



SUN LIFE FAMILY HEALTH CENTER

Excellence in Health, Wellness, Education & Service

A GUIDE TO WELLNESS

Patient Handbook



Locations | Services for You and Your Family | Community Impact

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www.sunlifefamilyhealth.org

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Medical Center

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“Fast and caring, great customer service and the doctor was really personable and professional.”

~ Online review, family medicine

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➤ Welcome to the Sun Life Family

Welcome to Sun Life Family Health Center! We thank you for trusting Sun Life with your healthcare needs.

Sun Life offers a variety of healthcare services to the individual and the entire family. Our services include family practice, women's wellness, pediatrics, dental care, integrated behavior health and pharmacy services. In addition to providing care when you are ill, we will also help you to achieve a healthy lifestyle and work with you to prevent illness.



Travis J. Robinette
President and Chief
Executive Officer

We look forward to establishing a great patient/provider relationship. We have developed this patient guide to help you better understand our practice so we may better serve you.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'Travis J. Robinette'.

Travis J. Robinette
Chief Executive Officer



Sun Life Family Health Center (Sun Life) is a Joint Commission certified Primary Care Medical Home (PCMH). As a valued patient at Sun Life, staff is dedicated to working together as a TEAM to help you achieve your best quality of life.



➤ Circle of Care

Being a Primary Care Medical Home (PCMH) certified organization means we are dedicated to working together as a TEAM to help you, the patient, achieve your best quality of life. You will be a part of a team made up of providers, medical assistants and health specialists who help coordinate your health care. This is your Circle of Care, at which you are the center.

What is your role in the Circle of Care?

Your team experience begins and continues from your first patient visit. Along the way, you will be introduced to members of your Circle of Care, including, your Primary Care Provider (PCP) and medical assistants. This is where you become engaged with your Circle of Care Team.



Engaging you in your treatment plan is the core of PCMH. At Sun Life, we want you to be involved in a variety of ways: we will ask for your input about medical decisions and treatment. We will work with you to develop self-management goals and care plans, we will ask you for feedback in the way of patient satisfaction surveys and we will provide you with access to resources to support your medical care.

Keep Us Informed

Your Circle of Care will function most effectively as your medical home when you provide us with a complete medical history, including any recent visits to other providers, recent hospitalizations, tests or emergency department visits since your last appointment with your PCP.

Take Care of Yourself

Set health goals you are comfortable with and make life choices to meet those targets. Join support groups with people like you and learn how to manage serious illnesses. Ask your care team for more information about available support, education and therapy groups to help you meet your identified goals.

“Wellness is the complete integration of body, mind, and spirit – the realization that everything we do, think, feel, and believe has an effect on our state of well-being.”

~ Greg Anderson

Circle of Care continued...

Talk to Us

Your healthcare is our priority. To determine where improvements are needed, Sun Life participates in an online patient feedback survey. You may be asked to complete a patient experience survey after your next visit. We encourage you to give us feedback on how our office works. This is your opportunity to tell us what we did well, and where we could use some improvement.

Be Safe

Tell your provider about any medicines, supplements and herbal or holistic products you take. Consider different treatment options and compare their risks and benefits.



Patient satisfaction and quality of care are of the utmost importance. We want you to feel at home and well cared for by your healthcare team and, most importantly, we want to work together with you as a team to meet your healthcare goals.

➤ Welcome to *your* Primary Care Medical Home

Being a patient at Sun Life means YOU will benefit from the core functions of a PCMH:

Patient-Centered care – We provide care that focuses on the whole person and understanding and respecting each patient's needs, culture, values and preferences.

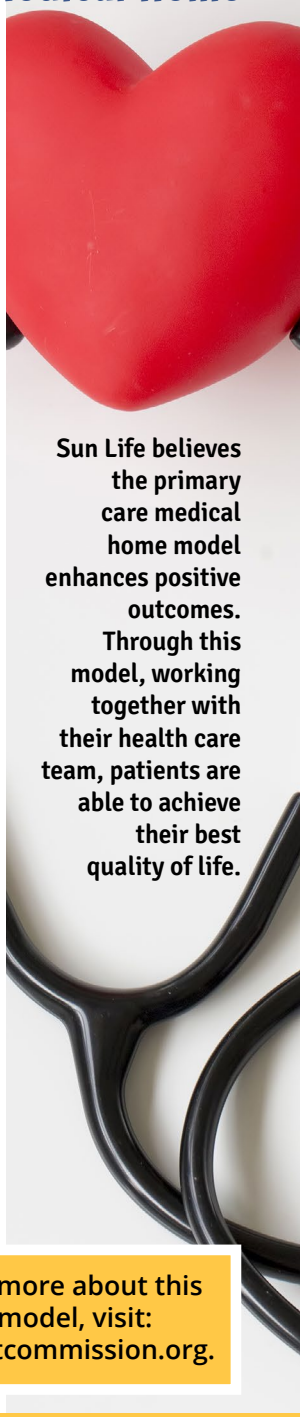
Comprehensive care – Our team of providers work to meet each patient's physical and mental healthcare needs, including prevention and wellness, acute care and chronic care.

Coordinated care – We coordinate across the broader healthcare system, including specialty care, hospitals, home care and the provision of community and support services. This is particularly critical during transitions between sites of care, such as when patients are discharged from the hospital or referred to a specialist.

Access to care – Our patients have access to services with shorter wait times for urgent needs, enhanced in-person office hours, around-the-clock electronic access to members of the care team, and alternative methods of communication through our patient portal. Additionally, should you have medical concerns when our offices are closed, our after-hours call line will provide you continuity of care until your provider follows up with you. Always remember, if you need anything, please call us first as we want to be your central hub for all your health needs. Unless it is an emergency, please call us at 888-381-3446 anytime you have questions or concerns with your health.

Systems Based Approach to Quality and Safety

Our organization uses evidence-based medicine, clinical decision support tools, engages in performance measurement and improvement, measures and responds to patient experiences and satisfaction, practices population health management, and publicly shares robust quality and safety data and improvement activities.



Sun Life believes the primary care medical home model enhances positive outcomes.

Through this model, working together with their health care team, patients are able to achieve their best quality of life.

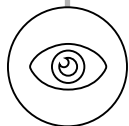
To learn more about this care model, visit:
www.jointcommission.org.

➤ Speak Up™ About Your Care



Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like a translator.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



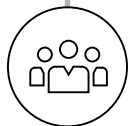
Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.



Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



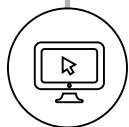
Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



The Joint Commission

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**K**now about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.

**U**se a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

**P**articipate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

➤ Five Pillars of Wellness *Written by M.Everson*



Understanding that everything in your life is connected to your overall health is the first step to true wellness.

We'd like to think that different aspects of our life can operate independently from one another. However, this is not true no matter how much we wish it was. For instance, if you're burdened by financial pressures the ongoing stress alone may cause headaches, anxiety or sleep problems. But if we take a deeper look beyond the immediate reactions caused by your financial stress we can also look for secondary conditions to find that possibly your headaches have also caused you to miss work or social functions that keep you tethered to a support network that could help you. The anxiety may have led to overeating or an increase in alcohol consumption thus causing weight gain, compromised liver functions and a lack of the needed vitamins and nutrients your body needs to be well. Your lack of sleep may have caused irritability towards others as well as not allowing your body time to recover daily, leaving your nervous system on edge, and your body and mind exhausted. Understanding that everything in your life is connected to your overall health is the first step to true wellness. It is with this in mind we ask you to consider the these Five Pillars of Wellness*.

Pillar One: Physical

Your body is directly affected by the conditions of your physical environment as well as how well you take care of it. Identify areas where you may have neglected your body's environmental conditions or its physical form.

- Consider reducing stressors in your living and work environment. This could mean adding a wind chime or fountain to your space for calming sounds, using lamps for softer lighting or simply clearing the clutter from all surface spaces. Consider adding indoor plants to your home and workspace.
- Don't skip your annual medical checkups. Even if you feel great your annual checkup can be key to you continuing to feel great or catching illnesses early. Consider doing it on your birthday, after all it was the day your body starting serving you, give it a birthday gift for doing so.
- Pay attention to what your body needs to thrive. This includes making the best choices in nourishment, activity and sleep. If joining a gym is not in your budget or feels like too much, check out youtube.com where you can find plenty of free workouts, yoga and stretching videos.

Pillar Two: Emotional

When you take time to sort out how you feel and care for yourself you are better able to navigate your emotional safety and health in the world around you.

- Make time for self-care. Build a short list of 5-15 minute things you can do that help you feel soothed, grounded and recharged. Consider a 10 minute walk to clear the negative and stressful thoughts you have. Ask for a hug. Take a power nap. Try downloading an app like Happify or Headspace for short, guided mood changers.
- Learn to identify what you are feeling. It can take some internal work to get to the bottom of what you might be feeling, but once you do you can communicate clearly to others what you need and how they can help you.
- Give yourself permission to say “no” if something doesn’t feel good or causes you additional stress.

Your self-care is your first priority.

Pillar Three: Spiritual

Think about spirituality as a practice of dedication to connecting to yourself. Your mind and soul being given the support they need when things are going well, and not so well. Challenges in life are unavoidable. But when you have inner strength and a practice of spiritually connecting you, you are better positioned to move through those challenges and also to find gratitude for the times when things are going well.



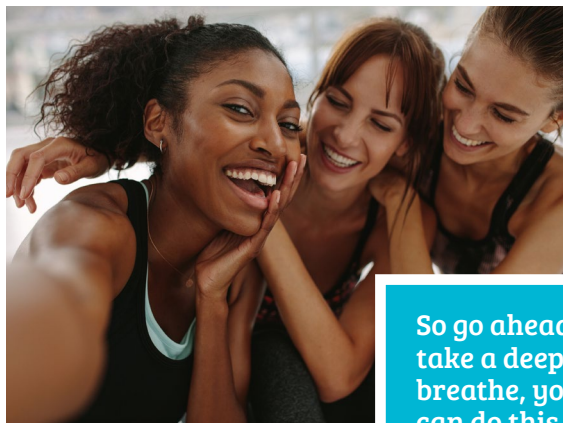
“SunLife is a forward-looking, patient-centered practice that looks for underlying causes instead of treating only symptoms.”

~ Online review, family medicine



Pillar Three: Spiritual continued...

- Make daily inspiration a habit. Find out what inspires and grounds you to yourself. Maybe it's a hymn, a mantra you feel connected to or made up yourself like a mini pep talk. Perhaps it's a quote or text that resonates with you. Seek this out as many times a day as needed.
- When a challenge presents itself, first slow down and determine what you are feeling before reacting. This will help you make choices that are more in line with how you really feel instead of your instant reaction to a challenge.
- Consider meditation as a daily practice. Even just 10 minutes a day can have a significant impact on your connection to yourself, the outside world and improve your health. Studies has shown meditation to reduce stress, anxiety, loneliness, depression, anger and also decreases blood pressure, helps with pain management and much more. Try using an app like Buddhify or Calm to help guide and get you started.



**So go ahead,
take a deep
breathe, you
can do this.**

Pillar Four: Social

Having a network of support will help you be more equipped to navigate through the highs and lows of life knowing you have support to lean on. It can be critical at times to have this network. For instance, if you find yourself too sick or injured to take care of your basic needs, having a support network of

friends, even if small, can ease the burden when something happens. Being social is not just about support when you need it. It is also about getting out, meeting new people, trying new things and taking the leap to do something you have always wanted to do. Being social introduces you to new ways of thinking, new ideas, and new circles of your community.

- Develop your support circle and get comfortable asking for help. If that's hard for you, start small. Ask for help on little things until you feel safe to ask for things that feel too big. Give your friends a chance to help you by telling them what you need.
- Get out of your routine. If there is something of interest to you but no one wants to go, go alone and make new friendship. You never know when or where you'll meet your next closest friend.

- Think about rekindling old friendships even if it has been years. You may be surprised to find out how easy it is to pick back up. Also think about the friends you currently have, do you feed those connections enough? If not, think about starting a standing hour a week where you call someone you haven't talked to in a while.

Pillar Five: Financial

Financial health plays a role in poor physical health. By tackling your financial health you are likely to reduce stress, have peace of mind and find better opportunities in your future.

- Be honest with yourself about your situation and habits which will help you create a budget that is realistic and reach out for help if you need it.
- Use a free site such as mint.com to create a budget that you can link your bank account with and track your spending habits to stay on track and adjust.
- Remember to plan for the unexpected. Saving is hard so start small with just \$10 a week. Consider setting up a new account at a different bank so you are not tempted to dip into your savings.



Remember you don't have to tackle all of this at once. Start small, pick one pillar or one thing from each pillar to start on, then slowly layer in the others. Even small changes can make a lasting impact on your life and health as you age and move forward.



Laugh More!

Studies have actually shown that laughing boosts the immune system and increases infection-fighting antibodies. Plus when we laugh, we release the body's own natural feel-good endorphins!

*The 5 Pillars of Wellness are not medical advice. They are suggestions for living a healthier life. Consult your primary care provider in conjunction with any major changes or to seek advice on any specific need.



Locations

SLFHC Apache Junction

2080 W. Southern Ave, Ste B10
Apache Junction, 85120
T: 480-351-2850

SLFHC Casa Grande

865 N. Arizola Rd.
Casa Grande, 85122
T: 520-836-3446

SLFHC Coolidge

1284 N. Arizona Blvd.
Coolidge, 85128
T: 520-723-9131

SLFHC Eloy

205 N. Stuart Blvd.
Eloy, 85131
T: 520-466-7883

SLFHC Florence

174 W. Highway 287
Florence, 85132
T: 520-868-5811

SLFHC Maricopa

44572 W. Bowlin Rd.
Maricopa, 851382
T: 520-568-2245

SLFHC Oracle

1040 W. American Ave.
Oracle, 85623
T: 520-896-2092

SLFHC San Manuel

23 South McNab Pkwy
San Manuel, 85631
T: 520-385-2234

Sun Life Center for Children

1856 E. Florence Blvd.
Casa Grande, 85122
T: 520-836-5036



Eat Nuts!

They are full of magnesium, vitamin E, fiber and studies have shown they can increase weight loss and boost metabolism.

Sun Life Family Dentistry

865 N. Arizola Rd.
Casa Grande, 85122
T: 520-381-0381

Sun Life Pediatric Dentistry

1864 E. Florence Blvd, Ste 1
Casa Grande, 85122
T: 520-350-7560

Sun Life Center for Women (Apache Junction)

2080 W. Southern Ave, Ste B10
Apache Junction, 85120
T: 480-339-2856

Sun Life Center for Women (Casa Grande)

1864 E. Florence Blvd, Suite 2
Casa Grande, 85122
T: 520-381-0380

Sun Life Center for Women (Chandler)

655 S. Dobson Rd, Suite 201
Chandler, 85224
T: 480-307-9477

Sun Life Center for Women (Maricopa)

44765 W. Hathaway Ave.
Maricopa, 85139
T: 520-788-6100

Patient Accounts/Billing

T: 520-381-0317

"I've been a patient at Sun Life over 22 years and had very good care and they really care! They get me referrals when needed and handled all the paperwork necessary. I'm disabled and feel very satisfied with their care. The staff has been stellar with me!"

*~ Online review,
family medicine*

Sick Today?

**Get Seen Today!
Call us first or walk in and ask for a sick visit before going to urgent care.**



➤ Pharmacy

Affordable • Convenient • Friendly

The Sun Life Pharmacy offers the following:

- Medication services including immunizations, medication adherence and synchronization, and medication therapy management.
- Prescription refills, transfers and over-the-counter medications.
- Other products such as vitamins, cold and allergy medications, pain medication, oral health and feminine hygiene products, infant care, hair care, shower and bath items, as well as sunscreen and bug spray.
- Miscellaneous medical supplies including blue light and reading glasses.



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sunlifepharmacyaz.com
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6 Convenient Locations:

Apache Junction

2080 W Southern Ave Ste. B-10

T: 480-339-2853

Casa Grande

865 N Arizola Rd

T: 520-381-0363

Eloy

205 N Stuart Blvd

T: 520-381-0355

Florence

174 W Hwy 287

T: 520-518-5025

Maricopa

44572 W Bowlin Rd.

T: 520-350-7646

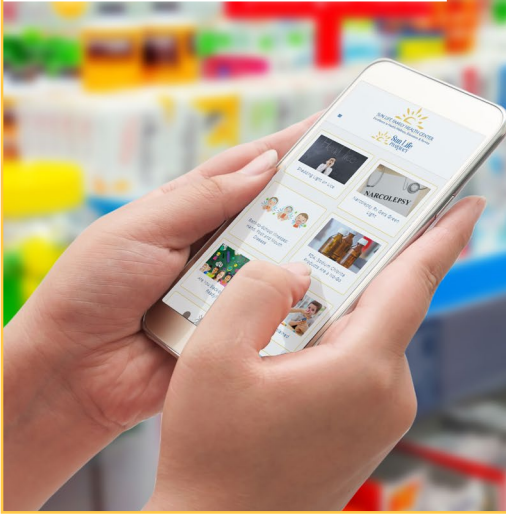
San Manuel

23 S McNab Parkway

T: 520-385-2236

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G. Alan Bracher, MD
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Sandeep C. Patel, MD
Yatin R. Patel, MD



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520-582-1000

875 S. Dobson Road • Chandler, AZ 85224
480-899-9800

➤ Patient Services

Insurance

Sun Life accepts most major insurances including AHCCCS, Medicare and TRICARE.

Uninsured Services

Through Sun Life's Community Outreach & Enrollment Department, a team of caring individuals is dedicated to helping patients enroll in various insurance and discount programs to help ease the cost of healthcare. Sun Life's enrollment team can help the community with enrollment in:

- Sun Life's sliding fee discount program
- Arizona's Medicaid program (AHCCCS)
- Healthcare.gov Marketplace

For more information or to schedule an appointment please call: 520-381-0393

The Sun Life Patient Portal offers 24/7 access to:

- Lab results
- Secure message sending and receiving
- Personal health records
- Statements and receipts
- Doctors' notes

Patient Portal



Sign up today at slfhc.org for 24/7 access to YOUR health information or download the app and use code:

CCGHAD

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the way you want to be treated

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ARIZONA

AZBreastCare.com

CASA GRANDE

1876 E. Sabin Drive | Suite 10
Casa Grande, AZ 85122
520.836.9800

CASA GRANDE

1281 E. Cottonwood Lane
Casa Grande, AZ 85122
520.876.0416

For more information, or to speak to one of our breast care experts, please contact us today.

We're a get off the couch type of county



@VisitPinal



@VisitPinalCounty



@visitpinalcounty



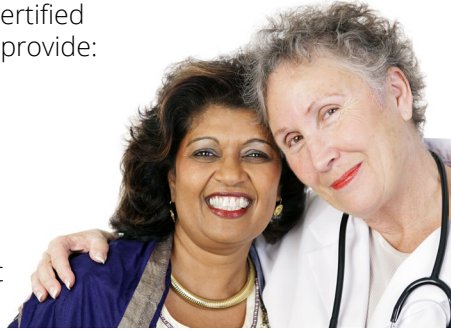
PINAL COUNTY
WIDE OPEN OPPORTUNITY

➤ Sun Life Center for Women

Our dedicated Obstetrics & Gynecology team is here to provide exceptional women's wellness care through every phase of a woman's life. We are experienced and will listen to your concerns and help you feel informed about your healthcare decisions and body.

Sun Life's Gynecology Providers are board certified and care for women ages 13 and older. We provide:

- Well Woman Exams
- Family Planning
- Colposcopy
- Management of Menopausal Symptoms
- Screening for Genetic Disorders
- Osteoporosis Prevention and Treatment
- Ultrasound Services
- STD/STI Testing
- Evaluation and treatment of gynecologic disorders including abnormal bleeding, fibroids, endometriosis, pelvic pain and more.



Our gynecologic surgeons also offer minimally invasive surgery whether it is performed vaginally, laparoscopically or is robot assisted. This offers our patients a lower rate of complications, shorter hospital stays and less blood loss.



SUN LIFE CENTER FOR WOMEN

4 Convenient Locations:

Apache Junction
T: 480-339-2856

Chandler
T: 480-307-9477

Casa Grande
T: 520-381-0380

Maricopa
T: 520-788-6100

We deliver at both Banner Casa Grande and Chandler Regional Medical Centers.

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No appointment needed.

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We Need More Awesome Team Members!

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TODAY!**



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600 E. 1st St., Casa Grande, AZ 85122

ROC 067458 R-37R | ROC 068025 C-37 | ROC 067457 R-11 | ROC 074815 C-11

Casa Grande Alliance

Strong Families Program



If you have a child or children between the ages of 10 and 14, join us for a for an eight week workshop that will help your family strengthen communication skills, increase appreciation for each other and successfully navigate common and difficult family situations.

This program covers:

- ***Setting limits***
- ***Defining consequences***
- ***Coping with stress***
- ***Problem solving techniques***
- ***Dealing with peer pressure***
- ***Positive family relationships***



Call us today for more information or to sign up for the next class!
(520) 836-5022 | www.casagrandealliance.org



Labs - For patient convenience lab draws are conveniently available at all Sun Life locations through our nationally accredited laboratories.

Care Coordination - Care Coordination is Sun Life's referrals department and works on your behalf to submit for insurance prior authorizations if required before you see the specialist. Our care coordinators will oversee scheduling your first appointment with an outside specialty office. They will also maintain contact with the specialty office to ensure that your records are kept up-to-date.

Diabetes Wellness - Our program is designed to assist you in making informed decisions about your diabetes care, in managing your health and improving your quality of life. Services are available in both group classes and private one-on-one sessions (in English and Spanish).

Pharmacy - Sun Life has six on-site pharmacies open to the public. For our patients this also adds convenience. When you are done visiting with your provider you can have them filled directly and promptly on-site. *See page 16 for more information.*

Radiology - Because imaging services such as x-rays and ultrasounds are helpful in diagnosis and care, Sun Life offers these at several locations. X-rays are available at our Casa Grande and San Manuel Family Health Center locations.

Ultrasounds are available at Sun Life Centers for Women in Casa Grande and Chandler.

Translation and Language Services - Many Sun Life staff are bilingual English-Spanish. If you speak a language other than English, language assistance services are available free of charge. Call 1-520-836-3446 (TTY: 1-866-425-0217).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-520-836-3446 (TTY: 1-866-425-0217).

You can also find additional language services for Deaf, hard of hearing or have difficulty speaking at www.azrelay.org/relay-services/voice-calls.

If you need these services, contact us at 1-888-381-3446

Outreach & Enrollment - Sun Life Family Health Center's Outreach & Enrollment Specialists have been trained to help consumers understand their coverage options as well as to provide application assistance and screening for state-funded insurance programs and Sun Life's discount program. *See page 18 for more information.*

Integrated Behavioral Health - Our Integrated Behavioral Health program provides brief counseling when it comes to issues which can impact your daily life and physical health. This can include specific behaviors, habits, medical diagnoses and other life stressors.

➤ Ryan White Part A

Sun Life Family Health Center is a Ryan White Part A service provider for Pinal County residents. If you've tested positive for HIV, it's important that you take advantage of regular medical care. Being seen by your doctor regularly will help you maintain good health and a satisfying quality of life.



To get connected to care, contact Care Directions, where they can help you find out what assistance is available to you for your medical care and help you get enrolled. You can reach Care Directions at 602-264-2273. Funding for this program is made possible through the Federal Department of Health and Human Services, Health Resources and Services Administration, the Ryan White HIV/AIDS Treatment Extension Act of 2009 and Maricopa County Business Strategies & Healthcare Program.

A hand holding a smartphone displaying a Facebook post from Sun Life Family Health Center. The post features a photo of a smiling woman wearing sunglasses and holding a colorful card. The background of the entire section is a close-up of a person's arm in a hospital bed, with blue medical straps and a white mesh net visible.

Connect with us!
 @SunLifeFamilyHealthCenter
 @SunLifeHealth

**Love your care?
Leave us a review!**
  

➤ The Primary Care Medical Home Model

Sun Life is certified by The Joint Commission as a Primary Care Medical Home. The Primary Care Medical Home (PCMH) is a model for providing comprehensive primary care for children, youth and adults. The PCMH model aids partnerships between individual patients, their personal physicians and, when appropriate, the patient's family.

The PCMH will enable:

- Each patient to have an ongoing relationship with a Sun Life primary care provider (PCP) who provides continuous and comprehensive care;
- A PCP directed team of Sun Life staff, who together care for each patient;
- Sun Life staff to take a whole-person approach to caring for patients.

Quality and safety are important in the medical home model. Following are some ideas how this is accomplished:

- Sun Life staff advocates for their patients to achieve health outcomes through a compassionate partnership between physicians, patients, and the patient's family.
- Evidence-based medicine and clinical support tools guide decision-making, (PCPs use the latest healthcare practices to treat patients.)
- Primary care providers in the practice encourage quality improvement by engaging in performance measurement and improvement (patients receive calls/letters reminding them to come in for specific care).
- Patients actively participate in decision-making and feedback is sought to ensure patient expectations are being met (Patients complete surveys).
- Information technology is utilized appropriately to support optimal care, performance measurement, patient education and enhanced communication (Electronic Health Records).

Sun Life believes this model enhances positive outcomes. Through this model, working together with their healthcare team, patients are able to achieve their best quality of life.

To learn more about this care model, visit jointcommission.org



Sun Life Family Health Center, Inc., is an equal opportunity provider and employer.

The Joint Commission has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website. www.qualitycheck.org.

➤ Choosing Your Primary Care Provider

A primary care provider (PCP) is a physician, physician assistant or a nurse practitioner, all of whom received a license to practice medicine. Your PCP is your main healthcare provider in non-emergency situations, and often involved in your care for a long time. At Sun Life, we expect you and your family will select a PCP who is the right fit for you.

Your PCP's role is to provide preventative care and teach healthy lifestyle choices, identify and treat common medical conditions, and assess the urgency of any medical problems. Should you need specialty care, your PCP can direct you to the best place for specialty care, making referrals to the specialist when necessary.



**"I am grateful
for the Sun Life
providers and
their care."**

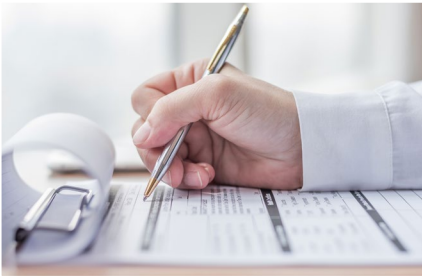
*~ Patient survey,
family medicine*

➤ Your Satisfaction

Sun Life Patients: We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this facility takes part in an online patient feedback survey. This survey measures your satisfaction with your office visit experience. It is designed to be a standardized tool for measuring and reporting satisfaction across all healthcare facilities in the U.S.

After you have received care from our facility, you may be invited to participate in the patient survey. You will receive an invitation via email. The survey asks multiple choice questions about your healthcare experience. This is your opportunity to tell us what we did well, and where we could use some improvement. Surveys are administered by Press Ganey Associates, Inc. All responses are anonymous and confidential. We value your input.



Please take the time to fill out the patient survey; your feedback is valuable!

What is CAHPS?

The Consumer Assessment of Health Providers and Systems (CAHPS) survey is backed by the U.S. Department of Health and

Human Services. The survey is used to improve the quality of healthcare. CAHPS makes survey results public so healthcare providers are aware of where changes are needed. The results also enable healthcare consumers to review and compare healthcare facilities before choosing a healthcare provider.

Sun Life conducts the CAHPS survey on an annual basis. Your healthcare is our priority. To determine where improvements are needed, this facility takes part in the CAHPS survey. The CAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all healthcare facilities in the U.S. This survey asks several multiple choice questions about your healthcare experience. Please take the time to fill out the CAHPS survey; your feedback is valuable!

Sun Life Family Health Center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

➤ Compliance

Federal Tort Claims Act Deemed Facility

Sun Life Family Health is a Federal Tort Claims Act Deemed Facility. This health center receives Department of Health and Human Services (DHHS) funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

Notice of Non Discrimination

Sun Life Family Health Center complies with applicable Federal civil rights laws and does not discriminate based on age, diagnosis, race, color, ethnicity, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, immigration status, disability of either the patient, the patient's surrogate, patient's family or support person or the source of payment in compliance with applicable federal, state, and local laws and regulations.

If you believe that Sun Life Family Health Center has failed to provide these services or discriminated in another way on the basis of age, diagnosis, race, color, ethnicity, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, immigration status or disability, you can file a grievance with by calling Sun Life at 1-888-381-3446 or at contact@slfhc.org or by mailing your grievance complaint to us at Sun Life Family Health Center, Attn: Grievance Dept. 865 N. Arizola Rd. Casa Grande, AZ 85122

You can file a grievance in person, postal mail or email.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/filing-with-ocr/index.html>.

NOTICE TO PATIENTS:

- This health center serves all patients, regardless of ability to pay.
- Discounts for essential services are offered depending on family size and income.
- No one will be denied necessary services on basis of race, sex, creed or religion.
- We offer reduced fees for all patients with limited incomes. Ask our staff how you may apply for a discount.
- This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).



➤ Dentistry

“Everyone was very professional and courteous. Thank you very much Sun Life Family Health Center your Dentistry is awesome.”

*~ Online review,
family dentistry*



Sun Life works to ensure the community has accessible and affordable options. If you are concerned about the cost of your dentistry needs and how to afford routine or emergency dental services let us know when making your appointment.

At Sun Life we understand the important connection between healthy teeth and healthy bodies. Our commitment to the overall health of our patients is why we provide family and pediatric dental services at two locations in Casa Grande. Services Include:

- Emergency visits
- Preventive cleanings
- Annual checkups
- Comprehensive exams including x-rays
- Restorative
- Fillings (amalgam or composite)
- Crowns & bridges
- Bridges
- Extractions
- Gum disease care
- Root canals
- Space maintainers
- Periodontal maintenance & treatment
- Dentures (full & partials)
- Fluoride applications
- Sealants
- Oral health education
- Teeth whitening
- Implant crowns placements
- Nitrous available
- Special needs children/cases
- Trauma cases
- Bariatric dental bench - an alternative solution for individuals who have encountered obstacles receiving comfortable dental care. It is designed for patients that are wheelchair bound or who cannot be accommodated on a conventional dental chair due to weight or mobility.

Locations:

Sun Life Family Dentistry
865 N. Arizola Rd.
Casa Grande, AZ 85122
T: 520-381-0381

Sun Life Pediatric Dentistry
1864 E. Florence Blvd.,
Suite #1
Casa Grande, AZ 85122
T: 520-350-7560

➤ Immunization Guidelines Ages 0-6

BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS	12 MONTHS	15 MONTHS	18 MONTHS	19-23 MONTHS	2-3 YEARS	4-6 YEARS
HepB	HepB			HepB						
		RV	RV	RV						
		DTaP	DTaP	DTaP		DTaP				DTaP
		Hib	Hib	Hib	Hib					
		PCV13	PCV13	PCV13	PCV13					
		IPV	IPV	IPV						IPV
				Influenza (Yearly)*						
<ul style="list-style-type: none">• DTaP - combines protection against diphtheria, tetanus, and pertussis.• MMR - combines protection against measles, mumps, and rubella.• Rotavirus - RV vaccine protects against rotavirus• Pneumococcal - PCV13 vaccine protects against pneumococcus.• Polio IPV - vaccine protects against polio.• Hib vaccine - protects against Haemophilus influenzae type b.• Chickenpox Varicella - vaccine protects against chickenpox.• HPV vaccination - Human papilloma virus meningococcal vaccination)Meningococcal disease						MMR				MMR
						Varicella				Vari-cella
						HepA**				

Note: If your child misses a shot, you don't need to start over. Just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

Range of recommended ages for all children

Footnotes: *Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.
 **Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the last dose. HepA vaccination may be given to any child 12 months and older to protect against hepatitis A. Children and adolescents who did not receive the HepA vaccine and are at high risk should be vaccinated against hepatitis A.
 If your child has any medical conditions that put him or her at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.

Source: <https://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html>

➤ Immunization Guidelines Ages 7-18

Talk to your child's doctor or nurse about the vaccines recommended for their age.

- These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.
- These shaded boxes indicate the vaccine should be given if a child is catching up on missed vaccines.
- These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases.
- This shaded box indicates children not at increased risk may get the vaccine if they wish after speaking to a provider.

See vaccine-specific recommendations at www.cdc.gov/vaccines/hcp/acip-recs/index.html.

	FLU INFLUENZA	TDAP TETANUS, DIPHTHERIA, PERTUSSIS	HPV HUMAN PAPILLOMA -VIRUS	MENINGOCOCCAL		PNEUMOCOCCAL	HEPATITIS B	HEPATITIS A	POLIO	MMR MEASLES, MUMPS, RUBELLA	CHICKENPOX VARICELLA
				MENACWY	MENB						
7-8 YEARS											
9-10 YEARS											
11-12 YEARS											
13-15 YEARS											
16-18 YEARS											

More Information

- Everyone 6 months and older should get a flu vaccine every year.
- All 11- through 12-year-olds should get one shot of Tdap.
- All 11- through 12-year-olds should get a 2-shot series of HPV vaccine. A 3-shot series is needed for those with weakened immune systems and those who start the series at 15 years or older.
- All 11- through 12-year-olds should get one shot of meningococcal conjugate vaccine (MenACWY). A booster shot is recommended at age 16.
- Teens 16–18 years old may be vaccinated with a serogroup B meningococcal (MenB) vaccine.

Source: <https://www.cdc.gov/vaccines/schedules/easy-to-read/adolescent-easyread.html>

Child Immunization Info and Record

CHILD'S NAME: _____

DATE	IMMUNIZATION	NOTES

➤ Mission and Values

Values

Sun Life's core values guide our actions and describe how we improve the diverse communities we serve.

Integrity

We are ethical and accountability drives our actions; we do what is right for the right reason.

Dignity

We preserve human dignity, through sensitivity and non-judgmental acceptance of all people and their needs.

Excellence

We carry out our mission, the best way, for the best outcome for our patients, our employees, and our communities.

Innovation

We are creative and at the leading edge of health services, wellness and education.

Empowerment

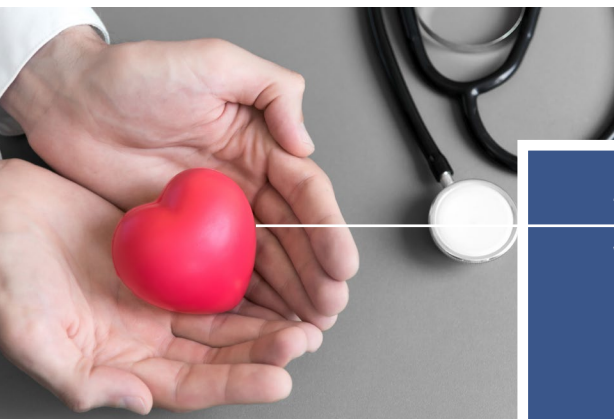
We believe in and encourage each other to achieve greatness.

Stewardship

We manage our resources responsibly.

Education

We believe in education for ourselves, our patients and our communities.



Mission Statement

We deliver affordable, accessible, and high quality health services, wellness and education to all people.

➤ About Us

For more than 40 years, Sun Life has been an integral part of providing health, wellness education and resources to the community, as well as playing an active role in improving the overall economic development of Pinal County.


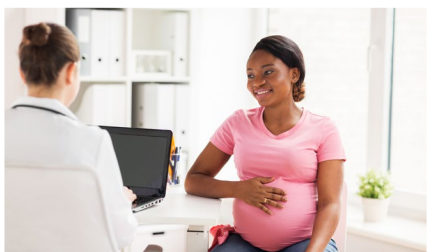
In 1976, Sun Life Family Health Center (Sun Life) started with one small office in Pinal County, staffed with one full-time and one part-time physician providing 12,000 patient visits per year. Today, as a nonprofit Community Health Center, Sun Life serves over 47,000 patients, 30 percent of whom are children.

Sun Life was born out of the Community Health Center Movement that was sweeping the country in an effort to bring accessible, high quality and culturally effective healthcare to all people. We have an unfailing concern for the well-being of our patients, as we provide the best possible experience for every person that walks through our doors. This mission is echoed most in the following quote from the late health center movement leader, Wilford A. Payne (1945-2016).

"Rather than getting the community to come to us, we go to the community... because we're convinced that healthcare is more than medicine."

Sun Life Family Health Center is now Pinal County's largest provider of primary healthcare services to Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Maricopa, Oracle and San Manuel. We have also expanded to offer women's health services into Maricopa County at our Center for Women location in Chandler.

We are governed by a Board of Directors representing the patients and communities served by the organization.



"Very respectful and knowledgeable and talked me through everything so nothing was a surprise. Would recommend to everyone."

~ Online review, Center for Women

➤ Caring for Future Generations

At Sun Life we offer pediatric care for children from birth to 18 years of age at every one of our Family Health Center locations throughout Pinal County. In Casa Grande we also offer pediatric medical care at our Sun Life Center for Children and pediatric dental care at Sun Life Pediatric Dentistry.

As a parent or caregiver we understand you want them to have healthcare from a team you can trust which is why our providers will work with you every step of the way to ensure the best care and partnership possible.

Services:

- Newborn Through Adolescent Care
- Well Child Exams
- Sick Visits
- Immunizations
- Treatment of Illness or Injury
- Sports Physicals
- Management of Chronic Conditions such as
- Allergies, ADHD, Asthma, Weight Management, etc.
- Integrated Dental Screenings
- Pediatric Dentistry

Locations:

Sun Life Center for Children

1856 E. Florence Blvd.
Casa Grande, AZ 85122
T: 520-836-5036

Sun Life Pediatric Dentistry

1864 E. Florence Blvd., Suite #1
Casa Grande, AZ 85122
T: 520-350-7560



As a nonprofit one of the initiatives Sun Life Family Health Center is passionate about is early literacy. Through donations and fundraising efforts by the age of five each of our youngest

patients have been gifted enough books to start their very own little learner library! As a Reach Out and Read integrated program partner Sun Life's providers help parents and caregivers understand the importance of early literacy and development.

**READ TO
YOUR CHILD
20 MINUTES
EACH DAY**

➤ Your Help Matters

Sun Life is a nonprofit Community Health Center dedicated to delivering high quality and affordable health, wellness, education, services and programs to all people in the community. We believe the overall wellness and success of a community is impacted based on the healthcare and programs available to them. For over 40 years, with the help of community members and patients like you, Sun Life has remained unwavering in this dedication to continue to transform, impact and therefore improve the collective wellness of our community, your community.

We invite you to consider pledging your level of support today. Every dollar donated is one more dollar towards the betterment of the community as a whole.

Together we will make a difference!

Can you trade one soda a week to give:

\$1/Week or \$52 annual

Can you trade one fancy coffee a week to give:

\$5/Week or \$260 annual

Can you trade one fast food meal a week to give:

\$10/Week or \$520 annual

If you are able to pledge more support please do so online or by mailing in your donation.

Give online at slfhc.org

Give by mail:

Sun Life Family Health Center

P.O. Box 10097

Casa Grande, AZ 85155

Attn: Community Outreach

Sun Life is a qualifying 501(c)3 Charitable Organization for the Arizona State tax credit, QCO Code 20029. Sun Life is not a tax advisor; for questions about the tax credit consult with your financial advisor.

**"I'm thankful
for the doctors
at Sun Life
especially the
pediatric doctors!
Love you all."**

*~ Patient survey,
Center for Children*

**Sun Life is more
than healthcare.
We're human care.**



Sun Life Family Health Center Locations

FAMILY MEDICAL CARE:

Apache Junction

T: 480-351-2850

Casa Grande

T: 520-836-3446

Coolidge

T: 520-723-9131

Eloy

T: 520-466-7883

Florence

T: 520-868-5811

Maricopa

T: 520-568-2245

Oracle

T: 520-896-2092

San Manuel

T: 520-385-2234

DENTAL CARE:

Casa Grande

T: 520-381-0381

PEDIATRIC DENTAL CARE:

Casa Grande

T: 520-350-7560

PEDIATRIC CARE:

Casa Grande

T: 520-836-5036

OB/GYN CARE:

Apache Junction

T: 480-339-2856

Casa Grande

T: 520-381-0380

Chandler

T: 480-307-9477

Maricopa

T: 520-788-6100

PHARMACY CARE:

Apache Junction

T: 480-339-2853

Casa Grande

T: 520-381-0363

Eloy

T: 520-381-0355

Florence

T: 520-518-5025

Maricopa

T: 520-350-7646

San Manuel

T: 520-385-2236

PATIENT SERVICES:

Patient Accounts/Billing

T: 520-381-0317



Corporate Office: 865 N. Arizola Rd. | Casa Grande, AZ 85122 | 888-381-3446

**For current services, programs and compliance information
please visit us online at www.sunlifefamilyhealth.org**