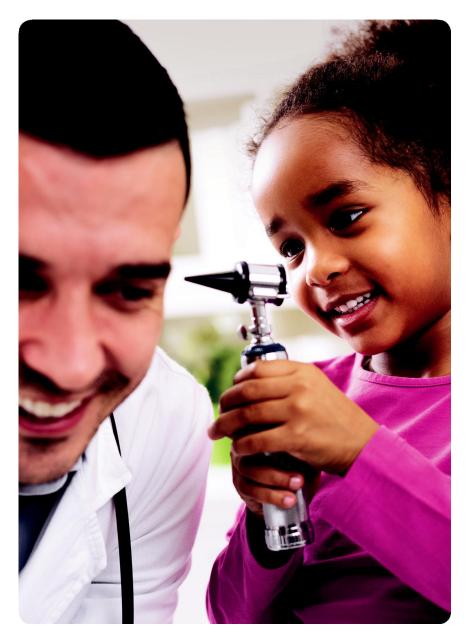


# Patient Handbook



# Welcome to the Community Healthcare Network!



I'm glad you're here. Our health centers provide medical and mental health care, along with a broad array of social services to women, men and children in New York City.

At Community Healthcare Network, we are committed to giving each and every patient outstanding, compassionate, culturallycompetent care in a language they

understand. As part of this commitment, we have staff that speak many languages and can use a live-language line that provides translation in up to 150 languages. We also use electronic health records at all of our centers to make sure that you get the great care you deserve.

We know that you can be your healthiest when you and your family are actively involved in your care.

If you have any questions or concerns, please be sure to speak up. We want you to ask questions. We're proud of treating people well and keeping them healthy!

#### Thank you for putting your faith in our care!

Sincerely,

~ I days RA

Robert M. Hayes President and CEO

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# Patients' Bill of Rights

# As a patient, you have the right to:

- Get care that respects your needs, identity, and beliefs. We see patients of every age, race, ethnicity, color, religion, sex, sexual orientation, gender identity, immigration status, ability to pay, and relationship status.
- 2. Be treated with respect and get your care privately.
- 3. Know:
  - · what care you can get at our health center
  - what happens if you have a health emergency when our health centers are closed
  - · how much your health insurance will cost
  - if you can get insurance to pay for your care
  - · if you can get free or low cost care
- 4. Get a copy of your bill.
- 5. Get full information about your health problem and care plan from your doctor in terms you can understand.
- 6. Get information before a test or treatment so you can make an informed choice. This includes information about the test or treatment, risks of having or not having the test or treatment, and other choices if you don't want the test or treatment.
- 7. Say no to treatment if you do not want it.
- 8. Have your doctor help you manage your pain.
- 9. Get information from our staff in a language you can understand.
- 10. Say no to take part in research.
- 11. State your concerns and suggest changes in our services to the health center's staff and the New York State Department of Health.

- 12. Complain about the care you get. You can complain to:
  - the Center Director
  - the Center Management
  - or the VP of Quality Management at (212) 545-2417 or email complaints@chnnyc.org

If you are not happy with CHN's answer to your complaint, you can complain to:

- New York State Department of Health's Office of Health Systems Management at (800) 804-5447.
- Joint Commission by calling them at (800) 994-6610 or emailing complaint@jointcommission.org
- 13. Have your health information and records at CHN stay private. CHN follows all rules under Health Insurance Portability and Accountability Act (HIPAA), a health privacy law.
- 14. Limit who can see your health information. This does not include any information that we have to give by law, or any information that we need to run our health center.
- 15. See your health information in a way that the New York State Department of Health and HIPAA (health privacy law) allows.



# Patient Code of Conduct and Responsibilities

Community Healthcare Network (CHN) believes in treating people well and keeping them healthy. To do this, we need to provide a safe space for all patients, families, and staff.

We expect all patients to follow our code of conduct. CHN will enforce this code of conduct. We may ask you not to come to our health center if you do not follow it.

# As a patient, I understand that CHN expects me to:

- Provide full and correct information about my health. This includes health problems I have now and have had in the past, medicines that I take, times that I have been in the hospital, and any other matter that has to do with my health.
- 2. Arrive on time for my appointment. I will also keep my appointment or call CHN at least 24 hours in advance if I must cancel my appointment.
- 3. Provide the right information about my health insurance or other information that has to do with payment for my care.
- 4. Pay what I owe for my health care as soon as I can.
- 5. Follow the treatment plan that my doctor recommends.
- 6. Be respectful and thoughtful of other patients, staff, and any other person in the health center.
- 7. Be respectful and thoughtful of CHN's property and other people's property.

# I agree to these health center rules:

- a. No cursing or swearing
- b. No threatening or sexually inappropriate language
- c. No violent acts
- d. No weapons
- e. No drug or alcohol use at the health center or on CHN property
- f. No food or drink at the health center or on CHN property except if approved for medical reasons
- g. No destroying CHN property
- h. No cell phone use at the health center
- i. No smoking at or near the health center
- j. No stealing from the center, center staff, or other patients
- k. No threatening or inappropriate postings on social media about CHN or its staff
- I. Face coverings/masks to be worn if required by outside agencies or necessary for CHN infection control purposes



# **Patient Perception Survey**

We want to hear about your visit with us! At the end of your visit, please fill out our patient survey. You will get a text message with the survey.

## **Contact Center**

It is now easier to make an appointment with your doctor with CHN's Contact Center. Our Contact Center is open to take your call Monday thru Thursday 8am to 7pm, Friday 8am to 5pm and on Saturday 8am to 4pm with staff who speak many languages.





# **Bring in Your Medicines**

- Bring all the medicines you take in their original bottle. Bring prescriptions, over the counter medicines, vitamins, or herbal supplements.
- Talk to your doctor about the medicines they give you. Make sure you know why you need to take them.
- Ask your doctor for paper directions on how to take your medicines.

## Be on Time for Your Visit

If you come more than 20 minutes late, you will have to wait longer. We may ask you to set up a new time for your visit.

#### **Canceling Your Visit**

If you cannot make your visit, please let us know. We will help you set up a new time for your visit.

#### Keep Your Health Care Team in the Know

- Share your health record with your health care team, including any surgery or health problems.
- Tell us if you have any allergies.

#### Ask Questions and Speak Up

We want you to leave your visit today feeling sure of your next steps. Tell us if you do not understand our instructions. Ask for a translator if you do not understand English or if you are hard of hearing or deaf.

Before you leave your visit, make sure you know the answers to these 3 questions:

- What is my main health problem?
- What do I need to do?
- Why is it important for me to do this?



We are committed to improving our patients' health and keeping our patients safe.

# **Patient Photo**

For the safety of our patients, it is CHN policy that everyone that receives care at CHN has their photo taken. The photo will be put in your electronic medical record.

# We Make Sure It's You

We ask you your name and date of birth before we give you any care, medicine, or lab tests.

# **Clean Hands Help Stop Germs**

- We clean our hands before and after we give you care to stop the spread of germs.
- We want you to help stop the spread of germs too! Please wash your hands with soap and water often.

# Vaccines (Shots) for Children

- Vaccines (shots) are important to keep all kids healthy.
- We can give vaccines at all of our health centers.
- Bring your child's vaccine cards with you to every visit.

# **Smoking Rules**

All of our health centers are smoke free. To keep a safe and healthy space, please do not smoke in or near our centers.

# **Patient Concerns**

If you have concerns about your care or safety at our health centers, please talk to your Center Director or call CHN's VP of Quality Management at (212) 545-2417.

## **Ethics**

CHN has an Ethics Committee. This committee addresses all concerns you have about your care and beliefs. Anyone can bring an issue to the committee. Email ethics@chnnyc.org or talk to your Center Director or Center Management.



- If you have insurance, **please bring your cards to every visit.** If you don't have insurance, we can help you figure out if you can get a plan to pay for your care.
- If you do not have insurance, we use a sliding scale to figure out how much you will pay for your visit. The less money you make, the less you will pay for care.
- While you are here, please let us know if you moved, changed your phone number or email, or have new health insurance.
- We see all patients including teens, with or without insurance, no matter their ability to pay.
- If you have questions about insurance or payment, ask us.

## Billing

You may get a bill from us if your health insurance doesn't pay for all of your care. For more information, talk to your Center Management Team.



# **Health Care Proxy**

A health care proxy lets you choose someone to make health care choices for you if you can't tell us what to do. We encourage everyone to **fill out a health care proxy form**. Ask the front desk for a form.

# Do Not Resuscitate (DNR)

If your heart or breathing stops, we will give you CPR, call 911 right away, and get you to an emergency room (ER). If you do not want this to happen, talk to your doctor about getting a Do Not Resuscitate (DNR) order.

# Access your health on your own

# ...anywhere, anytime!

# Our FREE Patient Portal

is a website that lets you see your health records 24 hours a day! 7 days a week!

#### Sign in now to:

- See your lab test
- Ask for medicine refills
- See referrals
- See your health records
- Ask for appointments
- Message your doctors

#### Our Patient Portal is the easiest way to talk with us! Download the HEALOW app! It's an app that connects you to Patient Portal from your mobile phone.

# Electronic Communication

Community Healthcare Network (CHN) uses electronic communication such as texts, emails, phone calls and the patient portal. You can also use electronic communication to get in touch with us. If you don't want these messages you can opt out.

## How does CHN use electronic communication?

We use texts, emails and automated phone calls:

To remind you of appointments

•To let you know when you are due for a health service •To let you know what's going on at CHN

#### You can use the portal to:

•See your health information online, including test results •Send messages to your doctor •Ask us to set up an appointment

•Refill your medicine

•Get another doctor's name and contact information

## We do not use electronic communication to:

- •Give you advice about your health
- •Prescribe you a new medicine

Sell any information

Protect your cell phone, computer, user name, and password. Otherwise someone might be able to see your health information.

This is not for emergencies. If you have an emergency, call 911.



# Patient-Centered Medical Home

# Community Healthcare Network is a **Patient-Centered Medical Home (PCMH).**

This means that our health centers will help you choose a main doctor to help you with your health care needs. Your main doctor works with a care team, including nurses, nutritionists, mental health therapists and social workers, to keep you healthy.

Your main doctor will plan your care and keep others on the team informed of what you need.

Your whole care team will support you in making your health care choices.

A PCMH should be a patient's first stop for medical care. If a patient needs to see a specialist, CHN's care team works together to coordinate this care and keep the patient on track.



If you have a health emergency, call 911. If you have an important health issue and need to talk to one of our doctors after normal hours, call our health center and speak with the answering service. One of our doctors will call you back quickly. The easiest way to message us about a health problem is through our free Patient Portal. You can log on at any time of day.



Health Homes is a free program for people with Medicaid. We coordinate your health care and can help you stay healthy.

# Who can join our Health Home?

Anyone who has Medicaid and one of these can join our Health Home:

- HIV
- two or more health conditions
- · a serious mental health diagnosis

# What are the free services?

When you join our Health Home, you get your own Care Manager. You can choose how your Care Manager helps you. Your Care Manager can:

- Set up doctor visits for you
- · Remind you of doctor visits
- Help you get to and from visits
- Go with you to your visits
- Find you a doctor if you do not have one
- Help you get benefits like housing or food
- Find mental health or drug use services
- Make health goals to help you stay healthy



Are you in need of services? Join our Health Home program today for free! If you want to join, call us at 1 (855) 246-4422

# Notice of Privacy Practice

This information tells you:

- how Community Healthcare Network (CHN) protects your health information
- how we may use or give out your health information
- how you can see your health information
- the rights you have when it comes to your health information

# **Our Responsibility**

We care about privacy in your care. Many health care laws require that we give you this notice. These laws include the Health Insurance Portability and Accountability Act (HIPAA), and the Health Information Technology for Economic and Clinical Health Act (HITECH). We also must handle your health information in the way we describe in this notice.

# **Our Information**

If you have any questions about how we handle your health information, please call or email our Privacy Officer.

**Phone Number:** 212-545-2400 (and ask for the Privacy Officer) **Email:** privacy@chnnyc.org

# 1. What is my health information?

Your health information means things like past sicknesses, test results, diagnoses, treatments, and referrals to other doctors. It also means bills, insurance claims, and other information that has to do with paying for your health care. We keep records of the care you get at CHN. We also may have records from you and other doctors.

# 2. Will CHN give my health information to anyone?

By law, there are times we may use or give out your health information even if you don't agree to it. If we do this, we will only give the information that is needed and nothing more, these times include:

- We can give your health information to another health care provider who is helping to treat you. For example, if we refer you to a specialist (doctor that gives special care), we can send your health records to them.
- We can use your health information to make our health centers better. For example, this information may help us get better at customer service or improve the care we give to patients. Please know that we have trained all our staff to protect your health information.
- We can use your health information to bill your insurance company for your care.
- If you or someone else is being hurt in your home. We may make a report to a government office if we think there is abuse, child neglect, or violence at your home. We will use our best judgment when we are deciding if we should make a report. If we can, we will tell you that we made a report.
- To remind you of visits and health services. We may use your information to remind you about office visits or to tell you about other health services.
- To companies that we work with. Sometimes other companies help us with the services we provide. For example, a company may help us with our billing. Those companies may see some of your health information. We require that they also protect your health information.

- To stop the spread of illnesses. We may give information to a public health office to stop some sickness from spreading. We may also give information to a person who might have been exposed to a disease.
- If a family member or friend is helping with your care. We may give your health information to a person who is involved in your care or paying for your care. This could be a family member or close friend. If you are available, we will ask you if it is okay for us to talk to them first. If you are not available because you are hurt or there is an emergency, we will use our best judgment to decide if it is the right thing for us to talk to your family member or friend.
- If you pass away. If you pass away, we may give a coroner, medical examiner, or funeral director your health information to help them figure out what happened.
- If there is a disaster. We may give your health information to a group like the Red Cross if there is a disaster. A disaster could be a hurricane or a bad accident that hurts many people. If you are available, we will ask you if this is okay first. If you are not available because you are hurt, we will use our best judgment to decide if it is the right thing for us to talk to disaster aid groups.
- To the FDA. The FDA is an agency that makes sure our food and medicines are safe. We may give your health information to the FDA if you have a bad reaction to a drug or health tool.
- If you are a veteran or were in the military. We may give your health information to the government if you may be able to get veteran health services or military health services.
- If the law says we have to. We may give your health information if the law says we have to. For example, we may have to give your health information for an audit or if our health center is inspected. We may also give your health information if a judge asks for it.
- If you get hurt and the police need information.



- If you are under the age of 18. If you are under the age of 18, there may be times when we give your health information to your parent or guardian. If you are emancipated (under the age of 18 but on your own by law), we will never give your health information to a parent or past guardian. We will never give your parent any information about sexual health services (birth control, STI testing).
- If you have a health care agent. If you are over the age of 18 or are under the age of 18 and emancipated (on your own by law), we may give your health information to someone you have picked to make choices about your health care.
- To keep you and others safe. We may give your health information if we think it will stop you from hurting yourself or someone else.
- If you get hurt at work. We may give your health information for workers' compensation (pay if you get hurt at work).
- For research. We may use your health information for research. We will first make sure that any research fully protects your health information.

## 3. What are my rights as a patient?

You have rights when it comes to your health information.

- You have the right to ask us to limit how we use your health information and how we give it to others. We do not have to agree to everything that you ask us to limit.
- You have the right to ask us to give you your health information privately. You may want to pick up test results instead of having them mailed to you. You could also ask us to mail you health information at a different address. Or you could ask us to email you your health information.
- You have the right to ask us for a copy of your health information.
  - You will hear from us within 10 days after you ask for your health information. We can send you a copy of your health information within 30 days for records that we have at the center. We can send you a copy of your health information within 60 days for records that are outside of the center. We can mail your health records or email your health records.
  - -We charge \$0.75 for each page of your health record. You will get a bill from Healthport in the mail. You have to pay the bill before you can get your health record.
  - If we can't give you your full health record, we will let you know why. We will give you a summary of the information that you need.
  - If you have signed up for the patient portal, you may be able to see some of your health information online.
- You have the right to ask us to change your health information if it is wrong. You must tell us in writing why you think the information needs to change. We will answer your request within 60 days. If we can't change your health record, we will let you know why. You can write to us to argue our decision not to change your health record.
- We can give your health information for reasons other than your care if you agree to it in writing. An example of this is if you want us to give your health information to a school or employer. We will only do this if you say it is okay in writing.

- You have the right to ask us for a list of who we give your health information to.
  - This list is called the Accounting of Disclosures. This list won't include the information that we give about payment, care, or to keep our health center running. It also won't include information that you have asked us to give out.
  - You can get routine updates telling you who can see your health information.
  - We can send you an Accounting of Disclosures list within 30 days after you ask for it. The first list is free. If you ask for more than 1 list in a year, we may charge you a fee.
  - To ask for this list, tell us what time span you want. For example, you could ask for "May 1, 2011 to June 15, 2011." We can't give you a list for anything before April 14, 2003. We also can't give you a list for a period of time longer than 6 years.
- You have the right to ask us for a copy of this notice. Send a request in writing to privacy@chnnyc.org.

## 4. What is a breach?

A breach is when someone who shouldn't see your health information sees it. It is not likely that a breach will happen. If a breach happens and we find out about it, we will let you know by sending you a letter no later than 60 days after the breach. The letter will tell you:

- What information was seen
- · What you should do next
- · What we are doing to find out how the breach happened
- · How we are working to stop another breach from happening
- · How you can get in touch with us to talk about the breach

We will send you this letter by mail or email if you have told us that you would rather talk with us through email. If your contact information is out of date when the breach happens, we may try to reach you in other ways. We will also tell the U.S. Department of Health and Human Services that the breach happened.

# 5. What if I am not happy with my privacy at CHN?

If you think your privacy rights have been violated, file a complaint. You can still get care from us if you file a complaint.

- · You can send a complaint to privacy@chnnyc.org
- You can complain to the Secretary of Health and Human Services (HHS) by writing to the Office for Civil Rights, U.S. Department of Health and Human Services at OCRprivacy@hhs.gov

## 6. Changes to this Notice of Privacy Practices

We can change the terms of this notice. If we change this notice, the new terms will apply to all the health information that we keep, as well as information that we had about you before the notice changed. We will put up a new notice in our health center's waiting room and on the patient portal within 60 days of the change. You can also ask for your own copy of the new notice.

7. Start Date: This notice takes effect on: October 1, 2015.





Here are some of the services we offer at CHN. We offer care for babies, kids, teens, and adults of all ages.

- · Afterschool teen programs
- Birth control
- Breast cancer screenings
- Cholesterol testing
- Colposcopy (a closer look at the cervix after abnormal pap tests)
- Colon Cancer Screening
- Dental care
- Diabetes (high blood sugar) testing and care
- Emergency contraception (Plan B)
- Health education
- · Help getting health insurance
- HIV testing and care, Including help taking medicines, counseling and support services
- LGBTQ health services
- Mental health services

- Nutrition counseling
- · Pain management
- Pap smears (testing of cervix)
- PEP and PreP (prevent HIV)
- Podiatry (foot care)
- Prenatal and postpartum care (care for pregnant and new moms)
- Psychiatry
- Referrals to specialists
- Reproductive and sexual health care
- School check-ups
- Social services
- STI (sexually transmitted infections) testing and care
- Work check-ups
- Vaccines (shots)
   ....and much more!



#### Administrative Office:

60 Madison Ave, 5th Floor, New York, NY 10010 Phone (212) 545-2400

Mobile Health Vans (Medical and Eye): Many Locations Phone (212) 358-4119

#### **Bronx Locations:**

South Bronx, 975 Westchester Ave, Bronx, NY 10459 Phone (718) 320-4466

Tremont, Bronx, 4215 Third Ave, 2nd Floor, Bronx, NY 10457 Phone (718) 294-5891

#### **Brooklyn Locations:**

East New York - Dr. Betty Shabazz Health Center, 999 Blake Ave, Brooklyn, NY 11208 Phone (718) 277-8303

East New York Health Hub, 2581 Atlantic Avenue, 1st Floor, Brooklyn, NY 11207 Phone (718) 495-6700

Crown Heights, 1167 Nostrand Ave, Brooklyn, NY 11225 Phone (718) 778-0198

Williamsburg, 94-98 Manhattan Ave, Brooklyn, NY 11206 Phone (718) 388-0390

#### **Manhattan Locations:**

Harlem, 81 W 115th St, New York, NY 10026 Phone (212) 426-0088

Lower East Side, 150 Essex St, New York, NY 10002 Phone (212) 477-1120

Phoenix School, 511 West 157th St, New York, NY 10032 Phone (917) 521-3130

Seward Park School, 350 Grand St, Rm 240, New York, NY 10002 Phone (212) 634-7550

Washington Heights, 511 W 157th St, New York, NY 10032 Phone (212) 781-7979

#### **Queens Locations:**

Jamaica, 90-04 161st St, 5th Floor, Jamaica, NY 11432 Phone (718) 523-2123

Long Island City, 36-11 21st St, Long Island City, NY 11106 Phone (718) 482-7772

Sutphin Boulevard, 97-04 Sutphin Blvd, Jamaica, NY 11435 Phone 9718) 657-7088



Community Healthcare Network (CHN) is a federally-qualified health center (FQHC). CHN takes part in the federal medical professional liability program known as the Federal Tort Claims Act (FTCA). CHN and its staff are deemed a Public Health Service (PHS) Employee with respect to medical malpractice or other healthcare related claims.