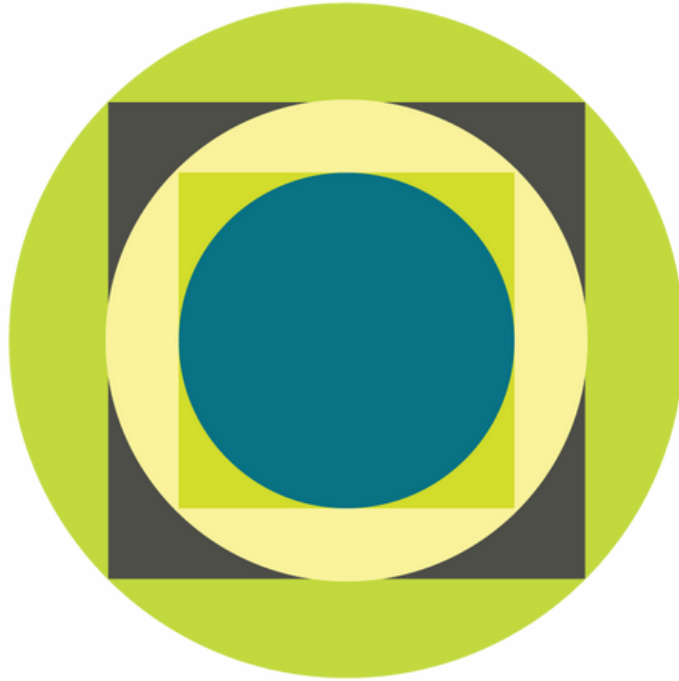


Patient Handbook



BETANCES HEALTH CENTER

- Patient-Centered Medical Home
- Hours of Operations & Making Appointments
- Services Available
- How to Access Routine Services

Main Site: 280 Henry Street, New York, NY, 10002. 212-227-8401 (t). 212-349-9345 (f).

Satellite: 1427 Broadway, Brooklyn, NY 11221. 347-390-8701 (t). 212-349-9345 (f).

www.betances.org



Hours of Operation and Clinical Advice

Our Manhattan Site will serve as a hub to communicate with all locations, including after-hour coverage.

Our Bushwick Hours are:

<i>Monday</i>	<i>8 am to 5 pm</i>
<i>Tuesday</i>	<i>9 am to 5 pm</i>
<i>Wednesday</i>	<i>9 am to 5 pm</i>
<i>Thursday</i>	<i>10 am to 5 pm</i>
<i>Friday</i>	<i>9 am to 5 pm</i>

Our Manhattan Office Hours are:

<i>Monday</i>	<i>8 am to 5 pm</i>
<i>Tuesday</i>	<i>8 am to 5 pm</i>
<i>Wednesday</i>	<i>8 am to 5 pm</i>
<i>Thursday</i>	<i>10 am to 5 pm</i>
<i>Friday</i>	<i>8 am to 5 pm</i>
<i>Saturday</i>	<i>10am to 2pm</i>

When the office is closed, please call YOUR Site's phone number and follow the instructions to connect with an on-call provider to address your urgent concerns that can't wait until the clinic is open.

Our providers have access to your medical information during after-hours so they can provide the best care for you at all times.

A Patient-Centered Medical Home is a system of care in which a team of health professionals work together to provide all of your healthcare needs. We provide quality, evidence-based care using scientific knowledge, clinical expertise, and patient values to guide the best possible outcomes for your health. This includes using electronic medical records, population health management, and risk management to guide healthcare decisions while prioritizing patient safety and the best treatment for patients.

YOU, the patient, are the most important part of a Patient-Centered Medical Home. You will be asked to sign an agreement that outlines how we will work together. When you take an active role in your health and work closely with us, you can be sure you're getting the care you need.

How do you get the most from a Patient-Centered Medical Home?

WHAT YOU CAN DO:

1. Be in charge of your health

- Know that you are a full partner in your care.
- Understand your health situation and ask questions about your care.
- Learn about your condition and what you can do to stay as healthy as possible.

2. Participate in your care

- Follow the plan you and we agreed is best for your health.
- Take medications as prescribed.
- Keep scheduled appointments and attend follow-up visits when necessary.

3. Communicate with your care team

- Please inform us when you don't understand something we say or ask us to explain it differently.
- Tell us if you get care from other health professionals so we can help coordinate the best care possible.
- Bring a list of questions and a list of medicines or herbal supplements you take to every appointment.
- Tell us about any changes in your health or well-being.



Scheduling Appointments

Betances offers both Regular and Same Day appointments during our hours of operation. To make an appointment, please call us at any of our locations.

There are a limited number of Regular and Urgent same-day appointment slots available, so please call early if you are interested in an appointment on the same day.

Should you have an Emergency, please call 911 or go to your nearest hospital. If you have an urgent issue or are sick, please come in. The nurse will assess you and see you as a walk-in if necessary.

Self Care Management Tools Available

For each condition that you may be diagnosed with, you can expect to be provided with patient education materials and information you can take with you or access via the patient portal to help self manage your care.

Please speak with your primary care provider if you have any questions regarding Care Management.

What your Care Team will Do for You:

1. Get to know you

- You can learn about yourself, your family, your life situation, and your preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
- Listen to your questions and feelings, and treat you as a full partner in your care.

2. Communicate with you

- Explain your health situation clearly and ensure you know all of your options for care.
- Give you time to ask questions and answer them in a way you understand.
- Help you make the best decisions for your care.

3. Support you

- Help you set goals for your care and help you meet these goals every step of the way.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- Send you to trusted experts when necessary.

Patient Health Information

Your Patient Health Information is protected under the Health Insurance Portability and Accountability Act (HIPAA), a Federal law which increases consumer control over the use and disclosure of their medical information. It also establishes appropriate safeguards that must be followed to protect the privacy of patients' health information as described in Betances' Notice of Privacy Practices.

If you are obtaining care or are transferring care from another facility to Betances, we request you provide us a copy of your entire medical records so we can better coordinate your care. You will be asked to fill out an Authorization for Release of Health Information form so our Medical Records Department can request your records from the external facility.

Should you want to transfer your care to another facility from Betances, please notify us and fill out an Authorization for Release of Health Information form, provide the information where you are transferring your care to, and we will transfer your records within 30 days, as per Federal guidelines.

No Call/No Show Policy

A "NO SHOW" misses an appointment 24 hours in advance without canceling it. No-shows inconvenience individuals who need access to medical care on time.

Failure to present at the time of a scheduled appointment will be recorded in your record as a "no-show." You will be contacted by phone and letter to reschedule your appointment. However, three (3) consecutive no-shows will place you on a chronic no-show list, preventing you from scheduling an appointment; you will have to utilize our Same-Day or Walk-in time slots. You will be removed from the list when you make three (3) consecutive Same-day visits in a row.

Please get in touch with us via telephone or the patient portal to cancel appointments no later than 24 hours so we can provide that slot to someone else and allow us to reschedule your appointment.

Multi-Lingual Services Available

Betances employs competent bi-lingual staff to provide services in your preferred language. We also contract with an outside organization to provide interpretation services for any language we do not speak.

Please let us know what is your PREFERRED LANGUAGE.

QUALITY SERVICES provided in your PREFERRED LANGUAGE are at NO COST to YOU.

How to Access Routine Services:

Specialist Referrals

If you need care that your primary care provider cannot provide, they will refer you to a specialist. If you need help getting the referral you need or getting an appointment with a specialist, please contact our Referrals Department at 212-227-8401 extension 163 or via the patient portal.

Also, if a specialist adjusts or issues new or current medication for you, please let us know and bring the medicines with you to your next visit with us.

Prescription Refills

If you need to have your prescription refilled and have seen your primary care provider within the last three (3) months, you may request a refill by:

- A request via the patient portal or
- Calling and leaving a detailed message on extension 161

All Messages for refills will be answered within 24 hours.

Lab Results

Your provider will contact you about any necessary follow-up on lab results, and your results may be published for your view via the patient portal.

Case Management Services

Case managers can assist you with various matters related to your health and social concerns. Please let your primary care provider know if you have any needs, and you may be assigned a case manager.

Transportation

Specific insurances cover transportation to and from your appointments by MetroCard reimbursement or an ambulette service; check with your insurance and provider to see if you qualify. If you need help getting to and from your appointments and do not qualify for a transportation benefit through your insurance, please inform your provider so we can assign a case manager. This should not be a barrier to getting the necessary care; we will help you.

Insured



Yes



No

Uninsured/Under-Insured

Betances offers a Sliding Fee Discount for those who qualify for any portion of the payment you are responsible for. You must apply for the discount and provide the necessary documentation to see if you are eligible. Please inform your Patient Care Representative when you make your appointment to inquire more about the program.

Obtaining Insurance

Betances is committed to assisting and ensuring all patients, their families, and the individuals obtain affordable quality health insurance. We have qualified enrollment staff onsite ready to assist you in obtaining insurance.

When you make your appointment, please inform your Patient Care Representative that you are uninsured and looking for insurance.

Items Required for Registration

1. Please bring All Insurance Card(s) to every visit.
2. If your PCP is not at Betances and you are seeing a specialist, please bring a referral to your first visit or if your referral has expired.

ALL CO-PAYS ARE DUE AT THE TIME OF SERVICE

How to Access Routine Services:

Behavioral Health Services

As your Medical Home, we are committed to treating all aspects of your health. At a minimum, your care team will assess your mental and social health, including substance use, during your annual wellness visit. As part of your care plan, you may also be referred to our Behavioral Health Specialists for further screening or treatment. Please let your primary care provider know if you would like to see a behavioral health or substance abuse professional.

Women's Health Services

Betances offers quality OB/GYN providers who will work closely with your primary care provider to ensure your treatment plan is current and effective.

As a patient, you can obtain your OB/GYN care where you choose, regardless of your primary care provider; however, we ask that you provide us with copies of your treatment to maintain accurate records if you receive care outside of Betances.

Family Planning/STD Services do not require a referral from your primary care provider. If you want HIV testing and counseling as part of family planning services, you can ask your primary care provider to arrange it. If you need HIV treatment after the testing and counseling, your primary care provider will provide or arrange it.

Discount Prescription Services

Betances offers discount medications to you through arrangements with neighboring pharmacies participating under our 340B Program. Over the years, the program has helped thousands of patients get the necessary medications they need by eliminating the barriers of insurance companies of high deductibles or eligibility requirements, including having uninsured patients obtain the medicines they need without the huge financial burden placed on them.

Please let your primary care provider know if you want our Discount Prescription Services.

Advance Directives

The New York Health Care Proxy Law allows you to appoint someone you trust—for example, a family member or close friend—to make health care decisions for you if you lose the ability to do so. By appointing a healthcare agent, you can ensure that healthcare providers follow your wishes.

Please discuss this with your primary care provider so you can complete your advance directives for your health record.

Services Offered in Our Network:

- Primary Care
- Family Planning
- Behavioral Health
- Pediatrics
- Nutrition
- Case Management
- HIV/AIDS Care
- Podiatry
- Complementary Services
- Women's Health
- Dental

Your Opinion Matters:

Betances encourages you to give feedback about the quality of service you receive, wait times, and interaction with our staff. More importantly, we want to hear your overall impression of whether we are meeting your expectations.

You can provide your opinion in a number of ways:

- Satisfaction Survey
- Suggestion Box located in the waiting area
- Complaints

We value your opinion, and you can always request to speak with a manager at any time if you feel you are not being heard or your issue is not being resolved in a timely manner.

Thank You for Being Part of the Betances Family!

Access your Records via Patient Portal:

Betances offers you convenient 24-hour access to personal health information from anywhere with an internet connection. Using a secure username and password, you can view health information, as well as interact with your provider team to make requests, such as:

- Recent doctor visits
- Medications
- Immunizations
- Allergies
- Lab results
- Make appointments
- Request a prescription refill

Practice Code for Healow App:
HCIFAA

Speak with your Patient Care Representative upon registering to learn more about accessing your records via the Internet, including handheld devices, via the Healow App.

Betances Health Center is a Deemed Public Health Service Employee:

Betances Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.”

For more information, see <http://www.bphc.hrsa.gov/ftca/>

Yours for Better Health

Betances Health Center

280 Henry Street
New York, NY 10002

212.227.8401 ph
212.349.9345 med fax
212.227.8842 admin fax

www.betances.org

Mission of Betances Health Center:

Betances Health Center promotes quality health care as a basic right for all regardless of the ability to pay.