a secure online report: <https://bit.ly/FCHfeedback>
- Write to:

**Full Circle Health
Patient Family Relations
777 N Raymond St.
Boise, ID 83704**

Response Time Transparency

MyChart



3 DAYS

S	M	T	W	T	F	S
☐	☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐	☐

REMINDER:

MyChart messages are for minor questions and comments – **not for** new symptoms, new medications, or medication refill requests.

Medication Refills



7 DAYS

S	M	T	W	T	F	S
☐	☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐	☐

REMINDER:

Call your pharmacy directly for medication refill requests 7 days before you run out. Do not call the clinic or message your provider. **Call your pharmacy directly.**

Test Results



7 DAYS

S	M	T	W	T	F	S
☐	☐	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	☐	☐

REMINDER:

You will receive your test results in MyChart before your provider has reviewed them. **You will not be called** unless your care team deems it necessary.

Tools to help you succeed

MyChart

Download the MyChart app on your smart phone or visit our website.

Call (208) 954-8730 for help, or log-in below:
www.myfullcircle.org



Ask-the-Doctor Checklist

Print your own checklist of questions and medications to prepare for your visit.

Download on our website:
fullcircleidaho.org/pre-visit-ask-the-doctor-checklist/



Kids Care Tools

Find schedules for Well Child Checks, Dosing charts, and more.

Download on our website:
fullcircleidaho.org/kids-care-tools/



Medication Refill Basics



Rx365

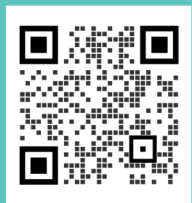
Download the **Rx365 App** on your smart phone to refill prescriptions, anywhere!
Scan the QR Code to download the app.

To refill prescriptions by phone call, **please call your pharmacy directly.** (Do not call the clinic.)

Please allow for 7 business days in advance of your medication running out for prompt refills.

*An appointment may be needed prior to some refills.
Ask us about how to afford medications, we can help!*

www.fullcircleidaho.org/pharmacy



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

Full Circle Health
777 N Raymond Street
Boise ID 83704



Bloodwork at Full Circle Health



Please Note: Lab tests by **Interpath Labs** (or another lab that takes your blood work) will be sending you a separate bill for these services.

Health Insurance Assistance

We accept most major insurances, including Medicaid and Medicare.

Our Certified Enrollment Counselors offer free assistance with:

- Signing up for affordable health insurance
- Application assistance, step-by-step

We're here for you!

www.fullcircleidaho.org/medical-care/community-health-workers/



Full Circle Health is a Teaching Health Center

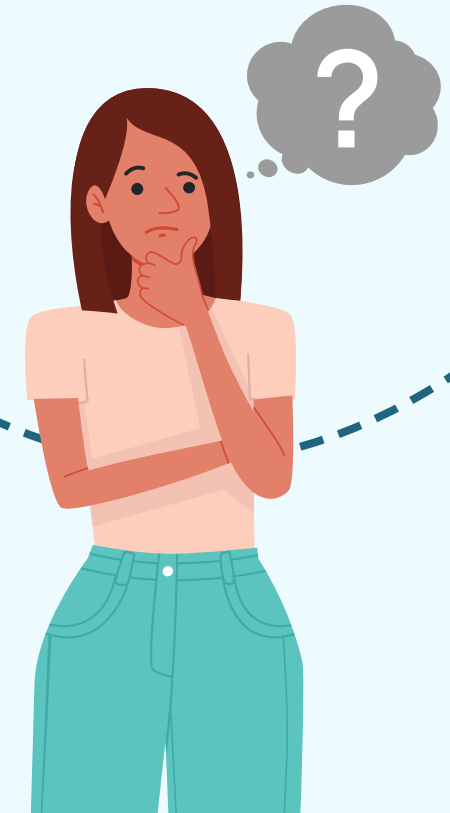


We are committed to providing you with high-quality evidence-based healthcare that is centered on you.

A part of our mission is to train the next generation of healthcare professionals. You are in good hands with highly-trained resident family medicine physicians and pediatricians, counselors, and pharmacists for your healthcare needs. Providers-in-training are supported by senior leadership in every medical decision.
We are on your team!



Team-Based Care

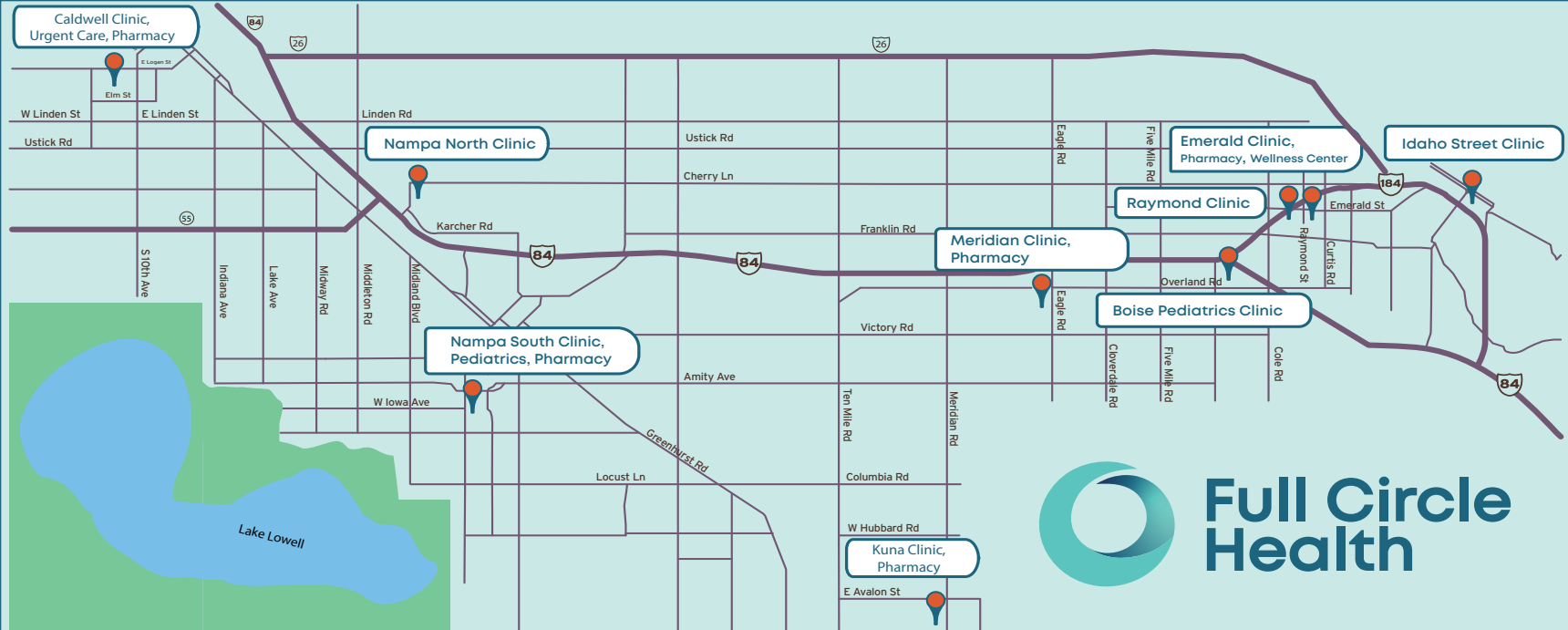


Where is my regular Doctor?

Many patients at Full Circle Health will receive care from a resident in training. **Residents are licensed doctors** who are completing their three (3) years of training while caring for patients.

Residents also spend time learning through hospital work, specialty visits, training in rural Idaho locations and are attending classes. When 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.





Same Day & Evening Hours Available

HOURS & CLINIC LOCATIONS

www.fullcircleidaho.org/clinic-locations

BOISE • CALDWELL • KUNA • MERIDIAN • NAMPA