

Imagine trying to win a baseball game
all by yourself. Hard, right?
But with a team — a coach and other
players — you have a better chance of winning.
That's how your care team works!



Understanding Your NHC Care Team



Be Part of Your Care Team!

At NHC, you don't just get one provider — you get a whole care team. That's a good thing!

Your doctor or provider is a big part of your care, but can't do everything alone. Working together, your team:

- Gets to know you and your needs
- Helps you stay healthy, not just fix problems
- Supports your body, mind, and daily life

And for the best possible care, YOU, the patient, need to claim your spot on your care team!

Share your needs, preferences, and experiences for care that is personalized for your life and goals.

Here at NHC, you have a large team dedicated to helping you stay healthy. This team is your **"CARE TEAM."**

Your care team includes everyone who provides you with care and support. Each team member has a unique role, and you will work with many different team members over time. Your team **maximizes** your care for better health.

Learn more about the staff who may be a part of your NHC care team.



We can provide the care you need, often in one location. **Ask us for more information!**

**Your health.
Your clinic.
Your neighborhood.**

Meet Your Care Team



In the Exam Room

Medical Provider: Listens to your health concerns to identify and treat illnesses and create care plans. Conducts check-ups. Helps prevent disease and maintain health.

Registered Nurse: Assists patients during visits or by phone, responds to MyChart messages, administers medications, provides health education, and works with the clinic team members to manage chronic conditions.

Medical Assistant: Helps with check-in, takes vital signs, prepares you for exams, draws labs, gives vaccines, and supports your provider in delivering care.

Behavioral Health Consultant: Helps with stress, emotions, healthy habits like sleep and eating, and managing health problems like pain, diabetes, or high blood pressure.

Clinical Pharmacist: Provides medication assistance and education for your best results. Creates personalized medication plans to help you manage new or existing conditions.



In the Dental Chair

Dentist: Examines and cares for your teeth and gums. Fills cavities, helps with tooth pain, and addresses more serious issues.

Dental Assistant: Assists the dentist. Makes sure you feel safe and comfortable during your visit.

Dental Hygienist: Cleans your teeth and checks for problems. Teaches you how to keep your teeth and gums healthy.

—for better health!



Other In-Clinic Supports

Clinic Receptionist: Greets you at the front desk. Helps you check in and answers any questions you may have.

Community Health Navigator: Helps you find resources like food, housing, or support programs. Assists with healthcare system navigation, like making appointments or filling out forms.

Outreach & Enrollment Coordinator: Helps you apply for and keep your Oregon Health Plan (OHP) benefits. Assists in scheduling your first medical or dental appointments at NHC.

Dispensing Pharmacist: This pharmacist works in the pharmacy to fill prescriptions for pick-up and delivery. They are available by phone to answer your medication questions and help you find lower prices.



Behind-the-Scenes Team

Patient Service Representative: Assists you in scheduling and rescheduling appointments. They update your records and relay information to your care team members.

Triage Nurse: Talks with patients by phone during clinic hours to assess symptoms, provides medical advice, schedules in office visits, and directs to urgent and emergency care when needed.

After-Hours Service: Provides advice via phone for your medical and dental concerns anytime your clinic is closed.

Panel Coordinator: Keeps track of your health needs to ensure they are met. This helps your care team ensure you are up to date on your care.

Referral Coordinator: Helps you get referral services approved. Shares information with other clinics or specialists when needed.

**We welcome and encourage your questions!
Ask any clinic staff member or representative.**