



New Patient Welcome Packet

Community Health Centers, Inc.

PHILOSOPHY

“Health of mind and body is fundamental to good life. We believe that if individuals are to have any personal rights at all as human beings, they have an absolute moral right to the best measure of good health that society is able to provide.”

Our Vision

“A Healthy Community free of health disparities”

Our Mission

“To provide comprehensive, accessible and affordable health care that is of the highest quality”

Community Health Centers Inc., (*Community Health*) is a private, non-profit federally qualified community health center providing comprehensive, primary, and preventive medical, dental, behavioral health, x-ray, lab, mammography and transportation to families and individuals, regardless of the ability to pay. We are recognized as a Patient Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA), which is an innovative program for improving primary care for our patient population at the Mary Mahoney Health Centers. Other sites of *Community Health* are striving for this recognition. The program gives practice information about organizing care around patient needs, working in teams, and coordinating and tracking care over time.

TO OUR VALUED PATIENTS:

- Community Health Centers Inc., (*Community Health*) strives to provide high quality, affordable health care to the residents of our service areas. Our medical providers (doctors, physician assistants, nurse practitioners, and dental staff) are committed to keeping you and your family healthy, at rates you can afford.
- *Community Health* is “not a free clinic”. To continue our current level of services, it will be necessary to collect fees from all of our patients when services are rendered. This includes the co-pays from Medicare, Medicaid/Sooner Care and private insurance, as well as the minimum fee.
- If you have insurance coverage, our staff will continue to file claims with your insurance company, Medicaid/SoonerCare, or Medicare on your behalf. If you think you might be eligible for Medicaid/SoonerCare or the Health Insurance Marketplace, our staff will be available to help you with the process.
- For patients who do not have any type of insurance coverage, our fees will continue to be discounted, based on family income and size, if you provide the required documentation. For those who qualify, a minimum fee will be charged for each service performed. (Ex: Office visit, lab, x-ray etc.) Dental services have a higher minimum fee.
- You may contact our Finance Department at (405) 769-3301 ext. 3392 if you have any questions regarding fees and/or charges. The staff of *Community Health* is appreciative of your ongoing support of our facilities, and we look forward to serving you and your family for all of your healthcare needs.



COMMUNITY HEALTH CLINICS and HEALTH CARE PROVIDERS

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| <p align="center">Mary Mahoney Memorial Health Center 12716 N. E. 36th St. Oklahoma City, OK. 73140</p> <p>Sheleatha Taylor-Bristow, MD, MPH- Assistant Medical Director Clark Hamilton, MD, MPH - Pediatrician Robert Macnack, MD - Assistant Medical Director Vivian Wilson, MD – Medical Director S. Leah Charlton, Pediatric Nurse Practitioner Jodi Jenista, Nurse Practitioner Tierra Paige, Nurse Practitioner</p> | <p align="center">Phone 405-769-3301 Fax 405-769-9685</p> <p>8:00 a.m. to 6:00 p.m. Monday, Wednesday, Thursday 8:00 a.m. to 7:00 p.m. Tuesday 10:00 a.m. to 5:00 p.m. Friday 8:00 a.m. to 5:00 p.m. - Saturday</p> <p>Chief Executive Officer –Isabella Lawson, M.B.A.</p> |
| <p align="center">Healing Hands Health Care Services (for The Homeless) 411 N. W. 11th St. Oklahoma City, OK 73103</p> <p>Priya Samant, MD Febi Mathew, Nurse Practitioner</p> | <p align="center">405-272-0476 Fax 405-272-0730</p> <p>8:00 a.m. to 4:00 p.m. Monday through Thursday 10:00 a.m. to 4:00 p.m. Friday</p> <p>Chief of Operations – Susan Geurin, M.P.H</p> |
| <p align="center">Mary Mahoney Health Center at Langston 300 N. Martin Luther King St. Langston, OK 73050</p> <p>Rosemary Ayitey, MD Rebecca Kropfinger, Physician Assistant</p> | <p align="center">405-466-2535 Fax 405-466-2554</p> <p>8:00 a.m. to 5:00 p.m. Monday through Thursday 10:00 to 5:00 p.m. Friday</p> <p>Clinic Manager - Obzinder Robinson</p> |
| <p align="center">Perry A. Klaassen Family Medical Center 1901 Springlake Drive Oklahoma City, OK 73111</p> <p>Jigisha Shah, MD McKinley Boatner, Physician Assistant Liji Seilas, Nurse Practitioner Allie Simon, Nurse Practitioner</p> | <p align="center">405-419-9800 Fax 405-521-8496</p> <p>7:30 a.m. to 7:00 p.m. Monday to Thursday 10:00 a.m. to 5:00 p.m. Friday 8:00 a.m. to 2:00 p.m. Saturday</p> <p>Chief of Operations – Susan Geurin, M.P.H.</p> |
| <p align="center">Dorothy M. Smith Family Medical Center 105 E. Santa Fe St. Carney, OK 74832</p> <p>Megan Ballas, Nurse Practitioner</p> | <p align="center">405-865-2020 Fax 405-865-2323</p> <p>8:00 a.m. to 5:00 p.m. Monday through Thursday 10:00 to 5:00 p.m. Friday</p> <p>Clinic Manager - Sharon Dietz</p> |
| <p align="center">COMMUNITY HEALTH at Red Rock 4400 North Lincoln Blvd., Rm. 275, Oklahoma City, OK 73105</p> <p>Allie Simon, Nurse Practitioner</p> | <p align="center">405-419-3050 Fax 405-419-3053</p> <p>8:00 a.m. to 5:00 p.m. Monday and Tuesday</p> |
| <p align="center">COMMUNITY HEALTH Shawnee Family Medical Clinic 1414 N. Kennedy Ave., Ste. 111 Shawnee, OK 74801</p> <p>Fred Loper, MD Tierra Page, Nurse Practitioner</p> | <p align="center">405-395-0399 Fax 405-395-0330</p> <p>8:00 a.m. to 5:00 p.m. Monday through Thursday 10:00 to 5:00 p.m. Friday 8:00 a.m. to 2:00 p.m Saturday</p> <p>Clinic Manager – Tahirah Watley</p> |
| <p><u>COMMUNITY HEALTH Dentists</u></p> <p>Gina Bostick, DDS Curtis Smith, DDS – Dental Director Vanisia Grant DDS Venkata Digumarthi</p> <p>Perry Klaassen FMC Mary Mahoney Mary Mahoney Mary Mahoney at Langston</p> | <p><u>COMMUNITY HEALTH Hygienists</u></p> <p>Cherese Denson, R.D.H Jeanne Pratt, R.D.H</p> |

SUPPORT SERVICES

Central Oklahoma Healthy Start Initiative
 Program Coordinator- Kamisha Busby, MBA-HC
 405-427-3200 Fax: 405-427-3212
 8:00am – 5:00pm Monday through Friday

STAFF DIRECTORS

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|---|---|---|
| Isabella Lawson, MBA Chief Executive Officer | Jeannie Hanna, MBA Chief Financial Officer | Dr. Vivian Wilson, MD Medical Director |
| Curtis Smith, DDS Dental Director | Dr. S. Taylor-Bristow, MD, MPH Women’s Health Director | Don Anderson, LCSW Director of Social Services |
| Susan Geurin, MPH Chief of Operations | Delois Anderson, BS, MT(ASCP) Human Resources Director | David Hall, D.Ph Pharmacy Director |
| Tahirah Watley, MS, RDN/LD WIC, Fundraising & Social Media Manager | Tracy Collier Facilities Manager | Laura Wilson, RN Clinical Nurse Manager |

Mary Mahoney Memorial Health Center Hours of Operation:

| Departments | Monday – Wed- Thursday | Late Tuesday | Friday | Saturday |
|-----------------------|--------------------------------------|-----------------------|--|---------------|
| Registration | 8 am-5pm | 8am-7pm | 10 am-5 pm | Closed |
| Pharmacy | 8:30 am – 5:30 pm | 8:30 am – 7 pm | 10 am – 5 pm | Closed |
| Finance | 8am-5pm | 8 am-5 pm | 10am-5pm | Closed |
| Dental | 8am-5pm | 8am-6:30pm | 10am-5pm | Closed |
| Medical | 8am-6pm | 8am-7pm | 10am-5pm | Closed |
| WIC | 8am-5pm | 8am-6pm | 10am -4pm/Before 10am Fridays by Appointment only | Closed |
| Transportation | 9am -3:30pm | 9am-3:30pm | 10am-3:00pm | Closed |
| Lab and X Ray | Mon. 8am-6pm Wed. 8am-5pm | 8am-7pm | 10am-5pm | Closed |

The Perry A. Klaassen Family Medical Center is now Open on Saturdays for Medical appointments 8 am -2 pm.

Call central appointment line (405) 769-3301 or Klaassen site (405) 419-9800

The Community Health Shawnee Family Medical Center is now Open on Saturdays for Medical appointments from 8 am – 2 pm. Call (405) 395-0399 for an appointment.

AFTER HOURS COVERAGE

Community Health providers are on call after hours and on weekends and holidays for advice. Calls are available for family practice, internal medicine and pediatric patients.

Pregnant -OB patients delivering at OU Health Science Center are directed to call OUHSC obstetrical labor and delivery at 405-271-4276 for advice. OB patients delivering at Alliance/Renaissance are directed to call (405) 733-4985

Dental patients are directed to their local emergency room for advice.

Simply call our main number (405) 769-3301 (TTY/TDD Users should call 711 for Telecommunications Relay Services.)

If it is an emergency, please call 911

Community Health -PHARMACY

(Available at Mary Mahoney-Spencer site only)

Community Health provides an on-site pharmacy service for patients located at **Mary Mahoney Memorial Health Center in (Spencer)**. Prescriptions are filled and picked up at this location. Pharmacy has 24 to 72 hours from time of request to refill. Prescriptions are usually available for pick up that same day. **Pharmacy 405-769-3301, ext. 3393. (Patients are not required to use the *Community Health* pharmacy).**

Refills

Community Health Centers, Inc. will process Prescription Drug Refill requests for established patients. Request for refills by the patient or the pharmacy of the patient's choice will be taken by fax by a member of the provider's team.

You may call **405-769-3301** to request a refill. If medication is picked up at a different pharmacy; please have your pharmacy **FAX** refill request to *Community Health* during normal business hours. Please allow 72 hours for medication refills.

Please have your pharmacy fax your refill request to YOUR provider:

- Mary Mahoney Memorial Health Center 405-769-0290
- Healing Hands for Homeless 405-272-0730
- Mary Mahoney at Langston 405-987-2897
- Perry A. Klaassen Family Medical Center 405-521-8496
- Community Health at Red Rock 405-419-3053
- Dorothy M. Smith Family Medical Center 405-865-2323
- Community Health Shawnee Family Medical Clinic 405-395-0330

If you use the Mary Mahoney-Oklahoma City pharmacy, please call prior to picking up your medication.

Patient Assistance Program (PAP)

The Patient Assistance Program provides a service to Community Health Centers, Inc. (*Community Health*) patients at no charge. It is made available to individuals with limited resources, to assist them in obtaining needed therapeutic pharmaceuticals (medications). The program does not provide controlled substances. Approval time for medications may take 6 to 8 weeks. Interested patients please check in at registration to discuss program with the Pharmacy Client Assistant (PCA). Hours of operation: 8:30am-5:30pm Monday – Thursday; 10:00am-5:00pm Friday; Closed Sat-Sun.

Billing and Payment

Community Health provides services based on patient's ability to pay. After all sliding fee discounts are applied to charges, the patient is responsible for paying the remaining fees in addition to minimum fee. *Community Health* is **not a free clinic**; unwillingness to pay fees after discounts is cause to deny services in the future. We will be happy to assist any patient with a payment plan if necessary.

Payment for Services

Patients are asked to make a payment using (insurance co-payment, the sliding fee plan, or full payment) for services at time of visit. **Cash, personal checks, money orders, credit cards, or cashier's checks** are accepted. **Two party checks will not be accepted.**

Medical Records

Medical records are provided to clients within 7 to 10 days after receiving the request (sooner if possible). The charge for copies is one dollar (\$1.00) for the first page and fifty cents (\$.50) for each page thereafter. Hours of operation 8:00am-5:00pm Monday through Friday. Call (405) 769-3301 option 8.

Referrals

Community Health is a primary care clinic. When a provider determines it is necessary to refer a patient to a specialist, the patient is responsible for that bill, and/or making payment arrangements with that provider. *Community Health* is not responsible for, nor has any control over, charges and fees occurring from referrals to other clinics. *Community Health* does have a referral network for the uninsured. However, there is sometimes a long wait for these appointments.

PATIENT SERVICE REPRESENTATIVE

Your Patient Service Representative (PSR) is your first contact for services in our facilities. PSR's consist of front desk, schedulers and the registrars. Your PSR will assist you in selecting a medical team care provider to serve your medical needs. We provide bilingual services in Spanish and maintain a Language Line Service for patients who speak languages other than English.

Spanish Speaking Patients

Community Health's Spanish translators will assist Spanish-speaking patients with scheduling appointments and will translate for patients when they arrive for their appointments.

Visually Impaired Patients

Special accommodations such as, auxiliary aids and services, readers, taped texts, Braille materials, and the acquisition or modification of equipment, etc. will be provided for patients who request these accommodations.

Hearing Impaired Patients

Community Health's sign language interpreters will be available to assist patients who are hearing impaired. TTY and TTD Relay Services, or 711 will also be utilized to assist patients who are hearing impaired.

Please ask the PSR team for assistance.

REGISTRATION

In order to make your visit as seamless as possible, it is necessary for you to telephone or use our patient portal to make an appointment. We provide established and new patient appointment availability 2 weeks in advance. (Providers may request patients' follow-up at 3 weeks, one month, or 3 month intervals depending on the need.) *Community Health* has same day appointments available.

New Patients

New patients are required to register before receiving services. The Patient Service Representative team assists new patients in selecting their medical healthcare team provider. Please bring the following items for registration:

- Your Photo Identification (Driver's License or State ID) - **Patients without Identification will be rescheduled.**
- Your Social Security Card
- Your Co-pay
- Bring any insurance cards, if applicable (every visit)

- Bring all medications in their original bottle every visit
- Proof of Address
- Proof of household income
- Arrive 30 minutes early to your appointment to register.
- Give consent for your care and make arrangements to pay for your services. (Our providers may not treat you without your consent or the consent of a legal guardian, when applicable)

If income information is not provided, patients may be charged at 100% until income information is received and documented.

Scheduling an appointment

- Patients desiring an appointment may reach a Patient Service Representative (PSR) by calling **405-769-3301**. If your appointment is for a routine follow up, the PSR will make your appointment with your provider.
- If you are a new patient the PSR will help you select a provider based on your needs.

Rescheduling & Cancellation

- We know things happen and appointments may have to be rescheduled. If you are more than **15 minutes late** for your appointment you will be required to reschedule. This is in order to keep our providers on schedule and avoid delays for our patients.
- We ask that patient(s) call **no later than 24 hours in advance** to reschedule or cancel appointments. **(If you are taking transportation and you cancel your appointment, also ask to be removed from the transportation schedule.)**

No Show & Missed Appointments

- Patients are considered a “no-show” when they are too late to get any of the scheduled work done; fail to show-up entirely, or fail to give adequate notice. Patients are allowed **15 minutes** past their scheduled appointment time to show for their visit.
- If you “no-show”, three times in a calendar year, you may not be rescheduled for six months unless your provider requests special consideration based on medical necessity.
- **Community Health is not a Walk-In Clinic, but we offer some Walk-In services. (See Patient Service Representative for additional information).** If you are inquiring for an urgent situation, every effort will be made to make an appointment with your provider or a member of your medical home team.

Immunization Services

Established and New patients can be placed on the walk-in schedule for Immunizations. Patient will be required to complete a registration packet, provide proof of insurance and bring a copy of the patient’s immunization (shot) record. We must be able to verify immunization information to administer vaccine.

Lab

Patients may be requested by their provider to return for lab work. Patients are required to check in at front desk and are directed to the Lab. After services are rendered, *Community Health* will have **72 hours** to call with results. Results are not provided on weekends or holidays.

What are Same Day Appointments? Established patients may call (preferred), or walk in same day and be given an available appointment. If a member of your medical home team has an opening, a Patient Service Representative will place you on your provider's schedule. If no openings are available, the Patient Service Representative will add you to the walk in schedule and your need will be assessed by a nurse. We may ask you to return for a later same day appointment.

Patient Portal (Kiosk)

Community Health offers on-line access to you. The portal allows patients to communicate with our clinic in a convenient, safe and secure internet environment. Patients can update personal information, view their lab results, receive health care reminders, and receive educational material and request appointments via the portal.

If you need to create a patient portal account or have questions or concerns, you can call (405) 769-3301 and speak with a Patient Service Representative.

Patient Reminder

Patients are reminded of their appointments by our automated calling system (televox) two or three days in advance and by our PSR Schedulers the day before appointment.

Transportation Services

Community Health offers transportation to Registered and New Patients within our service area. When making your appointment, ask your PSR to schedule your ride. Transportation arrangements must be scheduled **24 to 48 hours before** your scheduled appointment. **(If you cancel your regular appointment, also ask to be removed from the transportation schedule).**

Community Health Services (except WIC and Healthy Start) are only available to registered patients. For patients on a Sliding-Fee Scale, registration information must be updated annually.

CONSUMER NOTICE OF HEALTH INFORMATION PRACTICES (HIPAA)

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ THE NOTICE CAREFULLY.

General Information

Information regarding your healthcare, including payment for healthcare, is protected by two (2) federal laws: The Health Insurance Portability and Accountability act of 1996 (“HIPAA”) 42, U.S.C. S1320d Confidentiality Law 42, U.S.C.290dd-2 C.F.R. Part 2

Under these laws, the Community Health Centers, INC. (*Community Health*) may not say to a person outside of the *Community Health* that you attend the program or clinic, nor may *Community Health* disclose any information identifying you as an alcohol or drug abuser, or any patient, or disclose any other protected information except as permitted by federal law.

Community Health must obtain your written consent before it can disclose information about you for payment purposes. For example, *Community Health* must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you also sign a written consent before *Community Health* can share information for treatment purposes or healthcare operations; however, federal law permits *Community Health* to disclose information without your written permission in the following instances:

1. Pursuant to an agreement with a qualified service organization/business associate.
2. For research, audit, or evaluation.
3. To report a crime committed on *Community Health* premises or against *Community Health* personnel.
4. To medical personnel for medical emergency.
5. To appropriate authorities to report suspected child and elder abuse or neglect.
6. As allowed by court order.

For example, *Community Health* can disclose information without your consent to obtain legal and financial services, or to a medical facility to provide healthcare to you, as long as there is a qualified service/organization/business associate agreement in place.

Before *Community Health* can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. *Community Health* is not required to agree to any restrictions you request, but if it does agree it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means at an alternative location. *Community Health* will accommodate such requests that are reasonable and will not request an explanation from you.

Under HIPAA you also have the right to inspect and copy your own health care information maintained by *Community Health* except to the extent that the information contains counseling notes or information compiled for use in a civil, criminal, or administrative hearing or in other limited circumstances.

Under HIPAA, you also have the right, with some exceptions, to amend health care information maintained in *Community Health* records, and to request and receive an accounting of disclosures of your health related information made by *Community Health* during the past six (6) years prior to your request. You also have the right to receive a paper copy of this notice.

Community Health Centers, Inc. Duties

Community Health is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. *Community Health* is required by law to abide by the terms of this notice. *Community Health* reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Such changes will be communicated to present patients through provision of a copy of the revised notice. Former patients making appropriate requests will be provided a copy of the updated notice at the time of request.

Complaints and Reporting Violations

You may complain to *Community Health* and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. Such complaints should be pursued through the established *Community Health* grievance procedures. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States District Attorney in the district where the violation occurs.

Community Health Contact

For further information contact:

Don Anderson

1901 Spring Lake Drive

Oklahoma City, Oklahoma 73111

(405) 419-9800

Listed below are additional services that our clinic provides to you as Community Health patients:

Dental Clinic: Our dentists, dental hygienists and assistants provide emergency and primary preventive dental care.

Laboratory & X-Ray Services: Routine blood work, sexually transmitted diseases and HIV testing, urinalysis and X-rays are performed on-site and Diagnostic X-rays are available by referral to Radiologists.

Pharmacy: Prescriptions for registered users may be filled at the Mary Mahoney-Spencer site. The Center participates in several reduced cost medication programs. **Call 405-769-3301 ext. 3393.**

Family Support Services: Friendly staff provides financial, vocational and educational counseling: mobile meals and referrals for other services. Assistance for eligibility determination for Soonercare/Medicaid and Health Insurance Marketplace, SSI, Social Security, Medical Assistance, Pharmacy Assistance Programs, Medicare, Food Stamps/SNAP, etc. is available on-site.

Women's Health Care: services from adolescence through the senior years are provided. Family planning services, midlife health care, prenatal and postpartum care, as well as pregnancy testing and Pap test are available. Child birth classes are held regularly. Mammograms are available on-site at our Mary Mahoney-Spencer.

Behavioral/Mental Health Care: Professional counseling services are provided to individuals, families and groups.

Pediatric Services: Children may receive immunizations and child health maintenance. Assistance is provided with child development education for parents and guardians as well.

W.I.C (Women-Infants-Children) Program: This program offers supplemental healthy food for infants and children under five years of age. Pregnant and breastfeeding women who are at "nutritional risk" are also eligible. For assistance call **Mary Mahoney WIC at 405-769-1368.**

Transportation: Courtesy transportation is available to and from the Center for those who request it. Patients needing transportation must reside within the Center's transportation boundaries and have no other means for getting to the Center. **Call Mary Mahoney Memorial Health at 405-769-3301.**

Adolescent Services: Adolescents have special needs. To accommodate these needs, the Center offers a special registration system. Health promotion and outreach are available to schools, church and civic groups

Central Oklahoma Healthy Start Initiative-Healthy Babies Begin Before Birth (H4B): (H4B) promotes early entry into prenatal care, promotes education regarding available preventive health services for children from birth to 2 years of age, and works with the community toward the prevention of unintended pregnancy, especially among teens. Overall goal is to reduce infant death rates in targeted areas in Oklahoma County. **Call 405-427-3200.**

Health Education: School and Community group education on a full range of health-related topics can be arranged. Individual counseling and health maintenance are available on-site. Diabetes self-management education classes are held for families and individuals living with diabetes.

Nutrition Counseling: Diet counseling for weight, diabetes and hypertension control may be arranged.

Senior Services: A range of health care services are made available on-site or by referral as a means of disease prevention and health promotion. In-home and functional assessments are provided by our Registered Nurse Geriatric Case Manager. **Call 405-769-3301.**