About Open Door Health Services
ABOUT OPEN DOOR HEALTH SERVICES:

Open Door Health Services is a not-for-profit Federally Qualified Health Center that acts as a safety net for the uninsured and underinsured of East Central Indiana. The organization provides health care services to people of all ages, regardless of their ability to pay. Open Door Health Services accepts private insurance, Medicare, Medicaid, Hoosier Healthwise and Healthy Indiana Plan. For individuals who do have insurance, fees are adjusted upon their income and household size, also known as a sliding scale fee model.

LOCATIONS:

**Muncie, IN**
Main Location
333 S. Madison St. Muncie, IN 47305
- Adult Health Clinic
- Pediatric Clinic
- Dental Clinic
- Right Start OB Clinic
- Women's Health Clinic
- Chronic Disease Clinic
- Urgent Care Clinic
- Delaware County WIC Program
- Covering Kids & Families of East Central Indiana

Southway Urgent Care
3807 S. Madison St. Muncie, IN 47302

Gateway Health Center
100 N. Tillotson Avenue, Muncie, IN 47304

Family Planning Clinic
905 S. Walnut St. Muncie, IN 47305

**Anderson, IN**
Family Planning Clinic
2525 E. 10th St.

**Marion, IN**
Family Planning Clinic
319 E. 2nd St.

**Richmond, IN**
Family Planning Clinic
1030 N. J St.
SERVICES PROVIDED:

- Adult Health Care
- Pediatric Services including well/sick care and school/sports physicals
- Dental Care
- Prenatal Care
- Women’s Health Care
- Urgent Care
- Family Planning services including STD and HIV testing
- Specialized Diabetes Program
- Immunizations
- Breast and Cervical Cancer Screening Program
- Prenatal Substance Use Prevention Program
- Nutrition Education and Counseling
- Health Education Social Services/Case Management for all ages
- Referrals for Specialized Health Services
- Specialized Pharmacy Assistance Program
- Laboratory Assistance Program
- Access/Outreach Services Department
- Transportation Services
- Covering Kids & Families of East Central Indiana - Enrollment Site for Hoosier Healthwise, Healthy Indiana Plan, Medicare Part D, Food Stamps, and Temporary Assistance for Needy Families (TANF)

Adult Health Clinic:
The Adult Health Clinic is located at 333 S. Madison St. Appointments are available during office hours Monday through Saturday. Multiple providers, including internists, family practitioners and nurse practitioners provide services. Primary care services include acute and chronic care, Medicaid and disability physicals, and other preventive care services.
**Pediatric Clinic:**
Special services for children are provided at 333 S. Madison St. Those services include:

- **Well Child Check-up**
  A well child check-up is provided as preventive services in order to check on the age appropriate development of the child. This service is offered for children from birth to 18 years of age.

- **Immunizations**
  Immunizations are given at well child check-ups, as well as on a walk-in basis. Walk-in immunizations are also available one day per week.

- **Reach Out and Read**
  The Reach Out and Read Program was developed to promote early literacy in a pediatric healthcare setting. Age-appropriate books are given to children when they visit the health center for well-child care. The book is given by the physician or nurse practitioner along with a Prescription to Read. This prescription encourages the caregiver to read so many minutes to the child every day. This program also promotes literacy through a “mentoring” program. This mentoring program utilizes volunteers who read to the children while they wait for their appointments, thus modeling to the caregivers the rewards of reading to your child.

**Dental Clinic:**
The Dental Clinic is located at 333 S. Madison St. The clinic offers extractions, root canals, fillings, cleanings, crowns, bridges, partials, and dentures. The clinic does not offer orthodontic care or cosmetic services. Private insurance, Medicaid, Hoosier Healthwise, and Healthy Indiana Plan are accepted. For clients that do not have insurance the dental clinic offers a sliding fee discount based on income and household size. Clients must provide proof of income at the time of their visit so that the appropriated fee may be assigned. Clients need to schedule an appointment; however, the clinic will make every effort to accommodate emergency situations.

**Prenatal Services and Right Start Prenatal Clinic:**
Prenatal patients are seen Tuesday, Wednesday, and Thursday mornings at 333 S. Madison St. under the care of Dr. Max Rudicel, as well as residents from Ball Memorial Hospital. Birthing classes and other services are also provided at the health center including:

- **Centering Pregnancy**
  Centering Pregnancy is a group model of prenatal care in which women with similar due dates receive their second and third trimester prenatal care in groups of 10-12 women. This group model allows for increased time for education, as well as an opportunity for the women to build a support network of women who are in the same stage of pregnancy.

- **Prenatal Substance Use Prevention Program (PSUIPP)**
  This is a program directed toward prenatal patients and women of childbearing age. It is an informative program designed to provide education about the effects of substance use during pregnancy. The staff provides individual instruction and support based on the clients’ need. The staff also educates community groups to provide current information on the effects of substance use during pregnancy. The goal of the program is to prevent low birth weight, birth defects and high infant mortality.
Women’s Health Clinic:
Specialized care and examinations for women are available at 333 S. Madison St. Women’s health services are available to all women across the lifespan. Services available include annual breast exams and Pap smears, testing and treatment for sexually transmitted diseases, vaginal infections, birth control, mammogram referrals, evaluation and treatment for menstrual problems, urinary problems, and pelvic pain.

Delaware County WIC Program
The WIC Program provides free & nutritious foods to supplement the diets of pregnant women, new mothers, and children under age five, along with nutrition education, and breastfeeding support. This office is also one of six Regional Breastfeeding Centers in Indiana, covering 22 counties in the Northeast Region. Through this program, peer counselors and certified lactation consultants are available to provide education, support, equipment, and resources to make breastfeeding more accessible for new mothers. This office is also a donation drop off site for the Indiana Milk Depot.

Urgent Care Clinic:
The Urgent Care Clinic is located at 3807 S. Madison St. Walk-in patients of all ages are welcome seven days a week. Urgent Care services do not replace primary care visits, but are for immediate care of illness and/or injury. X-ray and lab services are also available at this site.

Family Planning Clinics:
Open Door Health Services has four family planning clinic sites located in Muncie, Anderson, Marion, and Richmond. This service is offered to help people have planned and healthy pregnancies. The clinic sites provide a variety of birth control methods along with education on issues surrounding reproductive health and abstinence. Testing for Sexually Transmitted Diseases and HIV are also done, as well as pregnancy testing. For clients who do not have insurance or are underinsured, a sliding fee scale is offered. Based on income, services may be at no cost to the patient. Appointments and walk-ins are welcome. Services are confidential.

Breast and Cervical Cancer Screening Program (BCCP):
Breast cancer screenings are offered to women age 50 and older. A mammogram is paid for by this program if the client meets income requirements, age requirements and is uninsured or underinsured. Cervical cancer screening is provided via Pap and pelvic exam for women who are age 40-64, meet income requirements, are uninsured or underinsured, and have not had a hysterectomy (unless the hysterectomy was due to cancer). After three consecutive normal Pap tests through this program, BCCP
can only pay for Pap tests every three years, unless the client has symptoms. In some circumstances, younger clients that have breast problems may be eligible for financial assistance.

**Chronic Disease Clinic:**
The Chronic Disease Clinic is located at 333 S. Madison St. The clinic offers individual self-management education and monthly group and individual instruction to our patients with chronic diseases. Participants learn about their disease and the responsibilities of self-management, exercise, diet, stress management, appropriate foot and skin care. The Chronic Disease Team provides a variety of teaching methods such as written materials, modeling/demonstration, discussion, and self-management behavior goal setting. A physician referral is required. Participants may bring guests to the group education classes. Some of the chronic diseases of focus are Diabetes, Asthma, Obesity, and Cardiovascular Disease (including high blood pressure).

**Medication Assistance Programs:**
There are two specific Medication Assistance Programs at Open Door Health Services. Both programs are for all ODHS patients and are offered at the 333 S. Madison St. facility, as well as Gateway Health Center. They are:

- **Prescription Assistance Program**
  Through this program patients may receive some medications for as little as $5 for a 90-day supply. Various pharmaceutical companies sponsor this program. Patients may have medical insurance, but cannot have prescription coverage. The health care provider must refer the patient to this program. The client comes in for his/her appointment with income verification and completes the application process. The enrollment waiting period is approximately six to eight weeks depending on the pharmaceutical company. Once the patient has been approved the medication is shipped directly to the clinic and stored in the pharmacy. The patient will receive a 90-day supply in most cases. When available, and only during the initial visit, samples are given to hold the patient until their medication is delivered. It is the patient’s responsibility to inform Medication Assistance Program staff when they need to restock prior to taking the last of their medication.

- **Medication Formulary Program**
  A select group of medications that are frequently prescribed by our physicians are purchased at a greatly reduced price and sold directly to our patients at $8, $12, or $24 depending on the medication. Medications range from antibiotics, diabetic medications, hypertension medications, and inhalers for those patients who have asthma and more. The patient pays for this medication directly to the clinic, and after receiving the proper documentation may
pick up their medications at the Southway Pharmacy located at Southway Plaza. This pharmacy is the only contracted pharmacy where the Medication Formulary Program medications may be picked up. Patients may not have other prescription insurance coverage to be eligible for this program. Some patients may use this program while awaiting their medication from the Prescription Assistance Program.

- **Sample Medications**
  This program is dependent on pharmaceutical representatives visiting our health center and leaving samples or by other physician practices donating their samples. Samples used must follow all applicable state and federal laws.

- **Medical Assistance Program**
  This program is comprised of various local agencies that assist with limited medical needs such as equipment, medical/dental care, and medications.

**Laboratory Formulary Program:**
ODHS patients receive some low-cost lab services. When needed, special orders are established to help reduce the cost for patients. The charge for labs is $10 and $18, plus a phlebotomy fee of $6 may apply. LabCorp handles these labs in the same manner as all other labs.

**Nutrition Services:**
Open Door Health Services has a registered dietitian on staff to provide diet/nutrition counseling and education for patients. Clients will be assisted with their special dietary needs through individual or group sessions.

**Health Education Services:**
This patient education service is provided at Open Door Health Services in both a formal and informal setting to enable and reinforce individuals, groups, and the community to voluntarily incorporate the information into their health behavior to improve their potential for positive health outcome. Some specialized programs include smoking cessation, diabetes support, and asthma education.

**Social Services:**
The Social Services Department at Open Door Health Services offers family case management and care coordination for patients of all ages. A social worker is available to assist clients in meeting social needs and concerns through referrals, support and encouragement. The social worker is available to provide home visits when necessary and is committed to connecting clients with needed resources as well serving as an advocate on behalf of the client.
**Behavioral Health:**
Open Door Health Services began providing on-site behavioral health services in 2008. A behavioral health provider is able to meet with individuals who have behavioral health problems, such as anxiety and stress disorders, depression, or grief. Patients are referred to the behavioral health provider by their primary care provider and follow-up visits can be scheduled if needed.

**Covering Kids & Families - Enrollment Assistance:**

- **Hoosier Healthwise Enrollment**
  Open Door Health Services not only focuses on providing quality health care to its patients, but is also aware and sensitive to the fact that many residents of Delaware County do not have adequate health coverage, if any at all. In response to the needs of those residents, Open Door Health Services became a Hoosier Healthwise Enrollment Center. Open Door Health Services is able to enroll pregnant women and children under the age of 19 into the state Children’s Health Insurance Program (CHIP). Eligibility is based upon family size and family income. For more information, call 286-7000 and ask for Access Department.

- **Healthy Indiana Plan (HIP) Enrollment**
  Healthy Indiana Plan will provide health insurance for uninsured adults between ages 18-64, whose household income is between 22-200% of the federal poverty level (FPL), and not eligible for Medicaid. Participants must be uninsured for at least 6 months and cannot be eligible for employer-sponsored health insurance. Benefits include a core package of medical/behavioral benefits with $500 free preventive services. Members will have a $1,100 POWER account that works like a health savings account debit card, with member and State monthly contributions. Member’s contribution is based upon income and family size and will be 2-5% of annual income. For more information, call 286-7000 and ask for the Access Department.

- **Medicare Part D Enrollment**
  Medicare Part D is the prescription drug program put in place for Medicare beneficiaries in 2006. All plans are offered by private insurance companies which have been approved by Medicare. Each plan covers different medications, so it is important to find the right plan for each individual patient. Most patients will pay a monthly premium and have an annual deductible. Once the deductible is met, most plans pay approximately 75% of medication costs. Extra Help is available for patients who meet certain income guidelines. If eligible for the Extra Help, the monthly premium and annual deductible would be waived, leaving the patient to pay just $2.15-$5.35 for each medication covered by the plan. Open Door Health Services offers assistance to Medicare beneficiaries in choosing and enrolling into a plan, as well as applying for Extra Help. For more information, call 286-7000 and ask for the Access Department.