

Welcome to Prisma Community Care



prismacare.org

Fewer hoops.
More options.
Better health.



We're so glad you're here.

At Prisma, you'll find healthcare that sees the whole you: body, mind, and identity. From routine checkups to chronic care, Prisma is affordable, affirming, and inclusive for all.

What to Expect

At your first few visits, we'll get to know your health needs, answer questions, and make a plan together. You may meet with your provider, get labs done, or be referred to another team member. Every visit helps us build your care journey.

Tips to Make the Most of Your Care

- Bring your ID and insurance card, if you have one.
- Let us know if you're running late or need help getting here.
- Be honest - your truth helps us take better care of you.
- Ask us anything. You're in charge of your care.

Your First Steps

STEP
01

Activate your Healow patient portal



STEP
02

Add Prisma to your phone contacts



STEP
03

Review no-show & arrival policy



STEP
04

Find a Prisma trusted pharmacy near you



STEP
05

Schedule your next step (labs, follow-up, etc.)

Need help with costs? Let your provider know during your visit, or contact our Navigation Team at [602-307-5330](tel:602-307-5330) ext. 5 or prep@prismacare.org

Affirming and Inclusive Support

We're here to provide safe, respectful, and compassionate care for 2SLGBTQIA+ people, people living with HIV, and anyone who has ever felt overlooked in healthcare. With us, you are seen, affirmed, and supported.

What We Offer

- Primary care
- Sexual & reproductive health
- Mental health support
- Gender-affirming care
- STI testing and treatment
- PrEP, PEP, and HIV services

How Our Trusted Pharmacy Network Supports You

You can choose a participating pharmacy if you'd like. Our trusted pharmacy network can help you:

- Keep your care connected - from your visit to your prescription and refills
- Stay on track with refills and care
- Power community health programs

Find a trusted pharmacy near you.



Healow Makes it Easy

Use the Healow app to

-  Message your provider
-  See test results
-  Refill prescriptions
-  Schedule appointments

Need help? We're just a call away. Trouble logging in? We'll walk you through it.

Set Up the App in Four Easy Steps

STEP 1

Download the healow™ app from App Store (iPhone) or Google Play (Android Phone).

STEP 2

Search our practice by entering practice code (Practice Code: BAFJCA).

STEP 3

Enter your portal username and password to login.

STEP 4

Set up your PIN to securely access your health records.

Hours:
Mon - Thurs: 8am - 7pm
Fri: 8am - 3pm



If you live in Arizona, you can order FREE condoms to be mailed straight to your door. All orders are shipped in discreet packaging.

Worried About Costs? We've Got You.

- We accept AHCCCS, Medicare, and most commercial plans
- Sliding fee scale available
- Self-pay options with support
- Talk to us if you're unsure - we'll help you find what works

Need urgent support?



View after-hours and crisis resources



Your Rights & Responsibilities

At Prisma, you deserve care that's safe, respectful, and centered on you. That means your name and pronouns will be honored, your privacy protected, and your experience treated with care.

We're here to make healthcare simpler, not harder. We ask that you help us do that by arriving on time, keeping your appointments, and letting us know if anything changes. Life happens, and we'll always do our best to work with you.

Your health information is kept private and secure, and you can review your full rights, responsibilities, and clinic policies anytime.



Access our full privacy, no-show, and patient rights policies.





Affirming
healthcare
for all.

Let's stay connected.

1101 N. Central Ave., Suite 200,
Phoenix, AZ 85004

602.307.5330

prismacare.org



Save Us as
a Contact



Ask Us
Anything



Prisma Community Care