



Dear Patient,

Welcome to Aviva Health! We are proud to serve as your medical home to provide and coordinate the health care services you need. We provide primary medical care, mental health services, reproductive wellness care, and dental services to residents of Douglas County and the surrounding areas.

A medical home is an innovative, team based approach to providing health care with the patient as the central focus. Your primary care provider, nurse, medical assistant, referral coordinator, and support team work together to manage your care. Your initial medical visit is a chance for information gathering. We would like you to meet your provider and care team, get your medical history, and have you sign for your previous records. You and your provider will work together to make a plan to meet your health and wellness needs. After your first visit, you and your provider will schedule the timing and length of your next visit to meet your healthcare needs. Your assigned provider will be coordinating your care.

To expedite your appointment please consider the following:

- Arrive 30 minutes early
- Expect to complete a registration packet and other applicable forms, or print forms from our website: www.umpquachc.org to print, complete, and bring to your appointment
- Bring medication bottles and anything else you might need to discuss
- Bring along your photo ID, Insurance Cards, and Proof of Income for everyone over 18 in your household if you would like to use our sliding scale (acceptable proof of income: pay stubs, tax forms, letter from employer, documents verifying amount of income from other sources, ex. unemployment, SSI, alimony, child support, etc.)

We look forward to providing you with exceptional healthcare. If you have any questions, please call us on our main line at (541) 672-9596.

Sincerely,

The Staff at Aviva Health