

EVERY WAY
WE CARE



Southwest Medical[®]

Part of OptumCare[®]

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WELCOME TO SOUTHWEST MEDICAL ASSOCIATES

Care you can feel good about.

For more than forty years, we've dedicated ourselves to keeping our community healthy through forward-thinking services and patient-centered care. Southwest Medical, part of OptumCare, offers more than 350 providers across 30 locations. In addition, our Senior Dimensions members are able to get healthcare services from a network of 630 providers in southern Nevada.

We hope this book serves as a guide to all of our offered services—from our state-of-the-art surgical centers to a wealth of specialty care services, primary care options, Urgent Cares, Convenient Cares and more. Our mission, every day, is to build a healthcare system that is truly better for everyone.



PATIENT-CENTERED CARE

Patient-centered care means putting you at the center of a vast array of services. It begins with your primary care physician, who works in concert with your other doctors, nurse practitioners and physician assistants so you are able to get the care you need. This means you can spend more time with your provider, and everything from prescriptions to labs is handled in a way that's more efficient.

We build care around you—at every stage of life. Our robust electronic medical records system enables your entire care team to work together seamlessly, putting the latest test results, labs, and medical history information at their fingertips. That means a lifetime of better care for you.



DEPARTMENTS AND SPECIALTIES



ABOVE: John Rhodes, M.D., Senior Medical Director, Mountain West Region of Primary Care and Adult Medicine

BELOW: Carl Allen, M.D., Senior Medical Director, Specialties



Allergy Care/Immunology: Consultations and treatments for allergies and asthma, along with medical treatment that helps your body fight off diseases, are provided at our treatment center.

Cardiology (Heart Care): Nationally recognized by the Intersocietal Accreditation Commission (IAC), our Cardiology Department does work in several areas of echocardiology and nuclear stress testing. Our skilled cardiology team gives consultations, screenings, testing, monitoring, and everything in between. We are Nevada's first medical group to provide high-speed molecular cardiac imaging, and the 20th in the world.

Endocrinology: Consultation and treatment for diabetes, thyroid conditions, glandular diseases, and other hormone-producing system disorders in adults courtesy of a team of physicians, nurse practitioners, certified diabetes educators, and registered dietitians. Patients enjoy robust education on managing blood sugar, use of insulin pumps, and individualized medical nutrition therapy.

Gastroenterology: Our Gastroenterology Department specializes in the consultation and care regimen of stomach, colon, intestine, esophageal, and liver disease, as well as Hepatitis C. Outpatient procedures such as colonoscopies, sigmoidoscopies, and endoscopies are also provided.

HIV: Our HIV specialists provide the beginning and ongoing thorough HIV care. Our specialists are affiliated with a non-profit research organization so patients can access the latest treatments.



LEFT: Pediatrics team **RIGHT:** We're proud to have Dr. Blair Duddy, who joined Southwest Medical in 2016, as our Associate Medical Director, Pediatrics

Home Health Services: Helps patients regain independence and become self-sufficient while healing in their own home. This encompasses Palliative Care, offering support for patients with ongoing illnesses, and Pharmacy & Home Medical Equipment, providing prescriptions and medical equipment in-home. Specific services include physical therapy, ongoing care, wound care, and more, administered by skilled nurses, medical social workers, home health aides, physical therapists, occupational therapists, registered dietitians, and speech therapists, to name a few.

Hospice Care: Hospice care provides an atmosphere of peace, comfort and dignity, usually in the patient's home. It's used when care shifts from treatment for a cure to managing pain and maximizing comfort. This service is available to provide compassionate, individualized end-of-life services to patients and their families, including bereavement and grief support, spiritual counsel, occupational and physical therapy, and visits by a registered nurse supervised by board-certified hospice medical doctors.

Hospitalist Program: Hospitalists are physicians specially trained to make all parts of your hospital care work together. From ordering tests to prescribing medications, they work closely with your personal doctor and hospital staff to make sure you receive seamless care.

Neurology: Our Neurology Department provides consultation for new and chronic neurological disorders that may impact the brain, spinal cord, and nerves. We also offer EEG/EMG diagnostic testing and interpretation.

Outpatient Surgery Centers: Our outpatient surgery centers perform a variety of procedures including diagnostics, orthopedic surgery, general surgery, cataract surgery, colonoscopies and EGD's, podiatric surgery, pain management procedures, and more. Fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).

Pain Management: Helping patients cope with severe and constant pain conditions, including cancer. We can also learn the cause of and suggest interventional therapies and help manage prescribed pain medications.

Pediatrics: We offer pediatric care for children from infancy to 18 years of age. This department is at the forefront of the field, encompassing the entire spectrum of child development, including physical, mental, social and emotional. Patients enjoy 20 providers at nine locations, with evening and weekend hours available. Educational opportunities for new fathers and prenatal consults offer important information for parents-to-be.

Pharmacy & Home Medical Equipment: Offering prescriptions, hospital beds, wheelchairs, insulin pumps, ostomy supplies, small volume nebulizers, walkers, canes, infusion (fluids) therapy, oxygen, CPAP devices and more to patients in their homes. Full coordination of care is provided, with care delivered by a team of pharmacists, licensed respiratory therapists and RESNA certified mobility specialists.

420 N. Nellis – OB/GYN and Pediatrics



Podiatry: Our podiatrists and podiatric hygienists can handle everything from injuries of the foot and ankle to foot care for people with diabetes.

Primary Care for Adults: We offer a more thorough, personalized healthcare experience through our Team Medicine approach. From preventive screenings to labs and prescriptions, our highly-skilled providers work together to make each visit friendly and efficient.

Rheumatology (Joint Care): Treatment for rheumatoid arthritis, lupus, osteoarthritis, bromyalgia, and autoimmune diseases through a full array of services including consultations, tests, specialized treatments, and follow-up care. We can also help with joint, bursa, and tendon injections.

OB/GYN: Our OB/GYN providers are all part of our Women's Health Program, tailored to your unique needs at every stage of life. Services include annual well-woman exams, breast exams, consultation on birth control options and minor procedures performed in the office. If you're expecting, look to us for complete obstetric care, including ultrasounds. We're there for your health—and your baby's—every step of the way.



Senior-Focused Health

Southwest Medical Associates offers our senior patients greater accessibility and convenience, with a variety of services designed to get you the care you need, when you need it. Annual senior 60-minute wellness exams, hassle-free E-Visits from the comfort of your home, virtual appointments through our NowClinic[®] app, easy-reach locations Valley-wide, and SMA Lifestyle Centers for seniors help keep you feeling your best. And with personalized services—like our Senior Priority Access Program, offering a dedicated phone line to your care team and easy scheduling 24/7—feeling well is made simple.

Reach the Senior Priority Access Program team at **702.877.5088**.



CARE PROGRAMS

Advanced Illness Program: Designed for patients with diseases or conditions that are chronic, cannot be changed, and in the advanced stages, our care managers work closely with your doctor to lessen symptoms, improve quality of life, and assist with coordinating care.

Breast Care Program: This program helps those with breast cancer deal with emotional and physical challenges. Our compassionate staff can assist you with everything from pre-operative counseling to coordination of care.

Case Management: Our Case Management Program provides thorough care coordination that helps patients cope with complicated situations for a better quality of life. We offer complex, transitional, and guided care case management.

2450 W. Charleston - West Charleston Surgery Center





LEFT: 888 S. Rancho – Urgent Care open 24 hours a day/7 days a week **RIGHT:** Breast Care Program

Falls Prevention Program: This unique and comprehensive program, called Step by Step, helps older adults be aware of their chances of falling. Our healthcare team assesses older adults for falls, gait, and ability to move, and then provides assistance in the reduction or elimination of risks.

Nail Trimming Services: Full nail trimming services for patients with diabetes, vision problems, or other medical conditions that make toenail care difficult. We're the first medical group in Nevada to have all podiatric hygienists on staff licensed by the Nevada State Board of Podiatry.

Treatment Center: Outpatient infusion treatment in a safe, compassionate environment by skilled registered nurses. Medications and services provided include IVIG, Remicade®, Solumedrol®, Tysabri®, and chemotherapies.

Patient Care Conferences: Primary care providers, hospitalists, case managers, pharmacists, nurses, and other medical care providers—including home health—help to make all parts of your care work together when transitioning out of hospitals and other patient facilities.

Referral Navigator Program: All of our adult medicine locations have referral navigators to assist patients with a smooth transition from the first care visit to the specialist visit, including scheduling the appointment so you don't have to talk with the call center to find out if a referral is approved.

Shared Medical Appointments: Available for individuals of all ages and healthcare needs, shared medical appointments allow providers to get to know patients better, giving the opportunity of a full discussion of healthcare needs, and result in further support from a well-coordinated healthcare team and patients facing similar issues.

The SMA Lifestyle Centers: With two locations on the east and west sides of the Valley, our Lifestyle Centers offer older adults a place to laugh, learn, and stay healthy through free health presentations and a variety of social activities. An array of senior-specific medical specialties and services are also provided. Visit **SMALV.COM** to view the monthly calendar of events.

Wound Care: Specialized care for long-lasting wounds from conditions related to diabetes, arterial and venous insufficiency, and pressure wounds.

Our Lifestyle Centers offer older adults a place to laugh, learn, and stay healthy.



BETTER HEALTH CONVENIENTLY



LEFT: NowClinic® app helps you get seen faster **RIGHT:** Medicine on the Move Mobile Medical Center

E-Visits: If you are a Southwest Medical patient, have Internet service, have been with your provider for at least a year, and have seen a provider within the last year, you can use E-Visit. Send a private, secure communication through the Internet 24/7 and you'll typically get a response within 24 hours. Ideal for non-emergency and non-urgent matters.

Electronic Medical Records: Each of our care centers is virtually paperless. Electronic records chart the patient's health, list prescriptions, and let the provider know of any diagnostic tests needed. This handy service is ready for use any time, day or night, at every Southwest Medical location.

Electronic Prescribing: Southwest Medical was one of the first medical groups in the country to put in place electronic prescribing (eRx). These paperless prescription orders let the doctor know if generic options are on hand and automatically check for conflicting dosages, allergies, and interactions with other medications.

Express Check-In: Bypass the front desk check-in at your doctor's visit by submitting your copay online before the appointment. Print out your confirmation and scan it at the doctor's office—the provider will be notified that you've arrived and are ready to be seen.

Drive-Thru Flu Shot Clinics: Every fall, we host annual flu vaccination clinics throughout southern Nevada, with drive-thru options at many locations. Watch our website for upcoming locations, dates and times. No appointment necessary.

Medicine On The Move: In partnership with Health Plan of Nevada and Sierra Health and Life, this 45-foot state-of-the-art mobile medical center brings adult care, pediatric care, wellness education and appointments to communities in Nevada. Visit MedicineOnTheMoveNV.com to learn more.

My SMA Health OnlineSM: A handy tool providing online access to appointment scheduling for Adult Medicine providers. Referral requests can be submitted by your provider instantly, and you can track the status of your referral online. This tool also enables access to medical records, prescription renewals, and more.

My SMA AppSM: Manage your healthcare right from your mobile phone with our easy-to-use mobile app. Request appointments, review your medical records, view and renew medications, check Urgent Care wait times, find a provider, and much more. Apple users can download the app at the App Store; Android users can find it at Google Play.

NowClinic[®]: This modern take on the house call lets you have a virtual appointment for non-urgent and non-emergency issues, such as pinkeye, UTIs, and allergies. See a Southwest Medical NowClinic provider from the comfort of home through secure webcam, smartphone, or other mobile device. Apple users can download the app at the App Store; Android users can find it at Google Play. *Available 24/7 without an appointment—wait times are typically under 10 minutes*.*

On-Site Lab Services and Quest Laboratories: Through a partnership with Quest Diagnostics, we offer full service clinical laboratories, including complete cytology and surgical pathology services and frozen section diagnosis. Quest laboratories are located in seven Southwest Medical care centers, and each has direct interface to the patient's electronic medical records to ensure results are accurately recorded and communicated. We also provide orders for testing to be completed at other lab buildings, including LabCorp[®].

On-Site Radiology Services: Currently at nine locations, services include general radiology, ultrasound, CAT scans, mammography, DEXAs, fluoroscopy, and IVPs. Our Rancho clinic provides general x-ray services, 24/7, and CAT scans 24 hours a day, Monday through Friday.

Telehealth: Patients with a long-term illness such as heart failure, COPD, diabetes, or high blood pressure can take their vital signs at home. This information is then transmitted to nurses who watch the results and tell the doctor and healthcare team. Participation requires a doctor's referral.

Urgent Care & Convenient Care Home Waiting Room: Check in to one of six Urgent Care locations or seven Convenient Care locations online and wait in the comfort of your home instead of the waiting room. Visit SMALV.COM for wait times. From here you can check in by logging into your My SMA Health online account, choosing a location, and selecting "Waiting Room." First time users will need to set up a My SMA Health Online account.

*Average time reported as of June 2015, but not guaranteed. NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances. NowClinic providers do not replace your primary care physician. The services are not covered by Medicare and may not be covered by your private health plan, so check with them prior to using the services. If not covered, the consumer is responsible for paying the fees at the time of service. If covered, copays and deductibles may apply. NowClinic providers do not prescribe controlled substances and reserve the right to refuse to prescribe other drugs that are restricted by state law or may be harmful or non-therapeutic. Providers may also decline an individual as a patient if the medical problem presented is not appropriate for NowClinic care or for misuse of services.

CONVENIENT & URGENT CARE CENTERS

Southwest Medical offers seven Convenient Care locations and six Urgent Cares throughout the Valley, staffed with a full team of healthcare professionals ready to help you feel better. Just choose your nearest location and walk in. **For both Convenient Care and Urgent Care, you can take advantage of Home Waiting Room**, where you can wait to be seen from the comfort of your own home instead of the waiting room.

Convenient Cares

Choose Convenient Care walk-in clinics for non-urgent and non-emergency service, such as the kind you'd typically see your doctor for.

This includes:

- Diagnostic lab tests
- General health screenings
- Minor wound treatment and repair
- Minor illnesses
- Preventive care and some immunizations
- Blood pressure checks
- Treatment of burns and sprains
- Routine physicals and sports physicals

What to expect:

- No appointment necessary
- Personalized attention
- Extended office hours in some locations
- Great care by familiar faces from the Southwest Medical family
- Paperless electronic records

Urgent Cares

Choose Urgent Care when you have an illness or injury that needs immediate attention, but doesn't require a trip to the emergency room.

This includes:

- Most fractures
- Ear infections
- Colds and other respiratory problems
- Sprains and strains
- Abdominal pain
- Vomiting and diarrhea
- Most cuts
- Most burns
- Back pain

What to expect:

- No appointment necessary
- Shorter wait times than the ER (we make every attempt to have our triage nurse see you in 15 minutes or less)
- Quicker results, with efforts to get your FASTlab results back to you in 15 minutes or less
- Lower co-payments
- Access through extended hours, weekends, or holidays
- On-site digital imaging
- Paperless electronic records
- Access to our Urgent Care Home Waiting Room, where you can check-in to one of six Urgent Cares online and then wait in the comfort of your own home until it's your turn for care



Southwest Medical Locations Map

HEALTHCARE CENTERS

- 1 4750 W. Oakey Blvd.702.877.5199
- 2 4835 S. Durango Dr. 702.877.5199
- 3 540 N. Nellis Blvd. (Adult Medicine).....702.459.7424
- 4 420 N. Nellis Blvd. (OB/GYN, Peds).....702.641.3212
- 5 5580 W. Flamingo Rd. (OB/GYN, Peds, Rheumatology) .. 702.854.3160
- 6 270 W. Lake Mead Pkwy.702.677.3720
- 7 2210 E. Calvada Blvd., Pahrump..... 775.727.6400
- 8 4348 E. Craig Rd., Suite 130702.854.2993
- 9 10105 Banburry Cross Dr.702.854.3220
- 10 7061 Grand Montecito Pkwy.702.750.3800
- 11 2704 N. Tenaya Way702.243.8500
- 12 4475 S. Eastern Ave.702.737.1880
- 13 2845 Siena Heights Dr.702.617.1227
- 14 888 S. Rancho Dr.....702.877.8600
- 15 2225 Civic Center Dr.702.854.2934

SURGERY CENTERS

- 16 2450 W. Charleston Blvd.
- 17 2650 N. Tenaya Way Suite 101

URGENT CARE

- 10 7061 Grand Montecito Pkwy.702.750.3800
- 11 2704 N. Tenaya Way702.243.8500
- 12 4475 S. Eastern Ave.702.737.1880
- 13 2845 Siena Heights Dr.702.617.1227
- 14 888 S. Rancho Dr.....702.877.8600
- 15 2225 Civic Center Dr.702.854.2934

CONVENIENT CARE

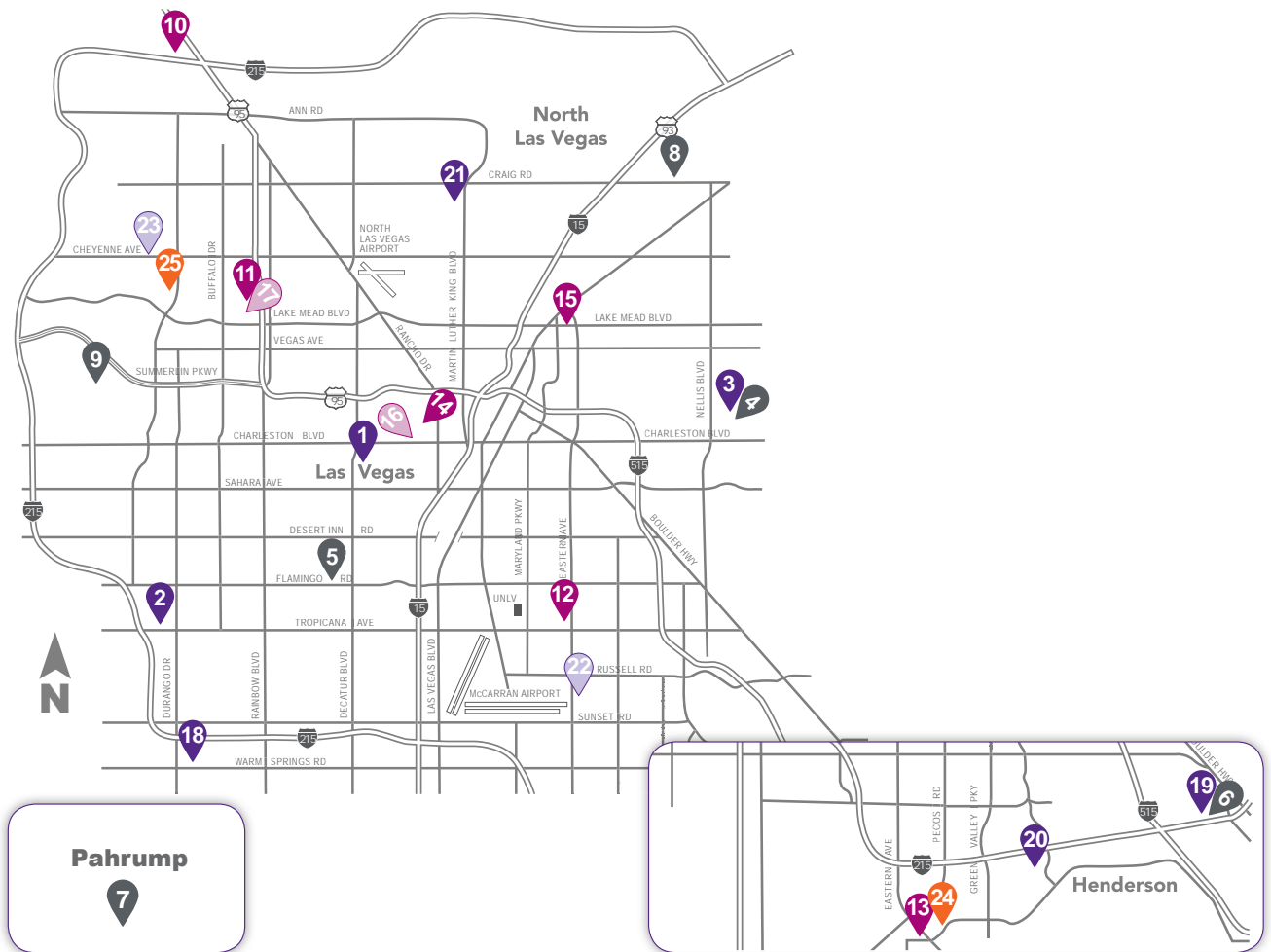
- 1 4750 W. Oakey Blvd.702.877.5199
- 2 4835 S. Durango Dr.702.877.5199
- 3 540 N. Nellis Blvd.702.877.5199
- 18 7150 S. Durango Dr.702.877.5199
- 19 310 W. Lake Mead Pkwy.702.877.5199
- 20 75 S. Valle Verde Dr.....702.877.5199
- 21 1513 W. Craig Rd., Suite 105702.877.5199

THE SMA LIFESTYLE CENTERS

- 22 East: 5820 S. Eastern Ave., Suite 100702.797.2353
- 23 West: 8670 W. Cheyenne Ave., Suite 105.....702.750.3425

OPTUM MEDICAL PARTNERS

- 24 2610 W. Horizon Ridge Pkwy702.724.8777
- 25 8526 Del Webb Blvd.....702.724.8777





Southwest Medical is a proud provider to Senior Dimensions[®]



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The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 866-763-0044.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 866-763-0044.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：866-763-0044。