

## FREQUENTLY ASKED QUESTIONS

# About Lightpath Health

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We are located on site at St. Luke Community United Methodist Church in Dallas, TX. Our program is designed to provide primary care services to those who do not have insurance or a primary care provider already.

### 1. What is primary care?

Health services that include a range of prevention, wellness, & treatment for common illnesses and chronic conditions.

### 2. Who does primary care focus on?

Primary Care focuses on the patient together with a Care Team providing the best care for individuals to assist them in reaching the best and healthiest life they can have.

### 3. What types of services do primary care providers offer?

- Managing common chronic conditions such as diabetes, hypertension, high cholesterol, etc.
- Treatment of acute illnesses (ex: Flu, common cold, minor injuries)
- Well visits & basic physical exams

### 4. Who provides primary care?

- Physicians (MD/DO)
- Certified Physician Assistant (PA)
- Certified Nurse Practitioners (NP)

### 5. What is a Physician Assistant (PA)?

PAs are medical providers, with graduate-level education, licensed to diagnose and treat illnesses and to prescribe medication for patients. A PA is an experienced, skillful, & compassionate professional committed to expanding access to care in various specialties & environments with a patient-centered, team-based mindset. They are overseen by and work closely with a supervising physician.

### 6. What does routine primary care consist of?

Routine primary care can add years to your life & help you enjoy more good days than bad. One way to achieve positive outcomes is by seeing your PCP for your annual wellness exams and chronic condition management.

### 7. What is your extended care team?

Lightpath Health collaborates with their team of nurses, care coordinators, social workers, diabetic educators, dietitians, and pharmacists working with you toward your best health possible.

### 8. How do I know if I am eligible for Lightpath Health's program?

Neighbors must be 16+ years old, have no insurance, and not currently receiving primary care at another location. To determine if you are eligible, you can complete our online eligibility assessment and we will call you for next steps.

### 9. What is the cost for services?

Services provided in the program are provided at no cost to the enrollee. If referred out for services outside of those covered by Lightpath Health's program, there may be charges associated with that referral or service. We work to refer neighbors to places that will be cost effective.

### 10. What type of appointments are offered?

Appointments are offered in-person on Wednesday 9:00am to 3:00pm & virtually on Monday, & Thursday from 8:00am to 5:00pm. We are available by phone Monday – Friday from 8:00am to 5:00pm. Closed for lunch daily from 12:00pm-1:00pm.