

# Welcome to Heartland Urgent Care

We are committed to providing you **five-star service** and strive to provide you with **very good care**. We consider it a privilege as well as a responsibility to make sure you have a good experience with Heartland Clinic. We hope the information in this guide will help you understand what you can expect.

We know you have a choice in physicians. Thank you for selecting Heartland. If you have any questions or concerns, please contact me.

**Rock Kieffer**  
Clinic Coordinator  
(816) 271-7714



## MISSION STATEMENT

Heartland Clinic is a physician-led, multi-specialty medical group practice, whose calling is to provide excellent service and quality outcomes for our community. We do this because we care.



## PATIENT GUIDE

Heartland Urgent Care

**Heartland Urgent Care**  
1301 S. Belt Hwy. (816) 271-7077

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*Our calling in life is life itself.*



**Heartland Health**  
Heartland Clinic





Heartland Urgent Care is dedicated to providing very good care for non-emergency illnesses and injuries. Urgent Care can provide back-up care for those

- 3.** Go to Urgent Care if you cannot get into see your regular doctor and if it is a minor illness or injury. Examples include:
- sore throats
  - allergies
  - ear infections
  - rashes
  - poison ivy
  - minor skin infections or burns
  - minor cuts
  - athletic injuries
  - vomiting/diarrhea for less than 8 hours
  - mild abdominal pain
  - chronic headaches\*  
*\*Urgent Care does not dispense narcotics.*
  - back aches
  - minor eye problems

## OUR COMMITMENT IS TO PROVIDE VERY GOOD CARE



times when your doctor's office is closed

or unable to provide you with an immediate appointment. Serious illnesses or injuries are better treated in the Emergency Room (ER).

### Urgent Care or ER?

**Please note:** any accident or illness that may lead to loss of life or limb, serious medical complications, or permanent disability should be evaluated in the Emergency Room at your local hospital. Urgent Care is designed to treat minor illnesses and injuries that you would normally see your regular doctor for.

### Should you become sick or injured, we encourage you to:

- 1.** Call your primary care provider to make an appointment.
- 2.** Call the local nurse line, also known as the Community Health Line. They can help you decide if you need to see a doctor immediately or if your illness or injury can wait until your provider is available. They can be reached at (816) 271-4000 or (800) 455-2476.

### 4.

The Emergency Room should be used if you have an emergency such as:

- chest pain
- difficulty breathing or shortness of breath
- sudden dizziness, weakness or loss of balance
- numbness or weakness in the face, arm or leg
- difficulty speaking
- sudden blurred vision
- deep cuts or bleeding that won't stop
- fractures
- loss of consciousness
- severe abdominal pain
- sudden, severe headache
- seizures
- overdoses

### How long will I have to wait?

At Heartland Urgent Care, the average wait time may range from 30 minutes to 2 hours, depending on the number and severity of patients. To ensure timely services:

- Peak hours are 10 a.m. – 1 p.m. and 5 p.m. – 8 p.m. Wait times may be longer during these hours.
- Bring your medications with you. This will assist physicians and nurses in understanding your medicines and medical needs.
- Know which pharmacy you want to use and its business hours.
- Bring your insurance card with you. This will speed up your registration.

*Payment is due at check-in for your co-pay, deductible or deposit. Your insurance company will be billed; however, depending on your specific policy, you may be responsible for services and charges not covered by your insurance.*

# 5 Satis"five"

## The Patient

**Satisfaction Survey is based on a five-point scale. We hope you're satis "five" with our service and care.**

After visiting Heartland Urgent Care, you may receive a **patient satisfaction survey**. Your responses on this survey are an important part of our effort to improve care. Your input will help us recognize and reward staff that have given you **very good care** and improve our service if we fell short of your expectations.

The patient satisfaction survey is based on a five-point scale. The survey asks you to score us a 1 – 5, with a 5 being "very good" – not perfect, but very good. We hope you are satisfied with your care and can give us a score of five or satis"five."

***Next time you're sick or injured and can't receive a timely appointment with your doctor, please refer to this information:***

**HEARTLAND URGENT CARE**  
**(816) 271-7077**

**COMMUNITY HEALTH LINE**  
*(free nurse advice hotline)*  
**(816) 271-4000**  
**(800) 455-2476**

*Our calling in life is life itself.*

