

## Open Access Scheduling

Open Access Scheduling is a new way to help you get the care you need when you need it. When in need of a visit, please call the Family Planning Office to set up a time. This will decrease the typical wait time from 4-6 weeks for an appointment to 1-2 days! Many times patients will be able to be seen on the same day. Please bring a form of picture ID with you to your appointment as well as payment information.

We trust that you will be pleased with the services you receive in our clinic. Please feel free to voice any suggestions or concerns you have to the staff. It is our goal to provide you with care that is excellent, safe and effective.

# Family Planning

**CLEVELAND COUNTY  
HEALTH DEPARTMENT**

**OUR MISSION: TO ASSURE, ENHANCE,  
AND PROTECT THE HEALTH OF  
CLEVELAND COUNTY RESIDENTS  
THROUGH EDUCATION AND  
PREVENTION.**

## Family Planning Clinic Hours and Appointments

The Family Planning Clinic is open Monday through Friday from 8:00 am to 5:00 pm. Patients are seen on an appointment basis. To schedule an appointment or to speak with a nurse, please call 704-484-5140. Our clerical staff will talk with you about your visit needs and give you the earliest possible appointment.

*\*If you are late for your appointment  
You may not be seen that day\**

**CLEVELAND COUNTY  
HEALTH DEPARTMENT**

315 EAST GROVER STREET  
SHELBY, NC 28150  
704-4845140

[CLEVELANDCOUNTY.COM/CCHD](http://CLEVELANDCOUNTY.COM/CCHD)

Persons with disabilities. If you require assistance as described in the Americans with Disabilities Act (ADA), please notify us of your needs when you request a service or program. Participation in Health Department Services is without regard to race, color, national origin, religion, sex, age or disability.



## Welcome to the Family Planning Clinic!

The Family Planning Clinic Staff is pleased to provide you with a range of services to assist you in spacing your children and planning your family. We will provide you with:

- Yearly Physical Exams (including post-partum exams for Health Department Maternity Clinic patients) and lab tests to evaluate your health and treat certain problems here in our clinic
- Birth Control and back-up methods that are safe and effective for you
- Care and counseling to plan for your next pregnancy
- Certain medications (including most birth control methods) through our Health Department Pharmacy
- Evaluation, treatment, and/or referral for abnormal Pap tests and other abnormal exam and lab findings
- Education on a variety of topics to assist you in living a healthy lifestyle and in using your birth control method safely and correctly
- Access to a social worker who can counsel you on a variety of matters (such as unplanned pregnancy, anxiety, family relationships, and substance abuse) and assist you with accessing community resources to meet your needs

## Services Offered

### Physician, PA, or CNM Visits

- Physicals
- Postpartum Checks
- Colposcopy
- IUD insertion/removal
- Implanon insertion/removal
- Breast Checks

### Nurse Visits

- Pill Pickups
- Depo
- Blood Pressure Checks
- Infection Checks

## Fee for Services

The Family Planning Clinic bills for services on a sliding fee scale. This scale is based on ability to pay and family size, except for persons from families whose annual income exceeds 250% of the federal poverty level.

We also bill Medicaid and private insurance. Our clerical staff will update your financial information when you call in for appointments or at your clinic visits and answer questions about fees at that time.

We ask that you bring your insurance, Medicaid, and/or Medicare cards to your appointments, along with a check stub or a statement verifying your income.

## Birth Control Methods Offered

- Pills
- Depo-Provera
- Nuva Ring
- IUD
- Implanon
- Condoms
- Film/Foam
- Diaphragm

## Don't Forget!

When coming to your appointment, make sure you remember:

- Picture Identification
- Your most current pay check stub
- Medicaid, Medicare, and/or Insurance Card
- Current Medications
- Immunization Record

Please arrange for child care or bring someone to watch your child in the waiting room. Due to the nature of the exams, safety for your child and limited space we will no longer allow children over the age of 6 months in the clinic area or exam rooms. Please bring a stroller or car seat carrier to secure the infant in during your exam. If you have no child care, you may be asked to reschedule your appointment.