

# We're happy you've chosen GHC-SCW to care for you!



At Group Health Cooperative of South Central Wisconsin (GHC-SCW), we believe in a team approach to health care. When you're a patient at a GHC-SCW primary care clinic, you are the center of a care team that promises to deliver exceptional health.

## → Care Teams in Action

Leading your care team is your Primary Care Provider (PCP). Your PCP will work to build a strong relationship with you so that together, you can reach your full health potential.

Your care team also includes health care providers, nurses and others, who take time to understand your health needs. Together, they are committed to making sure you get the right care, in the right place, at the right time. So if your PCP is not available when you need care, someone on your care team will:

- Call you back.
- Answer GHCMYChart<sup>SM</sup> messages.
- Call you with lab results.
- Call in prescription requests.
- Make changes to medications when needed.
- Check on your treatment plans.

Care Team Member	Roles and Responsibilities
<b>YOU</b>	<ul style="list-style-type: none"> <li>• Take control of your health care.</li> <li>• Tell your care team about your health needs.</li> <li>• Let your care team know if you can't remember, or don't understand, something you talked about at your clinic visit.</li> <li>• Make important and informed choices.</li> </ul>
<b>PRIMARY CARE PROVIDER (PCP)</b>	<ul style="list-style-type: none"> <li>• Makes sure that all your care focuses on you and your unique health needs.</li> <li>• Provides a full range of primary care services.</li> <li>• Refers you to specialists when needed.</li> <li>• Gives you options for treating or diagnosing illness using evidence-based care.</li> </ul>
<b>REGISTERED NURSE (RN) COORDINATOR</b>	<ul style="list-style-type: none"> <li>• Answers ongoing health-related questions.</li> <li>• Helps you learn about health conditions and treatments.</li> <li>• Checks in to see if you need follow-up care.</li> <li>• Guides you through the health care system (like hospitals and specialty clinics).</li> </ul>
<b>CARE TEAM SPECIALIST (CTS)</b>	<ul style="list-style-type: none"> <li>• Helps plan your follow-up care.</li> <li>• Gathers information about your health.</li> <li>• Helps your provider during a visit.</li> </ul>
<b>BEHAVIORAL HEALTH CONSULTANT</b>	<ul style="list-style-type: none"> <li>• Helps you cope with illness and stress.</li> <li>• Helps with mental health issues, like anxiety and depression.</li> <li>• Promotes overall health.</li> </ul>
<b>PHARMACIST</b>	<ul style="list-style-type: none"> <li>• Talks with you about your medications.</li> <li>• Explains medication information.</li> <li>• Works with your care team to review medications.</li> </ul>

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## ➔ Health Insurance Options

GHC-SCW is dedicated to promoting good health in our community, which means making quality care accessible to all. We believe that all patients, including those who don't have health insurance, have a right to timely, high-quality and compassionate care. Our primary care clinics accept patients who have insurance, as well as those who don't, and we provide the same care regardless.

Check with your insurance company to see if GHC-SCW is in network. Most insurance plans also include cost-sharing for health care services (such as a Copayments, Coinsurance or Deductible).

**If you don't have insurance and need help paying for your health care or need information about health insurance options, please call our Member Services Department at (608) 828-4853 or (800) 605-4327.**

Learn more at [ghcscw.com](https://ghcscw.com) ➔

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