

**RANKIN +
COUNTY
HOSPITAL DISTRICT**



The Rankin County Hospital District Patient and Family Handbook

Table of Contents

Welcome.....	4
Patient-Centered Care.....	6
Questions to Ask Your Provider.....	10
Amenities.....	12
Things You Need to Know About Your Stay.....	13
Speak Up.....	14
Quick Guide to Your Visit.....	16
Privacy Practices.....	19
Preparing for Your Stay.....	19
Your Room, Your Comfort.....	21
Your Health and Safety.....	24
Your Care and Treatment.....	27
Your Care Team.....	31
Patient and Guest Services.....	31
Preparing to Leave the Hospital.....	33
Patient Choice Statement.....	34
Our Commitment to You.....	35
Special Services.....	36
Your Medical Bill and Insurance Information.....	37
Notes.....	38



Welcome to Rankin County Hospital District

Throughout this patient and family handbook,
we will share useful tips to help make your stay with us
as comfortable,
convenient and safe as possible.

Thank you for choosing Rankin County Hospital for your health care home. Rest assured: You are in good hands. We are dedicated to providing quality, affordable primary, preventive and emergency health care for all.

Yet we recognize that most people don't look forward to staying in a hospital. Please know that your health and well-being are our top priorities. We at Rankin County Hospital District believe it is essential for our patients to be actively involved in their health care. You are an important part of your health care team. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs. We want your experience to be as safe, comfortable and positive as possible. We are committed to providing you with excellent care.

Because of our commitment, we must emphasize how important it is for you to take responsibility for your health care needs. This patient and family handbook was created by Rankin County Hospital District Staff members--- with valuable input from patients and family members---to anticipate your concerns. Please review the information in this booklet and ask questions if you have them. Use it to help you through your hospital stay. At any time during your medical care at Rankin County Hospital District, do not hesitate to ask your questions about any diagnosis, instructions, medications, treatment, our services, policies or other information in this guide.

Thank you again for choosing Rankin County Hospital District for your medical needs. We look forward to serving you.

Sincerely,

Jim Horton

CEO, Rankin County Hospital District

Patient-Centered Care

Rankin County Hospital District utilizes the **Patient-Centered Medical Home (PCMH)** as a model of care to provide total health care. As an organization representing broad and diverse consumer interests, we believe that the following principles guide to development of the PCMH model.

Our focus for your health care needs will include the following:

- Health care that revolves around you
- An established model of care coordination
- A commitment to continuous improvement in the way we care for your health care needs
- Continual improvement of your visit experience

What does PCMH mean to you?

The PCMH is an approach to health care that, according to the Institute of Medicine, “is respectful and responsive to individual patient preferences, needs, and values, and ensures that patient values guide all clinical decisions.” In other words, the emphasis is on the importance of the provider-patient partnership. This means that a PCMH model of care empowers you as a patient. Your family may also play an important role in your health care, if you choose to involve them, with supportive options and plan development using open communication with your health care provider.

With Rankin County Hospital District as your medical home, you will join a team that includes health care professionals, trusted friends and family members (if you wish), and –most importantly—you.

Will this change anything when I visit my provider?

Your provider takes the time to get to know you as a whole person and makes an effort to develop a strong relationship with you.

If you do want or need to come in for a visit, your PCMH makes sure you get an appointment promptly with a provider.

Your provider also makes sure that you understand your plan of care and treatment options and will clearly discuss available options for treatment, testing, and associated risks and benefits for each. A member of your primary care team will be sure to assess any language, cultural, literacy, or other barriers and provide resources to ensure you understand information related to your care. All of our test results and records will be available upon your request.

Before my Appointment?

To help you prepare for your appointment, you may want to use the following list as a guide.

- 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. Please see our suggestions for questions to ask.

- If you wish, ask a family member or trusted friend to go to your appointment with you.
- Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.
- Please bring all of your medicines to your appointment in the original containers. Be sure to include prescription, over-the-counter, natural and herbal medicines and vitamins.
- Bring your insurance card and other insurance information with you to your appointment.

During your appointment?

During your appointment, we suggest that you:

- Write down the names of your team members.
- Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
- Talk with your team about what health issue to work on first.
- Be sure you know what you should do before you leave the office.
- Ask your team about how to reach them after hours if needed.

After my appointment?

In order to provide educational and self-care needs after you leave the office, we provide printed material during your office visit and tell you about online resources.



Questions To Ask Your Provider

We encourage you to take charge of your health. Prepare for your next appointment by tracking any symptoms or concerns you have for your provider.

Here are some questions you may want to ask about your health or treatments:

About Your Symptoms of Condition

- What is the disease or condition?
- How serious is my disease or condition and how will it affect my home and work life?
- What is the short-term and long-term outlook for my disease or condition?
- What caused the disease or condition?
- Is there more than one disease or condition that could be causing my symptoms?
- Should I be tested for a certain disease or condition?
- What symptoms should I watch for?
- How can I be tested for a disease or condition and what will these tests tell me?
- What tests will be involved in finding out my disease or condition?
- How safe and correct are the tests?
- When will I know the test results?
- Will I need more medical tests?
- Do I need a follow-up visit and if so, when?

- Do I need to take precautions to avoid infecting others?
- How is the disease or condition treated?

About Your Treatment

- What are my treatment options?
- How long will the treatment take?
- What is the cost of the treatment?
- Which treatment is most common for my disease or condition?
- Is there a generic form of my treatment and is it as effective?
- What side effects can I expect?
- What risks and benefits are associated with the treatment?
- What would happen if I didn't have any treatment?
- What would happen if I delay my treatment?
- Is there anything I should avoid during treatment?
- What should I do if I have side effects?
- How will I know if the medication is working?
- What would I do if I miss a dose of medication?
- Will my job or lifestyle be affected?
- What is my short-term and long-term outlook?

Amenities

Cafeteria

The hospital cafeteria offers breakfast M-F 8am-9am, lunch is available M- T from 12pm-1pm with hamburgers and salad bar daily and a meal prepared by dietary daily. Fridays for lunch the salad bar is available. Cafeteria is closed for dinner daily and closed on the weekends.

Pharmacy Hours

The RCHD Pharmacy is located on campus and is open M-F 8am-5pm for inpatient and outpatient services. The pharmacy is closed on Sat. and Sun.

Postal Services

To receive mail or a package while admitted to the hospital, use the following address:

Patient's Name
Rankin County Hospital District
P.O. Box 327
Rankin, TX 79778

Things You Need to Know About Your Stay

1

YOUR ROOM: Bedside rails contain controls for the bed, lights and nurse call button. You may also use the control box for all these. We urge you to leave valuables and credit cards at home.

2

NEED IMMEDIATE ATTENTION: If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or press the call button so the nursing staff can respond quickly.

3

PATIENT MEALS: Meals will be served to patients between 8a.m.-5:30 p.m. Guest meals are available, upon request, for an additional fee and charged to your hospital bill.

4

VISITING HOURS: Your care partner or family member is welcome 24 hours a day. Others are welcome to come from 8 a.m.-8 p.m., as long as they don't have a cough, fever or sore throat. But if you're not up for company, let your health care partner or nurse know.

5

WIFI: Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops.

6

COMMUNICATION: A room phone with instructions is on the table near your bed. To reach the nurses' station and for the names of the people on your care team, check your whiteboard.



We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.

Speak Up!

Rankin County Hospital District encourages you to help prevent medical errors in the delivery of your care.

Speak up if you have any questions. If you don't understand, ask again.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate ("health care partner").

Know what medicines you take and why you take them. Medication errors are among the most common health care mistakes.

Use an accredited health care facility, like Rankin County Hospital District, which has completed a rigorous survey to ensure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the health care team.



Quick Guide to Your Visit

IMPORTANT PHONE NUMBERS

Main Hospital Number	432-693-1200
RCHD Clinic	432-693-1228
Hospital Nurses Station.....	432-693-1216
Pharmacy.....	432-693-1271
Physical Therapy.....	432-693-1214
Wellness Center.....	432-693-1240

Note: When calling outside the facility, local calls, dial 9, and the complete phone number.

Patient Meals: Meals will be delivered between 8 a.m.-5:30 p.m. Some items may not be available based on your doctor’s instructions. Guest meal are available for an additional fee and charged to your hospital bill.

Visiting Hours: Visiting hours are from 8 a.m. – 8 p.m. A designated family member, love one or health care partner is welcome to stay with you 24 hours a day. You have the right to select a health care partner. If that person is staying overnight, please let your nurse know.

Additional guests are welcome from 8 a.m. – 8 p.m. Children of any age can visit if they are accompanied by an adult, if the patient does not have the flu or other contagious conditions.

Guests must not be ill with colds, flu or other contagious conditions, and must respect infection control policies.

Visiting Guidelines: We appreciate the important role your family and loved ones play in your care and the healing process. Still, for the comfort of other patients, we ask that you limit the number of visitors.

Language Services and Sign Language Interpretation: Our language services include staff members who are fluent in other languages. We have a Remote Video Interpreter for sign language and other languages not spoken by staff members. The video interpreter has someone available 24/7 to interpret a wide variety of languages.

Accommodations: If you need hotel accommodations, please call the Riata Inn at 432-693-2300 for availability. This hotel is located one mile from the hospital.

Your Room: Your room is well-equipped for your care and comfort.

When You Need Immediate Attention: We recognize that family members may notice changes in your condition that may not be obvious to staff members. Talk to the nurse right away if you have concerns. If you can't reach the nurse, contact the charge nurse on the floor.

If you notice a sudden change that requires immediate attention, push the call button to alert the nursing staff.

Patient/Family Concerns: At any time, should you or your family have any concerns or problems, please contact Tiana Wells, Chief Nursing Officer at 432-693-1218.



Our Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the Rankin County Hospital District Notice of Privacy Practices, a packet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of Rankin County Hospital District organizations. To obtain a copy of the booklet, ask one of your health care team members.

If you have a patient privacy concern, please call Tiana Wells, Chief Nursing Officer at 432-693-1218 Monday-Friday between 9 a.m. – 4 p.m.

Preparing for Your Stay

Be an Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role in your own care and recovery, so we strive to involve and educate you and your family throughout your hospital stay. Please feel free to ask questions as many times as you need to as you review your care plan and before signing any consent forms.

**You need to understand
your care plan. Don't
hesitate to ask questions as
many times as you need to.**

Family and Visitor Parking

Wherever you're headed on campus, you can park anywhere in the front parking lot.

Service Animals

Rankin County Hospital District welcomes your service animal during your inpatient or outpatient visit to our facility. However, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements.



Your Room, Your Comfort

Your Bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed, lights and nurse call button. You may also use the control box to control all these.

Communication Board (Whiteboard)

Your room has a white communication board that you can see from your bed. On it, a staff member writes the names of staff members who will be working with you each shift, each day. A staff member may also list goals and activities for each day. Please review the whiteboard with your nurse.

Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms and medical pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- For your own safety, be careful not to touch other equipment.

Room Cleaning

Associates will routinely disinfect your room and bathroom following procedures designed to keep your room clean. As part of the standard procedures, associates will clean the surfaces in your room, including your bed rails and overbed table. If you find your room in need of cleaning, please notify your nurse or press the nurse call button.

Personal Items and Valuables

Ask a member of your health care team for assistance with toiletries or personal grooming needs. We provide soap, towels, sheets, hospital gowns and non-slip socks.

We urge you to leave valuables and credit cards at home. Laptop computers, tablets, cellphones, DVD players and MP3 players with headphones are allowed.

The hospital is not responsible for lost or stolen items.

To keep personal items secure, you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place –away from food tray or on the bed linen.
- Keep clothing in your room closet, bedside table or suitcase.

TV Services

Cable TV is available in your room.



If you leave your room for anything other than a test or procedure, please let the nurse know where you will be.

Your Health and Safety

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

Patient ID for Procedures and Medications

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. **This safety band must be worn at all times during your hospitalization.** Staff members will always check your safety band before giving any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified –often it's for your own safety. We use bar code technology to help make sure medicine is matched to the patient.

For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call "time-outs" to ensure your safety.



Prevent infection by washing your hands or using hand sanitizer often. And don't hesitate to remind your care team members to do the same.

Preventing Infections

Clean your hands and remind others to clean theirs, too. Use hand sanitizer gel, alcohol foam, or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them with soap and water for 15 seconds.

Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don't hesitate to remind your care team members to clean their hands or wear gloves.

Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

Preventing the spread of respiratory infections. Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

Patients in isolation. You may have a condition that requires isolation. A sign will be posted on your room door, and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

Vaccinations. When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. They are very effective at reducing the spread of disease.

Preventing Injuries from Falls

In the hospital, patients are at higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls, and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventative measures are being taken to reduce the risk. To improve the odds of not falling, follow these guidelines:

- If you feel dizzy or weak, use the call light to get assistance before you get up
- Always wear your nonslip slippers.
- If your health care team has asked you not get up without staff help, use the call light to get assistance before you get up.
- Prevent falls by getting up slowly.

- Before standing, sit on the edge of the bed for a few minutes.
- Make sure you have a clear path to your chair or the bathroom before getting up.



Your Care and Treatment

Surgery and Procedures

You can make your care safer by being an active and informed member of your health care team. You will be asked to sign an informed consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/procedure you will have.

Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart

(below). A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.

Wong-Baker FACES Pain Rating Scale



From Wong D.L., Hockenberry-Eaton M., Wilson D., Winkelstein M.L., Schwartz P.: Wong's Essentials of Pediatric Nursing, ed. 6, St. Louis, 2001, p. 1301. Copyrighted by Mosby, Inc. Reprinted by permission.

Understanding Your Medications

While you're in the hospital, your medicines might change. Learning about the new ones your provider has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Also, we need to know about any allergies or bad reactions you may have to medicines, foods or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks and activities I should avoid while taking this medicine?

- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

*Always ask
about any
medicine you
don't recognize
before you*

**Just
ask!**

Important Information about Antibiotics

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your health care team may start you on antibiotics if they think you might have an infection caused by bacteria. You may also need an antibiotic to prevent an infection after you have surgery or if your immune system doesn't work well.

Some things your health care team thinks about before prescribing an antibiotic include:

- The kind of infection
- The kind of bacteria
- How well your liver and kidneys work
- Other medications you are taking

- Any antibiotic allergies you may have
- Potential side effects

Talk with your health care team to find out why you are receiving antibiotics and how you should take them.

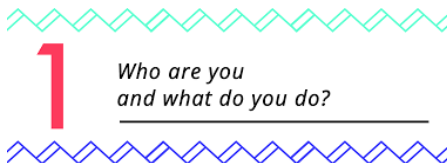
Staying Alive

An active patient makes the transition to home easier after discharge. Staying active also brings quicker and stronger recoveries. To prevent the negative effects of bed rest and immobility, ask your nurse and doctor which activities you can do to maintain or increase your level of activity. Some examples include:

- Spending time out of bed or sitting in a chair for meals
- Performing your own hygiene, such as bathing and grooming
- Using your bathroom, when able
- Going for walks in the hallway, with supervision and/or equipment as needed

Managing Your Emotional State

If you are feeling overwhelmed and need emotional support, please talk with the charge nurse. She or he can assist in determining the best resources available and help make arrangements for your care.



Your Care Team

You will be cared for by a team of providers, including a physician, physician assistances, nurse practitioners, nurses, and nurse aides. Every day, your provider will direct the team and will remain closely involved in your care.

Health Care Team	Description
You and Your Family	You, the patient and your immediate family are the center of your health care team.
Physicians	The attending physician or physician of record is the doctor who supervises your treatment.
Nurse Practitioners/Physician Assistants	These licensed professionals work closely with your attending physician to provide your care 24/7.
Nurses	These licensed professionals have primary responsibility for your care and direct the care provided by other members of the nursing team. They may be assisted by nurse aides.
Nurse Aides	These assistants support the nurse in taking care of you.
Radiology Techs	These professionals perform diagnostic imaging examinations. They are responsible for positioning patients and ensuring that a quality image is produced. They work with radiologists. These tech include x-ray techs, sonographers, and CT techs.
Phlebotomists	These staff members are authorized to draw your blood for various laboratory tests.

Patient and Guest Services

Language Interpretation and Services for Those with Vision or Hearing Impairments

We want to make sure the exchange of information between you, your family and your health care team is as clear as possible. That's why we offer our patients language or sign language interpreters, either in person or via Remote Video Interpreter.

If your vision is impaired, our staff members can help with reading documents and offer additional resources.

Wireless Internet Access

Free wireless internet service is available throughout the hospital and in all patient room. The “RCHD Guests” wireless network is for hospital guests and visitors.



Preparing to Leave the Hospital

Understand Your Discharge Information

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your providers. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need a visiting nurse, home health care or special equipment to help you recover, your health care team can help you.

Understand Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide him or her with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care provider is informed of any changes or new medicines.

If you are not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Follow-Up Care After Leaving the Hospital

To schedule an appointment for outpatient services with Rankin County Hospital District, please call the following number, weekdays, from 8 a.m. to 5 p.m.

RCHD Clinic 432-693-1228

Feedback on Our Services

We welcome your feedback!

You may receive a survey via email or in the mail with a postage-paid return envelope. We would appreciate it if you would take a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible patient-and family-centered care. We also like to recognize our staff members for their outstanding work. So, if a nurse, or any other member of your health care team deserves praise, please include his or her name on the survey.

Patient Choice Statement

Your doctor may prescribe facility or home care services or equipment to assist you in the transition from hospital to home. Should your provider order such services, we will arrange all referrals to meet your facility or home care needs, according to your choices. By federal law, you have the right to select your post-hospital care providers.

- Your insurance company may have preferred providers with whom they have a contract. **If you choose another care provider, this may affect your insurance coverage.**
- You may be familiar with an area provider through previous experience.

We maintain a full list of area providers and will provide that for your review.

Our intention and desire is to provide you with a smooth, safe transition back to your home, secure in the knowledge of your follow-up care. If you have any questions, please contact your provider, nurse, or social worker.

The hospital makes no representations as to licensure or quality of care nor does it recommend or endorse any agency.

Our Commitment to You

Nondiscrimination Promise

It is the policy of Rankin County Hospital District to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Rankin County Hospital District does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Grievance Process

You and your family members have the right to express concerns about the care you are receiving with your provider, nurse, or Chief Nursing Officer. You are welcome to call and discuss any concerns with Tiana Wells RN BSN CNO at 432-693-1218. You may also put your concerns in writing and send to Tiana Wells, Chief

Nursing Officer, Rankin County Hospital District, P.O. Box 327,
Rankin, TX 79778 or email twells@rankincountyhospital.org

Special Services

Organ/Tissue Donation

Gifts of organs and tissue can help sustain or improve the quality of life for many people, especially those who are seriously ill. The Rankin County Hospital District participates with Southwest Transplant Alliance to manage organ and tissue donations. If you have a donor card, it is important that your family be aware of your wishes.

It's Your Choice: Advance Directives

Have you thought about the care you would want if you become seriously ill, were in a coma or couldn't do things for yourself? What quality of life would be important to you? Who would speak for you if you were unable to speak for yourself (i.e. who would act as your agent for durable power of attorney)? We recommend that you discuss your wishes with your loved ones and your providers, appoint someone to speak for you, and then document your decisions in an advance directive. Always bring a copy of your advance directive to the hospital any time you are admitted.

Learn more about advance directive and obtain the necessary forms by calling the Business Office at 432-693-1203.

Your Medical Bill and Insurance Information

We want to make it as simple as possible for you to manage the costs of services. Our website will help you better understand the billing process. By discussing expenses in advance with your provider, your insurer and the hospital, you will be better able to manage and minimize your medical bills.

Medical costs are often unanticipated, and not all expenses are covered by **insurance**. Please know that we have **payment plans**, and, in certain circumstances, **financial assistance programs** that can make your payments more manageable.

Insurance

Our financial department is committed to help your insurance billing work smoothly. If you need assistance, please call the following number weekdays during business hours.

RCHD 432-693-1203

Financial Assistance

If you are unable to pay for medical care, you may qualify for free or reduced-cost medically necessary care. For more information please contact Deona Thompson at 432-693-1201.

