



OPENDOOR
HEALTH SERVICES

About Open Door Health Services

ABOUT OPEN DOOR HEALTH SERVICES

Open Door Health Services is a not-for-profit, Federally Qualified Health Center serving East Central Indiana at locations throughout Delaware and Madison Counties. Open Door provides comprehensive primary care for all ages, dental care, family planning, behavioral health, urgent care, and social services. A mobile clinic provides neighborhood-based care where residents live, work, and learn. Open Door administers WIC benefits and offers any community member assistance enrolling in health insurance.

With an emphasis on accessible healthcare for all, patients receive care regardless of insurance coverage, and fees may be discounted based on income and household size. Private insurance, Medicare, Medicaid, Hoosier Healthwise, and Healthy Indiana Plan are accepted.

LOCATIONS

Muncie, IN

Primary Care

333 S. Madison St. Muncie, IN 47305

Muncie West - Pediatrics

215 S. Hutchinson Ave. Muncie, IN 47303

Urgent Care

3807 S. Madison St. Muncie, IN 47302
(Southway Centre Plaza)

Family Planning Clinic

905 S. Walnut St. Muncie, IN 47305



Anderson, IN

Family Planning Clinic

Currently in relocation; services being provided at Anderson Family Practice or Muncie Family Planning

Family Practice Clinic

2101 Jackson St. Suite 8 Anderson, IN 46016

Madison County WIC

777 Broadway St. Suite E Anderson, IN 46012

Elwood, IN

Elwood WIC

208 S. Anderson St. Elwood, IN 46036

SERVICES PROVIDED

- Adult Health Care
- Behavioral Health Care
- Dental Care
- Pediatric Care
- Women's Health Care
- Prenatal Care
- WIC
- Family Planning
- Urgent Care
- Mobile Unit (Operates in Muncie, Anderson, and surrounding areas)
- Covering Kids & Families (Insurance enrollment assistance)
- Health Education Services
- Nutrition Services
- Social Services
- Medication Assistance Programs
- Laboratory Assistance Program
- Specialized Diabetes Program
- Immunizations
- Prenatal Substance Use Prevention Program (WeCare/Baby & Me Tobacco Free)
- Referrals for Specialized Health Services
- Diaper Bank



Adult Health Care

Adult Health Care is located at 333 S. Madison St. in Muncie and 2101 Jackson St. Suite 8 in Anderson. Multiple providers, including internists, family practitioners, and nurse practitioners, provide services such as acute and chronic care, health screenings and physicals, vaccinations, health education, and other preventive care services.

Behavioral Health Care

Open Door Health Services offers Behavioral Health Care services at its Muncie and Anderson primary care locations. 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.

Dental Care

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. Care is by appointment, but early morning walk-in care serves those with immediate needs.

Pediatric Care

Special services for children are provided at 215 S. Hutchinson Ave. in Muncie and 2101 Jackson St. Suite 8 in Anderson. 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, though appointments are recommended.

Women's Health Care

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/treatment for menstrual problems, urinary problems, and pelvic pain.

Prenatal Care

Prenatal patients are seen at 333 S. Madison St. under the care of Dr. Max Rudicel and Dr. Milissa Eley, as well as residents from IU Health Ball Memorial Hospital. Birthing classes and other services are also provided at the health center including:

- *Baby and Me Tobacco Free*
The Baby and Me Tobacco Free Program is available to any pregnant woman in the community interested in quitting tobacco use. Participants receive counseling and goal setting techniques tailored to their individual needs. Each of them have the opportunity to receive up to \$650 worth of free diapers over the course of their pregnancy and the first year following delivery.
- *WeCare*
WeCare is a research-based program that offers one-on-one coaching sessions for pregnant, post partum, and childbearing women. If the woman enrolls in the program, her partner and/or support are eligible to enroll also. The main goal of the program is to reduce the rate of infant mortality in our community through patient education. The program aims to enhance knowledge about healthy life choices as well as meeting patient-specific needs, such as housing or food insecurity, domestic violence, substance abuse, etc. Along with the coaching sessions, we offer a SMS text messaging service that will send out automated messages tailored to the patients needs/wishes.



WIC

Open Door Health Services operates WIC offices in Delaware, Madison and Hancock counties, which currently serves over 8500 individuals. WIC is a public health nutrition program for pregnant, postpartum women, infants and children under the age of five. WIC provides nutrition education on healthy eating, referrals pertinent to our clients care and development and nutritious foods to bridge the gap of food insecurity in client households. Our mission is to increase breastfeeding rates by empowering pregnant women and mothers through education, providing lactation services, breastfeeding supplies, easy access to breast pumps, and emotional support breastfeeding and pregnant clients may need. WIC is also committed to increasing healthy birth outcomes, decreasing infant mortality rates, decreasing obesity rates in children and adults and increasing fruit and vegetables consumption among family members. WIC strives to build strong community partnerships to improve access to local health and social service networks necessary to improve our client's life outcomes.



Family Planning Clinics

Open Door Health Services has two family planning clinics located in Muncie and Anderson. (The Anderson clinic is currently under relocation, with patients being seen at either Anderson Primary Care or Muncie Family Planning.) These services help people prevent unwanted pregnancy and plan a healthy pregnancy when desired. The clinics provide a variety of birth control methods along with education on issues surrounding reproductive health and STD prevention. Testing for STDs and HIV are also done, as well as Pap smears and pregnancy testing. The Family Planning Clinics do not provide OB care. Based on income, services may be at no cost to the patient. All services at Family Planning are confidential, even for minors.

Urgent Care Clinic

The Urgent Care Clinic is located at 3807 S. Madison St in Muncie's Southway Centre Plaza. Walk-in patients 6 months of age and older are welcome seven days a week, 363 days a year to receive care. Urgent Care services do not replace primary care appointments. Urgent Care is available for the care and or treatment of acute illnesses or injury in the event that patients cannot see their primary care provider first. Patients are seen regardless of insurance coverage, and Medicaid and Medicare are included in coverage plans accepted.

Mobile Unit

The Mobile Unit is a unique service model as it provides primary care and acute care services on-site at various locations throughout Muncie, Anderson, and surrounding communities. Open Door has partnerships in place with several schools and has a weekly rotation schedule for the Mobile Unit to be

on site so that students and community members alike can obtain needed services. The Mobile Unit also works with a variety of schools and community organizations to provide services on their premises when school is not in session, including at health fairs and back-to-school events. The Mobile Unit provides a wide variety of services, including well child visits, physicals, immunizations, asthma care, acute care, and more.



Covering Kids & Families – Insurance Enrollment Assistance

Open Door Health Services has State and Federal licensed Navigators/ Certified Assistance Counselors on site and off location within the surrounding communities to assist with the following:

- Applying for health insurance coverage programs, such as Marketplace, Healthy Indiana Plan, Hoosier Healthwise, and Medicaid
- Signing up for, understanding, and using your health insurance
- Maintaining health coverage
- Follow-up issues

The help provided by the Covering Kids & Families Department is free and open to everyone, regardless of whether or not they are a patient of Open Door Health Services. They receive no reimbursement from health insurance companies for signing up individuals for the programs. Their advice is based entirely on personal needs and situation. They are here only to make sure that those in need of insurance get coverage.

Health Education Services

Patient education is provided in both formal and informal settings. Education equips individuals, groups, and the community to voluntarily incorporate learned information into their behaviors to improve health outcomes. Specialized programs include smoking cessation, diabetes support, and asthma education.



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.

Social Services

Open Door offers family case management and care coordination for patients of all ages, as well as some non-patients. 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.

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 Muncie and Anderson primary care locations.

- *Prescription Assistance Program*

Through this program patients may receive some assistance with their medications. Various pharmaceutical companies sponsor this program. Patients may have medical insurance, but may not have prescription coverage and still require assistance. The health care provider must refer the patient to this program. The client must provide his/her income verification and complete the application process. The enrollment waiting period depends on the pharmaceutical company. Once the patient has been approved they will be notified when their medication has arrived. The patient will receive a 90-day supply in most cases.

- *Sample Medications*

This program is dependent on pharmaceutical representatives visiting our health center and leaving samples. Samples used must follow all applicable state and federal laws.

Laboratory Formulary Program

Open Door patients receive some low-cost lab services. When needed, special orders are established to help reduce the cost for patients. LabCorp handles these labs in the same manner as all other labs. Some patients qualify for labs at 100% discount, based on their income level and household size. The Muncie primary care location offers on-site lab services through LabCorp.

Diaper Bank

Open Door is a member of Delaware County's BY5 Diaper Bank. Any community member in need of diapers is welcome to receive free diapers by visiting the Muncie primary care or pediatrics locations. A set quantity of diapers is supplied once per month to recipients.

More information about all services, including hours, addresses, and sliding fee discount charts, is available at www.opendoorhs.org.

To schedule an appointment at any Open Door location, call (765) 286-7000.