

## GENERAL CENTER INFO

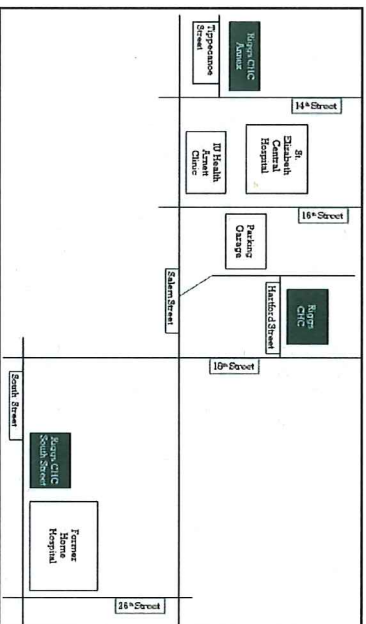
Since its inception in 1988, Riggs CHC has continued to grow and expand to better serve the uninsured and underinsured of Tippecanoe and the surrounding counties. Riggs CHC provides primary health care services to the uninsured based on a sliding fee scale, with a minimum fee of \$25 for a medical visit and \$45 for a dental visit. Our professional provider and support staff include Medical Doctors, Nurse Practitioners, Dentists, Dental Hygienist, Registered Nurses, Licensed Practical Nurses and Medical Assistants.

New patients at Riggs CHC can contact our newly established Central Scheduling department to complete the necessary enrollment / registration paperwork prior to their first appointment with a Center provider. Riggs CHC aims to improve patient wait times at their visit and speed up the check-in process through this new department.

Riggs CHC has designed its Center Hours of Operation to better serve patients. The Center locations are open on the days/times listed in this brochure. Our Call Center representatives answer phones Monday-Friday until 5:00 pm.

## Center Locations

Riggs CHC has three sites: South Street, Hartford Street, and Annex . All of the sites are indicated on the map below.



(765) 742-1567  
WWW.RIGGSHEALTH.COM

Riggs CHC South Street  
2316 South Street  
Lafayette, Indiana 47904

Riggs CHC Hartford  
1716 Hartford Street  
Lafayette, Indiana 47904

Riggs CHC Annex  
1324 Tippecanoe Street  
Lafayette, Indiana 47904

## Center Vision

100% access with zero health disparities through innovative health services and community partnerships.

**RIGGS**  
COMMUNITY HEALTH CENTER  
*Improving Health. Improving Lives.*



(765) 742-1567  
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# Center Mission: To improve access to quality, cost-effective, comprehensive health care with respect and compassion to underserved community members.

Today Riggs Community Health Center (Riggs CHC) serves over 13,000 men, women and children in Tippecanoe and surrounding counties. Currently, Riggs CHC offers the following services:

- Pediatrics
- Adult Health
- Prenatal Care
- Women's Health
- Family Medicine
- Dental Care
- Homeless Outreach
- Integrated Behavioral Health
- Medication Assistance Program (MAP)
- Breast and Cervical Cancer Program (BCCP) with the YWCA
- Baby Corner Incentive Store

## **RIGGS VALUES**

- R**espect
- I**ntegrity and Honesty
- G**enerosity
- G**uaranteed Quality
- S**tewardship

For more information or to inquire about an appointment, please contact the Center.

(765) 742-1567  
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## Top 10 Most Asked Questions

- 1. How can I become a patient?**  
Individuals wishing to become a patient are asked to call our Central Scheduling Department and speak to a Patient Registration Specialist to complete new patient forms and schedule their first appointment with a provider.
- 2. I'm already a patient. How can I schedule an appointment?**  
Established patients can schedule an appointment by contacting the Center at (765) 742-1567 and a Central Scheduling representative will assist you.
- 3. What is considered proof of income?**  
Various items are considered proof of income. These include: one month of pay stubs; tax returns if self employed; or a letter from social security or other agency issuing monthly benefits.
- 4. How can I get help when the Center is closed?**  
A 24-hour nurse line can be reached by calling the Center at (765) 742-1567. For more immediate needs, a local urgent care or emergency room will assist you; a record of your care will be sent to your Riggs CHC provider. Prenatal patients in need of emergency care should go to the hospital ER where they anticipate having their baby.
- 5. Where do I go for my appointment?**  
Riggs CHC provides services in each of our three facilities. When scheduling your appointment you will receive an appointment card which indicates which facility your appointment will be in.
- 6. How can I request a copy of my medical records?**  
You can print a copy of the request for release of records from the website and send it to the Center or request the form at any of the reception desks.

**7. How can I request a refill for my medication?**  
You can request a refill by calling the Center and a Call Center representative will be happy to transfer you directly to Medline.

**8. How can my friend/family become a patient?**  
All new patients follow the same process. They will contact Central Scheduling to complete the registration process and, if eligible, schedule their first appointment.

**9. I have a question about an illness, how can I speak to a nurse?**  
You can call the Center during business hours and speak to one of the triage nurses. A nurse is also available by phone after hours.

**10. How can I donate old medications/supplies?**  
Riggs CHC does not accept donation of any medications. Unused and unopened durable medical supplies (bandages, diabetic testing strips, etc.) and gently used medical equipment (wheelchairs, canes, etc.) are accepted at any reception desk.

## Center Hours of Operation

	South St	Hartford St	Dental
<b>Monday</b>	8 am-5 pm	8 am-5 pm	8 am-5 pm
<b>Tuesday</b>	8 am-5 pm	8 am-5 pm	Closed
<b>Wednesday</b>	8 am-5 pm	8 am-5 pm	Closed
<b>Thursday</b>			
1st, 4th	8 am-5 pm	8 am-6 pm	9 am-6 pm
2nd & 3rd	9 am-5 pm	9 am-6 pm	9 am-6 pm
<b>Friday</b>	8 am-5 pm	8 am-5 pm	8 am-5 pm
<b>Saturday</b>	9 am-3 pm	Closed	Closed
<b>*Modified Summer Hours</b>	<b>9am-1:00pm</b>		
<b>Sunday</b>	Closed	Closed	Closed