

#### Primary Care Services

- // Family Medicine
- // Internal Medicine
- // Pediatrics
- // Urgent Care

#### Specialty Care Services

- // Allergy
- // Audiology/Hearing Technology
- // Cardiology
- // Cardiothoracic Surgery
- // Colorectal Surgery
- // Dermatology
- // Ear, Nose & Throat
- // Endoscopy Center
- // Executive Health
- // Foot & Ankle Surgery/Podiatry
- // Gastroenterology
- // General Surgery
- // Gynecologic Oncology
- // Hand Surgery
- // Mammography
- // Medical Imaging
- // Men's Center
- // Neurological & Spinal Surgery
- // Nuclear Medicine
- // Obstetrics & Gynecology
- // Orthopaedics
- // Pain Management
- // Pathology
- // Physical Medicine & Rehabilitation
- // Physical Therapy
- // Plastic Surgery
- // Pulmonary, Critical Care & Sleep Medicine
- // Research
- // Spine Center
- // Surgical Breast Clinic
- // Surgical Oncology
- // Transplant Surgery
- // Trauma Surgery & Surgical Critical Care
- // Urogynecology/Gynecology
- // Urology
- // Vascular Access Center
- // Vascular Surgery
- // Vein Therapy Center
- // West Lakes Medical Equipment
- // West Lakes Sleep Center
- // Women's Center



**To learn more about  
the providers in each  
of these specialties,  
visit [iowaclinic.com](http://iowaclinic.com)**

welcome to



THE IOWA  
CLINIC®

we are glad that you are here

dedicating our lives to taking care of yours

**IT'S MORE THAN A TAG LINE HERE AT THE IOWA CLINIC.  
WE CONSIDER IT OUR MISSION AND OUR PRIVILEGE.**

Here at The Iowa Clinic, we don't see patients...we see mothers, daughters, fathers and friends. Our physicians and staff are committed to meeting and exceeding your expectations while providing health care services of the highest quality. We are not satisfied with anything less.

The Iowa Clinic, P.C. was formed in 1994. Today we are the largest physician owned multi-specialty group in the Des Moines Metro with more than 250 physicians and healthcare providers practicing in 40+ specialties.

We are locally owned by doctors living and working in the communities we serve. Why does this matter? Because decisions about patient care are determined by you and your physician, not a large corporate entity. Independence and control of patient care brought us together in 1994, and it's what keeps us together today.





## WHAT SETS THE IOWA CLINIC APART

### >>> TEAM APPROACH

Patients who select a Primary Care Physician at The Iowa Clinic can have confidence knowing that if a medical problem is discovered during a routine visit, a specialty referral will be coordinated immediately. Our goal is 2 business days, but often, we are able to do it same day.

### >>> SPECIALTY URGENT CARE

We offer the only Urgent Care Clinics in the Metro that are part of a multispecialty clinic (WDM and Ankeny campuses). This allows us to treat more complicated urgent care matters, helping to keep patients out of the ER.

### >>> TECHNOLOGY & THE PATIENT EXPERIENCE

We use technology to improve the patient experience. In addition to using an electronic medical record (EMR) and a secure patient portal for all patients, we are constantly looking for ways to offer conveniences to our patients through technology.

- > Online Appointment Scheduling for Primary Care. (New and Existing Patients)
- > Electronic Check-In: All Iowa Clinic patients check in on a small electronic tablet. This allows the patient to quickly verify demographics, sign certain forms and submit co-pay.
- > Pre-Visit Check-In: Patients can save time and streamline their arrival by checking in before their appointment from a computer, laptop or tablet.
- > eVisits for established primary care patients
- > Medical Cost Estimator: If a patient has a question about how much a visit or procedure will cost, they can call and get the answer.

# EXPERIENCE

[iowaclinic.com](http://iowaclinic.com)



515.875.9000





## A New Approach to Your Healthcare

A medical home is an innovative, team-based approach to providing healthcare. This team includes you, your personal physician, Advanced Practice Providers (APP's) and other support staff from the clinic such as nurses and schedulers.



## Responsibilities of Your Healthcare Team

### 1. Get to Know You

- // Your provider will learn your health story. We will update records every time you seek care and suggest treatments that make sense for you.
- // Listen to your questions and feelings and treat you as a full partner in your care.

### 2. Communicate with You

- // Explain your health situation clearly and make sure you know all of your options for care.
- // Provide answers in a way you understand.
- // Help you make the best decisions for your care.

### 3. Support You

- // Help you set goals for your care and help you meet these goals every step of the way.

- // Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- // Send you to trusted Specialists when necessary.

### 4. Maintain Your Records

- // With input from the patient we will track continuity of care from Primary Care Providers, to Specialists to hospitalizations.

### 5. 24-Hour Access

- // Provide instructions on how to meet your healthcare needs when our offices are not open through our answering service. Remember, when it's not an emergency, you can send secure messages to your provider via MyHealth.

# Patient-Centered Medical Home

Proactive, Coordinated and Preventative Care  
Delivered by a Team



## Access to Care and Information

- // Same day appointments in most cases
- // MyHealth\*
- // Imaging and lab services

## Care Management

- // Wellness promotion
- // Disease prevention
- // Chronic disease management
- // Patient reminder program
- // Mental health wellness

## Health Information Technology

- // Electronic medical records to ensure continuity of care when you are seeing an Iowa Clinic physician
- // Electronic orders and reporting
- // Electronic prescriptions
- // Patient access via MyHealth - patient portal

## Care Team

- // Physician-led team with knowledge of your patient history
- // Shared goals
- // Effective communication
- // Patient participation

## Quality and Safety

- // It is our responsibility to provide the most up to date treatments. We actively review and monitor our practice to provide a safe environment for patients and visitors.
- // We value your feedback and conduct ongoing patient satisfaction surveys.

## Care Coordination

- // Multispecialty team
  - > Specialist care
  - > Primary care
  - > Behavioral health
- // Care transition for inpatient and outpatient
  - > Skilled nursing
    - Hospitals
    - Home healthcare

\* MyHealth is a secure, online tool that keeps you connected with your care team. Features include appointment request, test results, prescription refill request and patient to provider communication. Register today at [iowaclinic.com/myhealth](http://iowaclinic.com/myhealth).

## How You Can Get the Most Out of Your Medical Home

- // Make a commitment to live healthy and take ownership in your healthcare.
- // Communicate with all the members of your care team about your health needs.
- // Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list and bring this list to your appointment.
- // Bring a list of medicines, vitamins and supplements you take to every appointment.
- // Tell us when you see another healthcare provider so we can add them to your team and help coordinate your care.
- // Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel as early as possible.
- // Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible.
- // Work with us to develop and follow a plan that's best for your health.
- // Offer any feedback you might have to help us improve our care.
- // Securely track and monitor your health information online anytime with MyHealth. This secure patient portal will allow you to request an appointment, view test results, request a prescription refill and communicate with your provider. You can sign up by visiting [www.iowaclinic.com/myhealth](http://www.iowaclinic.com/myhealth).
  - > E-communicate with your providers (non-emergent questions). Receive a response within 2 business days.
  - > View test results when requested.
  - > Prescription refill request. If you decide to call for a prescription refill, it must be done during business hours.

### REMINDER:

Narcotic refills will not be done after business hours.

*dedicating our lives to taking care of yours*



## Primary Care Locations

### Altoona

Family Medicine | 875.9020  
160 Adventureland Drive, #C

### Ankeny

Family Medicine | 875.9040  
1410 SW Tradition Drive

### Internal Medicine | 875.9980

1410 SW Tradition Drive

### Pediatrics | 875.9420

1410 SW Tradition Drive

### Des Moines

Internal Medicine | 241.5743

1215 Pleasant Street, #206

1221 Center Street, #8

### Indianola

Family Medicine | 875.9520

1504 N 1st Street

### Johnston

Family Medicine | 875.9035  
5501 NW 86th Street, #300

### Urbandale

Family Medicine | 875.9190  
4323 NW Urbandale Drive

### Internal Medicine | 875.9190

4323 NW Urbandale Drive

### Waukee

Family Medicine | 875.9890

120 NE Dartmoor Drive

### West Des Moines

Family Medicine | 875.9410

5950 University Avenue

### Internal Medicine | 875.9192

5950 University Avenue

### Pediatrics | 875.9420

5950 University Avenue



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**AVERAGE WAIT TIMES 30 MINUTES OR LESS**

**X-RAY LAB MINOR TRAUMA**

### ANKENY CAMPUS

1410 SW Tradition Drive

### WEST DES MOINES CAMPUS

5950 University Avenue

Monday thru Friday 7am - 7pm

Saturday & Sunday 8am - 3pm

Visit [iowaclinic.com](http://iowaclinic.com) for more information.





experience



THE IOWA  
CLINIC®

# ONLINE

Visit [iowaclinic.com](http://iowaclinic.com) to find exactly what you need. Easy navigation will point you toward all of our online services.



## Bill Pay

Online bill pay is an easy and convenient way to pay your bill.



## Cost Estimator

If you want to know how much your visit or procedure will cost, our team will get you the answer.



## Appointment Scheduling

Convenient online scheduling available for most Primary Care providers. This includes: Family Medicine, Internal Medicine & Pediatrics.



## Medical Records

Request your records with an easy to use online form.



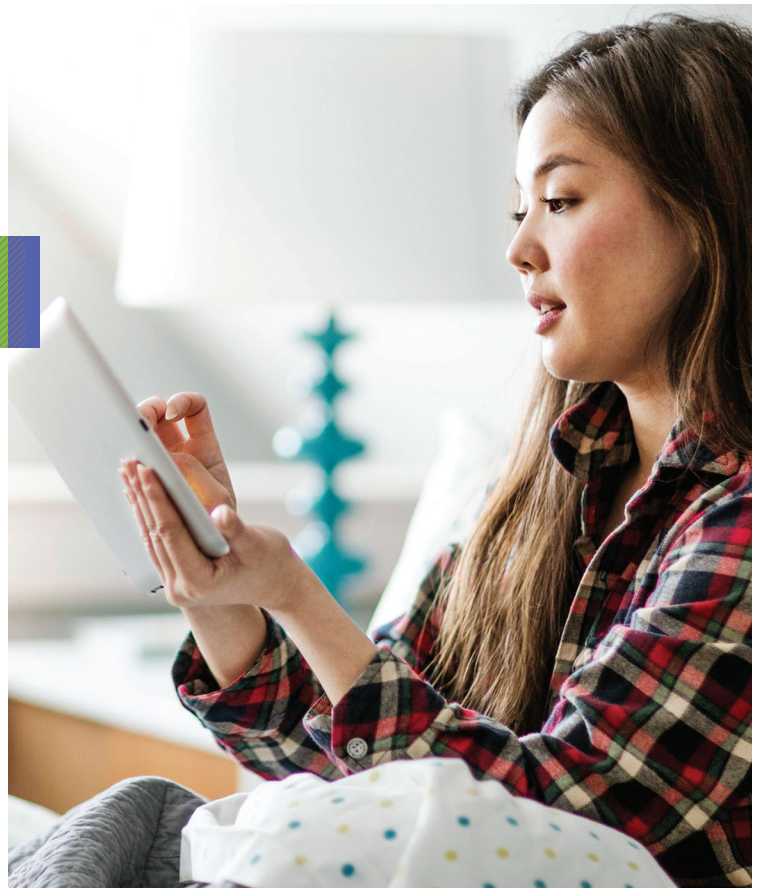
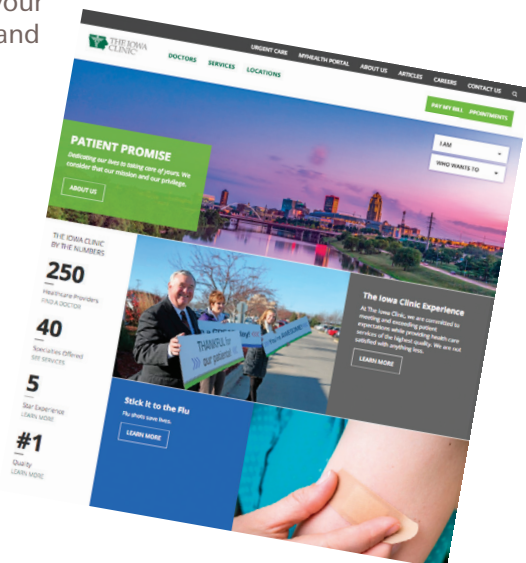
## eVisit

See an Iowa Clinic provider without leaving your home or office.



## MyHealth Secure Patient Portal

Makes it easy for you to connect with your healthcare team and see your medical records online.



## Interpreter Services Available



We are committed to improving your healthcare experience by bridging the gap between you and your healthcare provider.

### 20+ Languages Offered

If you or a family member need an interpreter during your visit at The Iowa Clinic, our staff will coordinate this service for you. Just notify us when scheduling your appointment or upon arrival at the Clinic.

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