

What is a Medical Home?

Having a Medical Home means you have a doctor, or belong to a health center in Orange County. Most health centers see people who don't have health insurance. They charge lower fees for people with limited incomes. They also accept Medicaid and insurance. The centers are open weekdays, while some are open in the evening and on weekends.

What should you do if it is early morning or late at night, and you are sick or your baby has a fever or your older child has some sort of insect bite? Is the hospital Emergency Room the only place you can go?

People who have a Medical Home do not have to wait for hours in the Emergency Room. They can see a doctor when they are sick, even if they do not have health insurance.

PCAN is the Primary Care Access Network. This partnership is working to bring health care to the underinsured residents in Orange County.

PCAN's goal: a Medical Home for everyone in Orange County.

Why are Medical Homes important?

Nearly 200,000 people in Orange County do not have health insurance—but they do need regular health care. A Medical Home is the best and most convenient place to get the care.

When people have Medical Homes ...

- Children with asthma, ear infections, etc., feel better and miss less school.
- Conditions like diabetes and high blood pressure are regulated for better health.
- They don't have to go to the Emergency Room when they are sick—and wait for hours. Medical Homes take appointments.
- They are charged far less than at the hospital.

How to find a Medical Home

To enroll in a Medical Home, take these simple steps (before you get sick):

1. Check the zip code list on the back of this brochure.
2. Find the health center nearest to you.
3. Call and make an appointment.
4. Gather your paperwork (the staff will tell you what to bring).
5. Go to your appointment.
6. Rest easy—you now have a Medical Home!



When should you call your Medical Home?

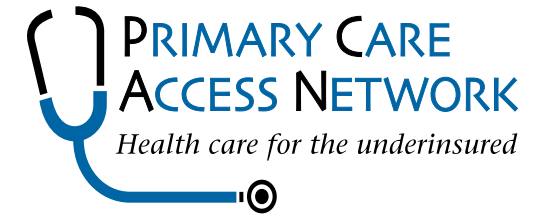
Call your doctor or Medical Home if you have one of the following minor injuries or illnesses:

- Itchy eyes
- Minor cuts (without serious bleeding)
- Minor ear aches
- Nasal congestion
- Reoccurring cough
- Sore throat
- Stomach ache

When should you go to the hospital?

If you have one or the following serious emergencies, call 911 or go to the nearest Emergency Room right away:

- Deep cuts that are bleeding excessively
- Intense pain
- Loss of consciousness
- Major broken bones (legs, hips, arms, etc.)
- Seizures
- Serious burns
- Severe breathing problems
- Severe chest pain
- Sudden extreme headache



A Medical Home is a place where you can receive regular health care.



List of Area Medical Homes

A medical home is a place where you can receive regular health care. Please refer to the zip code list to find the medical home nearest to you.

Zip Code	Nearest Medical Home	Ages Served	Services	Financial Information
32703 32712 32757 32798 32818	Apopka Family Health Center 225 E. 7th St. Apopka, FL 32703 407-905-8827	Adults Pregnant Women Children Babies	Family Doctor Pediatrics Prenatal Care Dental Care Pharmacy GYN X-Ray Laboratory	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32817 32820 32826 32828 32833 32838	Central Florida Family Health Center, Inc. 11881-A E. Colonial Dr. (at Alafaya Trail) Orlando, FL 32826 407-367-0064	Adults Children Babies	Family Doctor Pediatrics Pharmacy Laboratory	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32751 32789 32804 32810	Eatonville Family Health Center 434 W. Kennedy Blvd., Suite D (near Lakeside Alternatives) Eatonville, FL 32810 407-905-8827	Adults Children Babies	Family Doctor Pediatrics Pharmacy Laboratory Dental Care	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32809 32812 32821 32822 32824 32827 32829 32832 32833 32837 32839	Central Florida Family Health Center, Inc. 5449 S. Semoran Blvd. Suite 14 (at Hoffner Ave.) Orlando, FL 32822 407-367-0923 Orange County Health Dept. Prenatal Suite 14D 407-207-7757 ext. 321 Dental Suite 19B 407-207-7290	Adults Children Babies	Family Doctor Pediatrics Pharmacy Laboratory Prenatal Care Dental Care	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32801 32802 32803 32805 32806	Orange Blossom Family Health Center 234 N. Orange Blossom Trail Orlando, FL 32805 407-428-5751	Adults Children	Family Doctor Pediatrics Pharmacy Laboratory Dental Care Eye Clinic Behavioral Health	<ul style="list-style-type: none"> • Only patients without insurance • Medicaid accepted • Medicare accepted

Zip Code	Nearest Medical Home	Ages Served	Services	Financial Information
32806 32807 32813 32817 32825	Lake Underhill Family Health Center 5730 Lake Underhill Rd. Orlando, FL 32807 407-956-4320 Orange County Health Dept. Prenatal Care 407-207-7590	Adults Pregnant Women Children Babies	Family Doctor Pediatrics Pharmacy Laboratory GYN Prenatal Care	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32804 32808 32811 32818 32819 32821 32835	Pine Hills Family Health Center 1800 Mercy Drive Orlando, FL 32808 407-905-8827	Adults Pregnant Women Children Babies	Family Doctor Pediatrics Pharmacy Laboratory GYN Pediatric Dental	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32834 32836 32861 32886 32887	Health Alliance Family Care Center 1210 E. Plant St. Winter Garden, FL 34787 407-905-8827	Adults Pregnant Women Children Babies	Family Doctor Pediatrics Prenatal Care Dental Care GYN Pharmacy X-Ray	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32757 32798	Zellwood Family Health Center 3688 Day Care Center Rd. Zellwood, FL 32798 407-905-8827	Adults Children Babies	Family Doctor Pediatrics Laboratory	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
32809 32819 32821 32824 32836 32837 32839	O.C. Southside Family Health Center 6010 Lake Ellenor Drive Orlando, FL 32809 Medical: 407-956-4660 Dental: 407-905-8827 Orange County Health Dept. 407-858-1424	Adults Pregnant Women Children Babies	Family Doctor Pediatrics Pharmacy Laboratory GYN Prenatal Care	<ul style="list-style-type: none"> • Most insurance accepted • Medicaid accepted • Medicare accepted • Sliding fee scale for patients without insurance
All Orange County Zip Codes	Grace Medical Home 51 Pennsylvania Street Orlando, FL 32806 407-936-2785 <i>To be eligible you must be currently employed or employed in the last 6 months or a full-time student or a single parent.</i> <i>For eligibility info visit: www.gracemedicalhome.org</i>	Adults Children Babies	Family Doctor Pediatrics Laboratory X-Ray	<ul style="list-style-type: none"> • \$20 Annual enrollment fee • \$20 facility fee (includes rechecks) • Only uninsured patients below 200% Federal Poverty Guidelines

Orange County Health Department

The health department offers a variety of services to Orange County residents. These include: immunizations; dental care for children; family planning; prenatal care; and HIV/AIDS, Sexually Transmitted Disease (STD) and tuberculosis testing and treatment. For information on services provided by the Orange County Health Department and a location near you, please call 407-836-2600.

The Community After-Hours Medical Clinic at Florida Hospital

The hospital emergency room isn't the only place you can go if you are uninsured. To be eligible for the After-Hours Medical Clinic, patients must be uninsured and not covered by Medicare or Medicaid. No appointment is necessary. The clinic is open on Tuesday, Wednesday and Thursday evenings from 5:00-8:00 p.m. and Saturdays from 8:00 a.m.-Noon. Please call 407-303-7298 for more information.

Shepherd's Hope

If you do not have a Medical Home yet, you can go to a Shepherd's Hope Clinic. Each clinic is open one or two evenings a week, usually from 6:00-9:00 p.m. All patients are seen on a walk-in basis, no appointments necessary.

Shepherd's Hope offers non-emergency care for children and adults. Prenatal care or immunizations are not available. The staff will treat your illness and refer you to a permanent Medical Home. Please call 407-876-6699 for more information.

Outlined to the right is a list of Shepherd's Hope clinics and the Community After-Hours Medical Clinic at Florida Hospital.

Call 2-1-1 HELP

2-1-1 Community Resources & Elder Helpline is a program that assists people in finding the help they need by simply dialing 2-1-1. Trained specialists work with callers to determine their needs and provide information on services available in Orange, Osceola and Seminole counties. For more information on 2-1-1, please contact 407-839-HELP or visit their Website at www.bfwu.org.

Shepherd's Hope and Community After-Hours	Location	Hours
Apopka Shepherd's Hope	Apopka High School 555 Martin St. Apopka, FL 32703	Thursday 6 p.m.-9 p.m.
Faith Assembly of God Shepherd's Hope	Faith Assembly of God 2008 N. Goldenrod Rd., Orlando 32807	Monday 6 p.m.-9 p.m. Tuesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m.
Downtown Orlando Shepherd's Hope	Orange County Medical Clinic 101 S. Westmoreland Dr. Orlando, FL 32805	Tuesday 6 p.m.-9 p.m. Wednesday 6 p.m.-9 p.m.
Florida Hospital After-Hours Clinic	2604 N. Orange Avenue Orlando, FL 32804 407-303-7298	Tuesday 5 p.m.-8:30 p.m. Wednesday 5 p.m.-8:30 p.m. Thursday 5 p.m.-8:30 p.m. Saturday 8 a.m.-12 Noon
Hungerford Shepherd's Hope	Hungerford Preparatory School Community Service Center 101 E. Kennedy Ave. Eatonville, FL 32751	Tuesday 6 p.m.-9 p.m. Wednesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m.
Longwood Shepherd's Hope	Fairmont Plaza 600 N. US 17-92, Ste 124 Longwood, FL 32750	Monday 6 p.m.-9 p.m. Tuesday 6 p.m.-9 p.m. Wednesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m.
St. Luke's Lutheran Shepherd's Hope	St. Luke's Lutheran Church 2021 W. State Road 426 Oviedo, FL 32765	Tuesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m. (closed the 5th Thursday of the month)
Tazkiah Shepherd's Hope	Tazkiah Foundation of Light 120 Floral St. Ocoee, FL 34761	Saturday 9 a.m.-12 noon
Walker Shepherd's Hope	Walker Middle School Family Service Center 150 Amidon Lane Orlando, FL 32809	Tuesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m.
Westside Shepherd's Hope	Westside Technical School Family Service Center 955 E. Story Rd. Winter Garden, FL 34787	Tuesday 6 p.m.-9 p.m. Thursday 6 p.m.-9 p.m.



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PRIMARY CARE ACCESS NETWORK
Health care for the underinsured
www.pcanorangecounty.com