

## Virginia Coordinated care

The VCC Program provides access to affordable health care for uninsured individuals living in the Greater Richmond Metro and the Tri Cities areas.

### The Basics:

- The VCC Program is not an insurance company or insurance plan.
- You will need to fill out a financial application with the VCU Medical Center before you can be approved for the VCC Program.
  - If approved for the VCC Program, you can get health care services at a lower rate from doctors and hospitals of the VCU Medical Center, as well as from community doctors and hospitals that participate with the VCC Program.
- You must first call your assigned doctor for all health care needs, your doctor will make an appointment for you to see a specialist if necessary.
- If you go to a doctor or hospital that is not with the VCC Program or without a referral from your assigned doctor, you will have to pay the total bill.
- To get the lower rate for prescription medications, your prescriptions must be written by a doctor at the VCU Medical Center or a doctor in the VCC Program, and must be filled by one of the VCUHS Pharmacies.
- Depending on your income, you may be expected to pay a co-pay at the time of your doctor visit, and you may be expected to pay a part of the total bill from the doctor or hospital.

## IMPORTANT PHONE NUMBERS

### VCU Medical Center Financial Counseling

(804) 828-0966  
Gateway Building 1<sup>st</sup> Floor  
1200 E. Marshall Street  
Richmond, VA 23298  
Monday – Friday, 8:00am – 5:00pm  
Saturday, 8:00am – 4:00pm

### VCC MEMBER SERVICES

(804) 819-5151 (Option 1)  
(800) 289-4970 (Toll Free)  
Monday – Friday, 8:00am – 5:00pm

### VCC CARE COORDINATION TEAM

(804) 628-0600  
VCU Medical Center  
Richmond, VA 23219  
Monday – Friday, 8:30am – 5:00pm

### 2-1-1 Virginia

Connects people with free information available community services.  
Dial 2-1-1 and a trained professional will listen to your situation and suggest sources of help using one of the largest databases of health and human services in Virginia.

### 9-1-1

Police, Fire, Medic

**1-800-222-1222**  
Virginia Poison Center

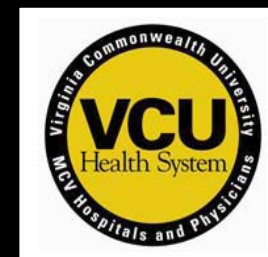
*Virginia Coordinated Care for the Uninsured (VCC Program) is a program created by the Virginia Commonwealth University Medical Center (VCU Medical Center).*



## Taking Care

*Working with Your  
Primary Care Physician*

## Virginia Coordinated Care for the Uninsured



Virginia Coordinated Care  
1200 E. Marshall St.  
Gateway Building  
Richmond, VA 23298  
(804) 828-0966

## WHAT IS A PRIMARY CARE PHYSICIAN?

Your Primary Care Physician, or PCP, is a doctor sometimes called a general practitioner or internist. PCP's are trained in all areas of medicine. They can diagnose and treat the full range of problems people usually bring to their doctors.

### **Okay, But why Should I go to a PCP?**

From the very beginning, you will work with your PCP as a partner. In most cases, you can pick your own PCP. Really, think about this, where the office is located, business hours, and any other special needs- are a few of the things you might think about when picking your PCP.

When you find a PCP that you are comfortable with, it will be much easier to keep and schedule your appointments, get information and most importantly, improve your health.

### **Other benefits of having your very own PCP:**

- Your PCP becomes your partner and will help if you need to see a specialist, or need help with your medication, etc.
- Your PCP will provide ongoing access to preventive care.
- You will see the same Dr. and /or medical team for each appointment.
- Your medical records will be in one location and easily accessible when needed.
- Your PCP has regular office hours for appointments, and some even have evening and Saturday appointments.

## Doctor or Emergency Department, Where Do I Go?

Knowing when something is a real emergency and a routine medical condition is very important when someone is sick or injured- **But how do you know the difference?** Below are examples of medical conditions and where you might go for treatment. Your doctor can help you identify any conditions, specific to your medical care, which might require immediate attention.

### **Primary Care Physician's Office**

- cold or flu
- allergies
- back pain
- headache
- arthritis
- high blood pressure
- diabetes
- skin rash
- prenatal care
- sexually transmitted diseases
- prescription refill
- immunizations
- sore throat or cough
- fever
- earache

### **Emergency Room Care**

- loss of consciousness
- broken bones
- chest pain
- deep cuts and lacerations
- injury
- vomiting blood
- seizures
- difficulty breathing
- animal bites
- stroke symptoms

## Make Each Doctor's Visit Count

### **Before your visit**

- Have all of your questions and concerns written down on paper.
- If this is a new doctor, be sure to have all of your records sent to the new office before your appointment.

### **On the Day of Your Visit**

- Put all of your medicine in a bag and take it with you to the appointment. ( both prescription and other medicines that you buy in the store)
- Be sure to bring your picture ID, VCC card and any other important paperwork with you.
- If you need help, be sure to ask a friend or family member to go with you to the appointment.

### **At Your Doctor's Office**

- Feel free to ask questions.
- Take notes, or ask your Dr. to write things down for you.
- Be sure to ask your doctor when you should come back for your next appointment.

### **After the visit**

- If you feel you need to be seen before your next scheduled appointment, call the office and ask to speak to the nurse.
- Do what your doctor asked you to do- **remember it's up to you!**