Patient Handbook

BETANCES HEALTH CENTER

Patient Center 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: 40 Montgomery Street, New York, NY, 10002. 212-233-5033 (t) . 212-349-9345 (f)
Satellite: 1427 Broadway, Brooklyn, NY 11221. 347-390-8701 (t) . 212-349-9345 (f)
www.betances.org
A Patient-Centered Medical Home is a system of care in which a team of health professionals work together to provide all of your health care needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you.

YOU, the patient, are the most important part of a Patient-Centered Medical Home. You will be asked to sign an agreement which outlines how we will work together. When you take an active role in your health and work closely with us, you can be sure that 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 that you and we have 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**
   - Tell us when you don’t understand something we said or ask us to explain it in a different way.
   - 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 any changes in your health or well-being.

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**Betances Health Center, Your Patient-Centered Medical Home**

### Hours of Operation

#### Clinical Advice

*Our Main site will serve as a hub to communicate with all locations, including after hour coverage and extended hours.*

*All satellite locations are opened Monday, Tuesday, Wednesday, and Friday from 9am to 5pm, and Thursdays from 10am to 5pm.*

#### Regular Standard Hours

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#### Extended Hours of Operations

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#### After-Hours Coverage

*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.*

*If you have an Emergency, please dial 911 or go to your nearest hospital.*
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 and you will be assessed by the nurse and seen as a walk-in if deemed 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
   - Learn about you, your family, your life situation, and 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 make sure 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.
A “NO SHOW” is someone who misses an appointment without canceling it 24 hours in advance. No shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in your record as a “no show.” You will be contacted via telephone & letter to reschedule your appointment. However, three (3) consecutive no shows will result in placing you on a chronic no show list which prevents 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 contact 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 at NO COST to YOU.

How to Access Routine Services:

Specialist Referrals
If you need care that your primary care provider cannot provide, he/she will refer you to a specialist. If you are having trouble getting a referral you think 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.

In addition, if a specialist adjusts or issues new or current medication to you please inform us and bring the medication 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:

1. A request via the patient portal; or

2. 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 regarding any follow-up on lab results when necessary as well as your results may be published for your view via the patient portal.

Case Management Services
Case managers are available to work with you on various matters surrounding your health and social concerns. Should you have any needs please let your primary care provider know and you may be assigned a case manager to assist you.

Transportation
Certain insurances cover transportation to and from your appointments either by MetroCard reimbursement or an ambullette service; check with your insurance and provider to see if you qualify.

If you are having financial difficulty getting to and from your appointments and you do not qualify for a transportation benefit through your insurance, please inform your provider so we can assign a case manager to assist you.

This should not be a barrier to getting the care you need and we will assist you.
**Uninsured/Under-Insured**

Betances offers a Sliding Fee Discount for those who qualify for any portion of payment you are responsible for. You must apply for the discount and provide the necessary documentation to see if you qualify. 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.

Please inform your Patient Care Representative when you make your appointment 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 expired.
   
   **ALL CO-PAYS ARE DUE AT THE TIME OF SERVICE**

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**How to Access Routine Services:**

**Behavioral Health Services**

As your Medical Home, we are committed to treat all aspects of your health. At a minimum, your care team will conduct an assessment of your mental and social health, including substance use, during your annual wellness visit. You may also be referred to our Behavioral Health Specialists for further screening or treatment as part of your care plan. 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 which 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 request 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 patients who are uninsured obtain the medications they need without having the huge financial burden placed on them.

Please let your primary care provider know if you are interested in 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 make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes.

Please discuss with your primary care provider so you can complete your advance directives for your health record.
Services Offered in Our Network:

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

Your Opinion Matters:

Betances encourages you to provide 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 a number of ways:

- Satisfaction Survey
- Suggestion Box located in 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
- And many more options

Speak with your Patient Care Representative upon registering to find out more about access 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/.

Mission of Betances Health Center:

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