



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”

“This health center receives U.S. Department of Health and Human Services (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”.

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 Center, Mary Mahoney Langston, Perry Klaassen, and Dorothy Smith Center**. The program gives practical 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, dentists, physician assistants, nurse practitioners) are committed to keeping you and your family healthy, at rates you can afford.
- *Community Health* is an affordable clinic for the insured, under insured and non-insured patrons of Oklahoma. We collect fees from all of our patients when services are rendered. All patients can provide income information to our registration staff to determine eligibility for our sliding fee scale. Patients are expected to pay co-pays from Medicare, Medicaid/Sooner Care and private insurance, as well as the minimum fee if uninsured.
- 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 is available to help you with the process.
- For patients who do not have any type of insurance coverage, our fees are discounted, based on family income and size, if the required documentation is provided. 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. 1219** if you have any questions regarding fees and/or charges. The staff of *Community Health* appreciates 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>Mary Mahoney Memorial Health Center 12716 N.E. 36th St., Oklahoma City, OK. 73084</p> <p style="text-align: center;"><u>Medical Providers</u></p> <p>Vivian Wilson, MD - Lead Physician Anita Blick, MD - Pediatrician Shijy Joykutty, APRN Tierra Page, APRN Ira Thomas, APRN</p> <p style="text-align: center;"><u>Dental Providers</u></p> <p>Gina Bostick, DDS - Dental Director Courtney Barrett, DDS</p> | <p>Phone 405.769.3301 Fax 405.769.9685 7:30 a.m. - 5:00 p.m. Monday, Wednesday, Thursday 7:30 a.m. - 6:30 p.m. Tuesday 10:00 a.m. - 5:00 p.m. Friday</p> <p>Isabella Lawson, MBA - Chief Executive Officer Jeannie Hanna, MBA - Chief Financial Officer DeLois Anderson, BS - Human Resources Director Priya Samant, MD - Chief Medical Officer McKinley Boatner, PA - Assistant Chief Medical Director Gina Bostick, DDS - Dental Director Pam Hough, Pham D - Pharmacy Director Obzinder Robinson, MS - Operations Director Don Anderson, LCSW - Behavioral Health Director Leondra Moore, LCSW - SBIRT Project Director Tahirah Watley, MS - Healthy Start Director Susan Geurin, MPH - Quality Improvement - Risk Management Director Brent Cornish, BS - Facilities Manager Sandra Roberts, BS, LPN - Nurse Manager</p> |
| <p>Healing Hands Health Care Services (for The Homeless) 411 N. W. 11th St., Oklahoma City, OK 73103</p> <p style="text-align: center;"><u>Medical Providers</u></p> <p>Priya Samant, MD Kimberly Franks, PA Febi Mathew, APRN</p> | <p>Phone 405.272.0476 Fax 405.272.0730 8:00 a.m. - 5:00 p.m. Monday - Thursday 10:00 a.m. - 5:00 p.m. Friday</p> <p>Obzinder Robinson, MS - Operations Director</p> |
| <p>Mary Mahoney Health Center at Langston 300 N. Martin Luther King, Langston, OK 73050</p> <p style="text-align: center;"><u>Medical Providers</u></p> <p>Rebecca Kropfingher, PA Craig Dawson, APRN</p> <p style="text-align: center;"><u>Dental Provider</u></p> <p>Melinda Knight, DDS, MPH</p> | <p>Phone 405.466.2535 Fax 405.987.2897 8:00 a.m. to 5:00 p.m. Monday, Tuesday, Thursday 8:00 a.m. - 6:00 p.m. Wednesday 10:00 a.m. - 5:00 p.m. Friday</p> <p>Obzinder Robinson, MS - Operations Director</p> |
| <p>Perry A. Klaassen Family Medical Center 1901 Springlake Drive, Oklahoma City, OK 73111</p> <p style="text-align: center;"><u>Medical Providers</u></p> <p>Daniel Shen, DO McKinley Boatner, PA Liji Seilas, APRN Allie Simon, APRN</p> <p style="text-align: center;"><u>Dental Provider</u></p> <p>Gina Bostick, DDS</p> | <p>Phone 405.419.9800 Fax 405.521.8496 7:30 a.m. - 5:00 p.m. Monday - Thursday 10:00 a.m. - 5:00 p.m. Friday 8:00 a.m. - 2:00 p.m. Saturday</p> <p>Obzinder Robinson, MS - Operations Director</p> |
| <p>Dorothy M. Smith Family Medical Center 105 E. Santa Fe, Carney, OK 74832</p> <p>Megan Ballas, APRN</p> | <p>Phone 405.865.2020 Fax 405.865.2323 8:00 a.m. - 5:00 p.m. Monday, Tuesday, Thursday 8:00 a.m. - 6:00 p.m. Wednesday 10:00 a.m. - 5:00 p.m. Friday</p> <p>Obzinder Robinson, MS - Operations Director</p> |

COMMUNITY HEALTH CLINICS and HEALTH CARE PROVIDERS

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| <p>Community Health Shawnee Family Medical Center 130 N. Broadway Ste. 300, Shawnee, OK 74801 <u>Medical Providers</u> Cynthia Del Rosario, ARPN Martine Ngamelue - Kouemo, ARPN</p> | <p>Phone 405.395.0399 Fax 405.395.0330 8:00 a.m. - 5:00 p.m. Monday - Thursday Friday 10:00 a.m. - 5 p.m. Obzinder Robinson, MS - Operations Director</p> |
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| <p style="text-align: center;">M.A.T. Clinic</p> <p>Medication Assisted Treatment Program for Help With Opioid Use & Disorder - 12716 NE 36th St. Oklahoma City, OK</p> <p style="text-align: center;">Vivian Wilson, MD Tierra Page, APRN Allie Simon, APRN</p> | <p>Phone: 405.769.1380 Fax: 405.769.3043 Monday 8:00 a.m. - 5:00 p.m. Wednesday 8:00 a.m. - 5:00 Thursday 9:00 a.m. - 5:00 p.m.</p> <p style="text-align: center;">Vivian Wilson, MD - Lead Physician</p> |
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| <p>SUPPORT SERVICES</p> <p>Central Oklahoma Healthy Start Initiative 8:00 a.m. - 5:00 p.m. Monday - Friday Tahirah Watley, MS, Healthy Start Program Director Oklahoma County Office: 3017 N. Martin L. King Oklahoma City, OK 73111 Phone 405.427.3200 Fax 405.427.3212 Pottawatomie County Office: 130 N. Broadway, Ste. 300 Shawnee, OK 74801 Phone 405.395.0806 Fax 405.395.0330</p> |
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*Please complete the Patient Satisfaction Survey card after each visit.
 We do want to know what you think of our services. If you do have a problem with any of our services, please contact the site manager in your medical site.*

***Medical Messages will be left for your provider when you call to leave a message**

Mary Mahoney Memorial Health Center Hours of Operation

| Departments | Monday / Wednesday / Thursday | Late Tuesday | Friday | Saturday |
|--------------------------|--|-------------------------|------------------------|----------|
| Registration | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 6:30 p.m. | 10:00 a.m. - 5:00 p.m. | Closed |
| Pharmacy | 8:30 a.m. - 5:30 p.m. | 8:30 am - 6:30 pm | 10:00 a.m. - 5:00 p.m. | Closed |
| Finance | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 5:00 p.m. | 10:00 a.m. - 5:00 p.m. | Closed |
| Dental | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 6:30 p.m. | 10:00 a.m. - 5:00 p.m. | Closed |
| Medical | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 6:30 p.m. | 10:00 a.m. - 5:00 p.m. | Closed |
| WIC | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 5:00 p.m. | Closed |
| Call 405.769.1368 | 12:00 - 1:00 p.m. Lunch | 12:00 - 1:00 p.m. Lunch | 8:00 a.m. - 5:00 p.m. | Closed |
| Transportation | 9:00 a.m. - 3:30 p.m. | 9:00 a.m. - 3:30 p.m. | 10:00 a.m. - 3:00 p.m. | Closed |
| Lab and X Ray | Monday 8 a.m. - 6:00 p.m. Wednesday 8:00 a.m. - 5:00 p.m. | 8:00 a.m. - 6:30 p.m. | 10:00 a.m. - 5:00 p.m. | Closed |

**The Perry A. Klaassen Family Medical Center and
 Community Health Shawnee Family Medical Center**
 Open some Saturdays for medical appointments 8:00 a.m. - 2:00 p.m.
Perry Klaassen (PK) appointments call 405.419.9800
Shawnee appointments call 405.395.0399

AFTER HOURS COVERAGE

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

Simply call our main number **405.769.3301** or your clinic phone number.
(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 has an on-site pharmacy located at **Mary Mahoney Memorial Health Center** that provides service for all patients. 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*). Patients can have prescriptions filled by outside providers.**

Refills

Community Health 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. Established patients can access the patient portal for refills. Our uninsured and insured patients can also have their Rx's filled at the neighborhood Walgreen's pharmacy for an additional dispensing fee.

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(s) 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:

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| • 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 |
| • Dorothy M. Smith Family Medical Center | 405.865.2020 |
| • Community Health Shawnee Family Medical Center | 405.395.0330 |

If you use the Mary Mahoney Pharmacy, please call prior to coming in to pick up your medication. Mary Mahoney Pharmacy in Spencer, now offers a convenient DRIVE THRU.

Patient Assistance Program (PAP)

The Patient Assistance Program provides medication assistance services to *Community Health* patients at no charge. It is made available to individuals with limited resources, to assist them in obtaining needed therapeutic pharmaceuticals (medications). Controlled Substances are not covered under this program. Approval time for medications may take 6 to 8 weeks. Interested patients please check in at registration to discuss this program with the Case Manager at your site or call your site for assistance.

Billing and Payment

Community Health prides itself on offering quality and affordable healthcare to our patients. In an effort to meet the demand of our patients and rising healthcare cost, *Community Health* offers patients services on a sliding fee scale. All patients are responsible for any co-payment due at time of service. After all services have been discounted (if eligible) any amount not covered by insurance or the discount is the responsibility of the patient. 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 the 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. The charge for copies is one dollar (\$1.00) for the first page and fifty cents (\$0.50) for each page thereafter. Hours of operation 8:00 a.m. - 5:00 p.m. Monday through Friday. Call **405.769.3301 ext. 1231. This is no charge to download medical records from the patient portal.**

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. Wait times for each appointment is different and some appointments may take longer to schedule than others.

MyHealth, Health Information Exchange

***Community Health Centers of Oklahoma* participates with MyHealth Access Network.**

MyHealth is a technology link to other medical providers to exchange timely information and improve the delivery of your health care. Only the health industry professionals involved in your care (and their approved staff members) that belong to MyHealth network can access your information and only as their jobs require it. Your shared information is protected with the highest forms of security and complies with all State and Federal laws, like HIPAA, to protect your information. You do not have to sign up for this service but can choose to opt out of MyHealth at any time.

A Patient Service Representative can assist you with this process.

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.

Other than English Language Patients

We provide a Language Translation electronic connection for many languages other than English. Please let us know if you have a need for this service.

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, Braille materials, and the acquisition or modification of equipment 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 call 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 various intervals, for example 3 weeks, one month, or 3-month intervals, depending on the need.) *Community Health* has same day appointments available.

Sliding Scale Fee Discount Program

A Sliding Fee Discount Program will be provided to eligible persons based on the patient's ability to pay. Ability to pay is determined by the household size and household income relative to a discount schedule based on federal poverty income guidelines. Household/family size is the number of individuals residing together in one house. Household income is measured by the combined incomes of all people sharing a household or place of residence. A copy of an annually

updated scale for medical and for dental is posted at each site or available from a Patient Service Representative. Both insured and uninsured patients are eligible for the Sliding Fee Discount Program. Insured patients who are left with an outstanding balance after their insurance has paid their contracted amount may be eligible for the program, except in cases where participation agreements prohibit discounting the patient's liability.

Confidential services provided to teens (<age 20) under Oklahoma Minor Consent do not require income verification and minimum fees may be waived.

The Sliding Fee Discount Program applications will be verified at least annually or if household size/income status changes.

Patients unable or unwilling to provide any level of documentation are not eligible to participate in the sliding fee discount program and will be required to pay the stated charges for our full pay patients until such time that they provide documentation. At the time documentation is provided, any eligible discount will be applied to previous services retroactively up to 30 days.

New Patients

New patients are required to register before receiving services. All new patients must arrive 30 minutes prior to your appointment to register. The Patient Service Representative team assists new patients in selecting their medical healthcare team provider. Please bring the following items for registration:

- Photo Identification Required (Driver's License or State ID) - **Patients without Identification will be rescheduled.**
- Bring any insurance cards, if applicable (every visit)
- Bring all medications in their original bottle every visit
- Proof of Address
- Proof of household income
 - W-2 Form, last year's income tax return
 - 1099 statement
 - Notarized statement from cash income
 - Food Stamp award or denial letter
 - Social Security award or denial letter
 - Bank Statement
 - Annuity statement from lawyer
 - Child support statement
- Give consent for your care, our providers may not treat you without your consent or the consent of a legal guardian, when applicable.

Scheduling an Appointment

- Patients desiring an appointment may reach a Patient Service Representative (PSR) by calling **405.769.3301**, or your clinic site. If your appointment is for a routine follow up, the PSR will make your appointment with your provider. Appointment can be made through the patient portal.
- If you are a new patient, the PSR will help you select a provider based on your needs. As a courtesy patient will receive automatic reminder calls via text, email, or call. Let us know how you want to be contacted.

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.**)

Homeless Services Eligibility

You are eligible for services if you:

- Reside in a shelter
- Reside on the streets or in abandoned buildings
- Reside in transitional housing program
- Reside with others temporarily (1-2 months and not paying rent)

You are eligible for services while you are homeless and for one (1) year after you are in permanent housing.

Immunization Services

(Shot) record. We must be able to verify immunization information to administer vaccine. New and established patients must make appointments for immunization. Each patient will be required to complete a registration packet, provide proof of insurance and bring a copy of the patient's immunization

Lab

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

What are Same Day Appointments?

Patients may call (this is the preferred method) or walk in on the same day and be given an available appointment if a member of the medical team has an opening.

How to Contact Your Provider during Office Hours

Established patients may call in and the patient service representative will leave an electronic medical message with your medical provider to ensure continuity of care. Please allow your medical provider a reasonable space of time to respond (typically 24 hours).

Patient Portal

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. Patients can update insurance; make payments, message to provider with medical or dental questions.

If you need to create a patient portal account or have questions or concerns, you can call **405.769.3301 ext.1228** or ask for Megan Waldon, Portal Manager.

Transportation Services

Community Health offers transportation to Registered and New Patients within our service area at our Mary Mahoney, Spencer, Langston, and Perry Klaassen locations. 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:

Susan Geurin, HIPAA Security Officer
12716 N.E. 36th Street, Oklahoma City, Oklahoma 73140
405.769.3301 ext.1307

Procedure for Behavioral Health Services, Medical, and Dental Services Complaint/Grievance

The Complaint and Grievance Policy procedures are posted in the waiting room area at our various Community Health locations. A copy of the Complaint/Grievance Policy is given to each Behavioral Health Patient.

Steps to file a formal complaint/grievance - Social Services, Medical and Dental

1. The Employee who receives a complaint from patient/family member attempts to immediately handle the dissatisfaction at the site of occurrence.
2. If the complaint cannot be resolved, the patient/family member is directed to the Patient/Client Advocate and the Risk Manager to give it as a written complaint. All written complaints are logged and analyzed by the Risk Manager.
3. If the written complaint cannot be resolved by the Patient/Client Advocate or Risk Manager, the complaint is directed to the Chief Executive Officer (CEO), and the CEO or designee will contact the client/family member within 14 days with a resolution.
4. If patient or family member is dissatisfied with the decision from the CEO, the patient can file a formal grievance with the Community Health Board of Directors P.O. Box 30589 OKC, OK 73140. Within 60 days of the Board of Directors receiving the grievance, a written response will be sent to the patient/family member. The decision of the Board of Directors will be the final determination.
5. Complaints about medical providers will go directly to the CEO.

Patient Termination of Services Policy

Community Health Centers, Inc. promotes an open respectful communication model to ensure that the needs of each patient are addressed. When addressing the needs, we recognize that healthy, appropriate and mutually satisfying relationships are not always achieved or maintained. *Community Health's* Termination of Services Policy is enforced only as a last resort where all options have been exhausted and/or when it is in the best interest of the patient being discharged.

Patients may be terminated for: consistent, rude, abusive behavior, verbal threats against other patients or staff including threats of litigation, refusal to abide by administrative/operational rules and procedures, theft of property, medical non-compliance, deliberate alteration of prescription, repeated failure to make a good faith attempt to meet financial obligations, breach of Pain Management Contract or dismissal from practice of a contracted Referral Provider. If a patient's service is terminated, a patient will be unable to access any of *Community Health's* services or sites. *Community Health* also has a formal process for Reinstatement.

The Complaint and Grievance Policy procedures are posted the area waiting room area at our various *Community Health* locations. A copy of the Complaint/Grievance Policy is given to each Behavioral Health Patient.

Steps to file a formal complaint/grievance:

1. The Employee who receives the complaint from patient/family member attempts to immediately handle the dissatisfaction at the site of occurrence.
2. If complaint cannot be resolved the client/family member is directed to Patient Client Advocate and Risk Manager to file a written complaint. All Complaints are logged and analyzed by the Risk Manager.
3. If complaint cannot be resolved by Patient Client Advocate or Risk Manager; the complaint is then directed to CEO, and the CEO or designee will contact family member within 14 days with a resolution.
4. If patient or family member is dissatisfied with decision from the CEO, patient can file a formal grievance with to the Community Health Board of Directors P.O. Box 30589 OKC OK 73140. Within 60 days of the Board receiving the grievance, a written response will be sent to the patient/family member. The decision of the Board of Directors will be the final determination.
5. Complaints about medical providers will go directly to the CEO.



PATIENT'S RIGHTS AND RESPONSIBILITIES

Community Health Centers, Inc. (Community Health)
protects and promotes your Patient's Rights and Responsibilities.

As a Patient, you have the right:

- To be treated with respect, courtesy and dignity.
- To the highest quality health care possible, regardless of race, sex, age, national origin, disability or socio-economic status.
- To complete privacy regarding your medical records and conversations with your health care provider(s). We will not release information to anyone without your permission (except when required by law).
- To understand why certain procedures and tests are required, and why we request certain information.
- To refuse any treatment that you do not understand or do not want (to the extent permitted by law)
- To discuss with your health care providers(s) any questions or problems about your health care.
- To seek a second opinion.
- To be informed about your health care needs.
- To inquire about the possibility of financial assistance for health and social service needs.
- To give informed consent for your participation in any research programs and the right to refuse.
- To be assured that your refusal to participate in a research program and the rights to refuse.
- To be assured that your refusal to participate in a research program will not keep you from receiving quality care.
- To express your grievances and suggestions to Center staff and expect an honest response.

As a Patient, you have the responsibility:

- To keep your appointments as instructed.
- To answer our questions honestly and factually so that we may provide you with the best possible care.
- To let us know if you do not understand or cannot follow health care and medication instructions.
- To cooperate fully in the treatment program you and your health care provider have agreed to.
- Tell us promptly if there are changes in your health.
- To provide information about current medications (including over the counter drugs) or treatments prescribed by other health care providers.
- To provide all information necessary to qualify for any financial assistance for health and social service's needs.
- To pay your account in a timely manner.
- To treat our employees with respect, courtesy and dignity.

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. This service is at the Mary Mahoney, Langston, and Perry Klaassen locations.

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 patients 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 provide financial, vocational and educational counseling; mobile meals referrals as well as referrals for other services. Assistance with 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. Childbirth classes are held regularly. Mammograms are available on-site at our Mary Mahoney Memorial Health Center location.

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

SBIRT: Brief annual screening to address depression, alcohol and substance abuse concerns, and individuals may or may not be aware they are dealing with.

MAT: Medication Assistance Treatment - The MAT Clinic offers a "Recovery Team" approach - prescribed medication, along with counseling support from qualified Behavioral Health Experts.

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. If you qualify for SoonerCare, Food Stamps, or TANF, you also qualify for WIC. If you don't have these, call to see if you meet income guidelines. For assistance call **Mary Mahoney WIC at 405.769.1368.**

Transportation: Courtesy transportation is available to and from the Mary Mahoney-Spencer, Mary Mahoney Langston, and Perry Klaassen for those who request it. This service is available for those patients who have no other means of getting to the Centers. The request must be made with the PSR when scheduling the appointment, and patients needing transportation must reside within the Center's transportation boundaries.

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 18 months of age, and works with the community toward the prevention of unintended pregnancy - especially among teens. Its overall goal is to reduce infant death rates in targeted areas in Oklahoma and Pottawatomie County. It also provides parenting, breastfeeding, and relationship classes, fatherhood support, and much more. 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 may also be arranged with Case Manager. Call **405.769.3301.**

Community Health Centers, Inc. Sponsors of:

MARY MAHONEY MEMORIAL HEALTH CENTER - Since 1973

12716 N.E. 36th Street | Oklahoma City, OK 73084

PO BOX 30589 | Oklahoma City, OK 73140

PHONE: 405.769.3301 FAX: 405.769.9685

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MARY MAHONEY AT LANGSTON - Since 2003

300 Martin Luther King Street | P.O. Box 1253 | Langston, OK 73050

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PERRY A. KLAASSEN FAMILY MEDICAL CENTER - Since 2007

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PHONE: 405.865-2020 FAX: 405.865.2323

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COMMUNITY HEALTH SHAWNEE FAMILY MEDICAL CENTER - Since 2014

130 North Broadway, Suite 300 | Shawnee, OK 74801

PHONE: 405.395.0399 FAX: 405.395.0330

Medical, Behavioral Health, Case Management

CENTRAL OKLAHOMA HEALTHY START INITIATIVE - Since 1998

3017 N. Martin Luther King Blvd. | Oklahoma City, OK 73111

PHONE: 405.427.3200 FAX: 405.427.3212

Pottawatomie County - Since 2019

130 North Broadway, Suite 300 - Shawnee, OK 74801

PHONE: 405.395.0806 FAX: 405.395.0330

Parenting, Fatherhood, Nutrition, Safe Sleep and Breastfeeding Classes

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