



HealthWorks for Northern Virginia
Your Community Health Center

Quality Healthcare for All

Welcome to HealthWorks for Northern Virginia and thank you for choosing us as your health care provider. Our primary goal is to provide quality health care which is easily accessible and responsive to you in your time of need. Our staff includes a team of health care professionals who will always strive to exceed your expectations and ensure that your experience with us is comfortable and stress-free.

As an FTCA Deemed Entity and as the provider of your medical care, our approach is to provide you with comprehensive health care regardless of your income or insurance status by meeting all aspects of your health care needs, including primary medical, women's health, dental and behavioral health. Along with your medical team, you are the most important person in managing your health.

Benefits of Having a Health Care Team

- Your health care provider will have an ongoing relationship with you and your family to manage all of your healthcare needs.
- You will have easy access to care through our appointment availability, telehealth visits, expanded evening hours and an additional method of communication with your medical provider using our patient messaging system, also known as, our Patient Portal.

Enclosed in your packet is information about our services including instructions on how to sign up for our messaging system that allows you to email your provider directly, access your test results online and much more. More information, including news and updates, can be found on our website (www.hwnova.org). Don't forget to follow us on Facebook!

163 Fort Evans Road NE
Leesburg, VA 20176
Fax: 703-443-2033

1141 Elden Street, 3rd Floor
Herndon, VA 20170
Fax: 703-435-6752

11484 Washington Plaza West, 3rd Floor
Reston, VA 20190
Fax: 703-657-2142

Phone: 703-443-2000

www.hwnova.org



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Patient Office Policies and Procedures

We can be reached during our office hours by calling 703-443-2000. If you would like to reach us after hours, our Medical Providers are on-call 24 hours per day/365 days per year. Our after-hours service can be reached by calling our phone number and following the prompts. If you need an appointment, prescription refill or test results, please call during our office hours.

Appointments Requests

HealthWorks for Northern Virginia is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule follow up appointments in advance. When calling for an appointment, please provide your name, telephone number, reason for visit, as well as any updated contact or insurance information. For hospital follow up visits, please inform the receptionist upon scheduling if you were recently treated in an ER or admitted as an inpatient. HealthWorks makes every effort to remind our patients about upcoming appointments via text message, phone call and our dedicated patient messaging system.

Late Arrival Policy

In order to better serve our patients, our late policy is strictly enforced. Patients arriving over 10 minutes late for their medical appointments will be rescheduled to the next available appointment either same day or next day. If this occurs, our front desk staff will be happy to assist you.

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Appointment Cancellation Policy

In order to be respectful of the medical needs of our patients, please be courteous and call us promptly if you are unable to attend an appointment. If your call is not answered, please leave a voicemail and our staff will promptly update our scheduling system. This way, the vacant appointment slot can be given to another patient in need. In the event of inclement weather, our office will contact you if there are any changes to your appointment date or time. Also, please visit our Facebook page or our website for updates regarding closures.

What to Bring to Your Appointment

- ID (Driver's license, Passport or any other form of Picture ID)
- Insurance Card(s)
- List of Current Medications, vitamins and supplements you are taking
- Any medical records you have from previous medical providers or facilities
- Most recent list of immunizations
- List of any questions you may have for your nurse or provider

Welcome to HealthWorks for Northern Virginia! Please contact one of our Managers if you have any questions or comments:

Neisma Perez Leon - Leesburg	571-498-9044
Juan Gonzalez - Herndon	571-401-9026
Karen Gongora - Reston	571-407-9116
Lesly Majano - Dental	571-498-9038

Our Vision:
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