

Getting to Denver Health

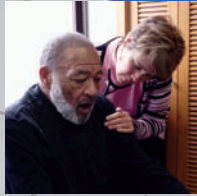
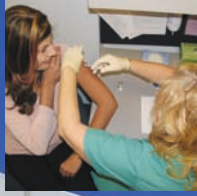
From I-25, take 6th Ave. east, exit 209A, merge onto 6th Ave., turn left onto Delaware St. The patient and visitor parking garage will be immediately to your right. Parking is \$1.50 per day.

In addition to the Delaware Garage, visitor and patient parking is available in various locations around Denver Health. Parking in these locations is also \$1.50 per day.

Signs throughout the Denver Health campus direct drivers to where patients can be dropped off for easy access to the hospital and clinics.



HEALTH



DENVER HEALTH



DENVER
HEALTH
Level One Care for ALL

Denver Health Outpatient Guide

Welcome to Denver Health!

Denver Health is an integrated health care system that is widely known as a model for the nation. It includes Denver Health Medical Center, a 477-bed hospital; the Rocky Mountain Regional Trauma Center; Denver Health Paramedic Division; the Rocky Mountain Poison and Drug Center; Denver Public Health; eight family health centers; 12 school-based health clinics; Denver Health Foundation; Denver Health Medical Plan, and the Rocky Mountain Center for Medical Response to Terrorism, Mass Casualties and Epidemics. Denver Health provides health care services in more than 20 medical and surgical specialties.

The doctors at Denver Health, many of whom are national and international leaders in their respective fields, are on staff at the hospital and available to care for patients around the clock. Unlike community hospital physicians, Denver Health physicians are salaried employees. They are faculty members at the University of Colorado School of Medicine, and most are board-certified.

Because of the closed medical staff, private practice physicians do not have privileges at Denver Health. However, when they refer patients to Denver Health, our doctors remain in contact with the referring physicians to ensure continuity of care.

Private practice doctors cannot order laboratory work, tests or diagnostic procedures to be done at Denver Health Medical Center, or write prescriptions to be filled at a Denver Health pharmacy. Orders for procedures or prescriptions are written by the Denver Health physician, usually in consultation with the private physician.

**Denver
Health
Medical
Center**

**Rocky
Mountain
Regional
Trauma
Center**

CFx

**A.C.U.T.E.
Eating
Disorders
Medical
Center**

**Advanced
Minimally
Invasive
Surgery
Center**

**Arrhythmia
Center
Atrial
Fibrillation
Ablation**

Insurance and Preparation

Private and Commercial Patient Referral Appointments

We are pleased to announce the recent implementation of a new hospitality service for our private and commercial referral patients. In the event that you are a private or commercial patient being referred to a Denver Health doctor by a private practice doctor, please contact us at our new central patient liaison appointment center at 303-628-1550 regarding your referral.

Patients who are seeking a 'second medical opinion' are also encouraged to contact us at the aforementioned number. By utilizing this special appointment/consultation line, specially trained operators will assist you with:

- Pre-registration;
- Insurance coverage verification;
- Scheduling of appointment(s);
- Review of co-pay requirements;
- Directions and a map of the hospital campus;
- Hotel accommodations, should you need them, with discounted rates at Marriott Suites, La Quinta Inn and the Holiday Inn, all within walking distance or within 5 miles of the hospital campus.

The primary objective of this program is to make your experience at our hospital as seamless and customer friendly as possible.

Denver Health cares for all emergency patients, regardless of their ability to pay for their care. Denver Health is home to the Rocky Mountain Regional Trauma Center, which annually cares for thousands of the region's most severely injured trauma victims. Doctors on the Trauma Team must be available 24 hours a day to care for critically ill patients as they arrive at the hospital. Occasionally surgeons are pulled away from clinic appointments to urgently tend to trauma victims. Should this happen to you, we sincerely apologize for any inconvenience this may cause you.

Follow up appointments can be arranged by calling 303-628-1550

**Surgery
Clinic**

**Orthopaedic
Clinic**

**Physical
Therapy/
Occupational
Therapy**

**Ear
Nose
Throat
Clinic**

Cardiology

**Community
Health
Services
Primary Care**

Insurance and Preparation

General Health Insurance Benefit Questions

All Denver Health facilities, including all Denver Health pharmacies, accept various insurance plans, i.e. Anthem Blue Cross Blue Shield, PacifiCare, United Healthcare, Access Behavioral Care and GEHA, etc. General questions reference co-pays, and accepted means of payment can be addressed the Denver Health Appointment Center @ 303-628-1550.

For any other health insurance plans, please call the health insurance contract administrator at 720-956-2445.

For the most current information related to Denver Health participation with payers and billing information visit <http://www.denverhealth.org> click Patients Families, then Patient Billing.

To Prepare for Your Appointment

Please bring your insurance card, a picture ID and your co-pay, if your insurance company requires you to pay a co-pay. Please plan to arrive 15 minutes early for your appointment to ensure you will have enough time to complete the appropriate paperwork.

Once You Arrive at Denver Health for Your Appointment

Please check-in at the clinic's registration desk. Present your insurance card, and let them know your scheduled appointment time. When registering, please be sure to update your address and phone number. It is important that you update your information during each registration process so that your insurance paperwork is properly processed.

If you have waited 20 minutes past your scheduled appointment time, please inform the registration clerk that you are still waiting to be seen.

Pharmacy and Service

The clerk will then check with the doctor to determine the cause of the delay. Because many of the physicians at Denver Health also care for critically injured patients brought to the Rocky Mountain Regional Trauma Center, they may be called upon to care for a patient in the Emergency Department. Should this occur during your appointment, the registration clerk will reschedule you for the next available appointment.

Pharmacy Services

Prescriptions written by a Denver Health physician may be filled at a reduced cost at any of the Denver Health pharmacies. There may be a small co-pay, depending on your insurance benefits.

Prescriptions originally filled at Denver Health may also be refilled at Denver Health by accessing the automated refill line at 1-866-347-3345. Refill requests received by 1:30 p.m., Monday through Friday, will be available after 11 a.m., the following day at any of the following Denver Health locations.

Wellington E. Webb Center for Primary Care – 301 W. 6th Ave.

Gipson Eastside Family Health Center Pharmacy – 501 28th St.

La Casa/Quigg Newton Family Health Center Pharmacy – 4545 Navajo St.

Sandos Westside Family Health Center Pharmacy – 1100 Federal Blvd.

Lowry Family Health Center – 1001 Yosemite St.

Montebello Family Health Center – 4685 Peoria St.

Park Hill Family Health Center – 3900 Grape St.

Westwood Family Health Center – 4320 West Alaska Pl.

Important Phone Numbers

We care about you!

Denver Health strives to provide the best care possible. After your visit, you will receive a questionnaire asking how you felt about your care, ease of appointment scheduling, access to care, registration personnel, and billing exactness. Please complete the questionnaire, so that we can continue to provide the best care possible.

Appointment Line	303-436-4949
Breast Clinic/Oncology.....	303-436-6065
Breast Surgery Clinic	303-436-6140
Cardiology Clinic	303-436-6065
Dermatology Clinic.....	303-436-6065
Ear/Nose/Throat/Audiology Clinic.....	303-436-6366
Endocrinology	303-436-6065
Eye/Retina/Glaucoma Clinic.....	303-602-8550
Gastroenterology Clinic	303-436-6065
Insurance/Contracts.....	720-956-2445
Nephrology Clinic.....	303-436-6065
Neurology Clinic.....	303-436-6065
Nutrition	303-436-6065
Oncology/Hematology.....	303-436-6065
Orthopedic/Hand/Sports/Total Joint/Spine Clinic	303-436-3440
Rehab Clinic Inpatient	303-436-6330
Rehab Clinic Outpatient.....	303-436-8570
Patient Billing	720-956-2200
Physical Therapy/Occupational Therapy/Speech	303-436-6065

Important Phone Numbers

Pharmacy

Inpatient	303-602-9175
Outpatient	303-602-9175
Refill	1-866-347-3345
Plastic Surgery Clinic	303-436-3440
Podiatry Clinic	303-436-3440
Pulmonary.....	303-436-6065
Rheumatology	303-436-6065
Surgery/Bariatric/Neurosurgery Clinic	303-436-6140
Urology/Proctology Clinic.....	303-436-6120
Vascular Clinic.....	303-436-6120
Women's Care Clinic	303-602-9000

Notes
