

## WHAT IS A FEDERALLY QUALIFIED HEALTH CENTER?

**A Federally Qualified Health Center is a partnership between patients, the government, and communities that work together to best meet health care needs.**

They constitute a vital safety net in the nation's health delivery system that works to meet escalating health needs, reduce health disparities, and bring doctors and health services into medically underserved areas. Today this growing nationwide network of over 1,200 Health Centers serve more than 18 million people at 7,000 urban and rural communities in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

**Federally Qualified Health Centers fill critical gaps in health care by serving the working poor, the uninsured, and the medically underserved as well as many other high-risk and vulnerable populations.**

Federally Qualified Health Centers serve as family medicine providers to one of every 7 uninsured persons, one of every 6 low-income Americans, and one of every 7 rural Americans who otherwise would lack access to health care. In addition, health centers and their innovative programs in primary care and prevention reach out to more than 600,000 homeless persons and 700,000 migrant and seasonal farm workers.

**Federally Qualified Health Centers are built by community initiatives. Federal grants provide money which empowers communities to recruit providers and other health professionals. These federal grants also help communities to build their own points of entry into the nation's health care delivery system.**

Federal grants constitute an average 25 percent of a Health Center's budget. The remainder is leveraged from state and local governments, Medicare and Medicaid, private contributions, private insurance, and patient fees. Medicaid is the largest source of revenue averaging 35 percent of total revenue.

**Federally Qualified Health Centers make a large contribution to communities by keeping the doors of health care open to all who seek their care.**

It is estimated that Health Centers save the health system and American taxpayers seven billion dollars per year by keeping people healthy and out of costly hospital and emergency room visits. Patients are charged on a sliding fee scale to ensure that income or lack of insurance is not a barrier to care. The Health Center approach is aimed at lowering the costs of disease through accessible and affordable primary care and prevention.

**Federally Qualified Health Centers are community driven and patient centered.**

Health Centers tailor services to fit the special needs and priorities of their communities. Serving high-risk and vulnerable populations, Centers integrate the delivery of primary care with patient outreach, education, translation, and support services to make health care responsive and cost effective. Their innovative programs are designed to ensure that patients have access not only to medical treatment but a continuum of coordinated care and vital support services that can lead to positive health outcomes and healthier behaviors and lifestyles.

**Federally Qualified Health Centers enable communities and their residents to make health and disease prevention a priority.**

Health Centers interact with schools, businesses, community organizations, foundations, and state and local governments. They bring communities together in the effort to develop locally responsive strategies that can effectively meet special needs and address costly and devastating health problems which include substance abuse, domestic violence, infant mortality, homelessness, and AIDS. They are strong partnerships that join the public and private sectors to support community initiatives for better health.

**Federally Qualified Health Centers hold high standards of accountability for patient care and effective use of public and private funds.**

Governed by volunteer consumer boards comprised of patients and civic leaders, Health Centers ensure that care is patient-centered and responsive to diverse cultures and needs within the communities served.

**Federally Qualified Health Centers allow for cost savings within their communities and the nation.**

Health Centers significantly increase the use of preventive health services such as immunizations, Pap smears, mammograms, and glaucoma screenings. In addition, Health Centers save the Medicaid program at least 30 percent in annual spending for its beneficiaries due to reduced specialty care referrals and fewer hospital admissions. It is estimated that Health Centers save almost 3 billion dollars annually in combined federal and state Medicaid expenditures.

**Federally Qualified Health Centers are vital mainstays in America's communities.**

Health Centers contribute to the health and well-being of their communities by keeping children healthy and helping adults remain productive and on the job. They recruit and train health professionals for service in rural and medically underserved areas. Likewise, Health Centers provide jobs for 70,000 individuals, most of who are community residents, and engage citizen participation and involvement. Moreover, Health Centers are engines of economic development in their communities spending nearly 6 billion dollars a year, with combined payrolls exceeding 4 billion dollars and generating more than 20 billion dollars in economic output for low-income communities across the nation.

*America's Federally Qualified Health Centers have produced a model of health care that has demonstrated that this nation can meet compelling health needs while decreasing health care costs. The Health Center legacy proudly shows the value and vast potential of a community-based health system that is lifting the barriers to health care, safeguarding health, revitalizing communities, and keeping people healthy at cost savings for the nation.*

# WELCOME TO



# HAHC, INC.

HYNDMAN AREA HEALTH CENTER

## VA COMMUNITY CARE NETWORK PROGRAM

The Hyndman Area Health Center thanks all military veterans for their service. We proudly participate in the VA Community Care Network. We understand that transportation to and from VA facilities may be a challenge. You can contact your VA provider to be seen at one of our facilities. With an authorization from VA Community Care Network, you may be able to see our providers for your VA related issues as well as your primary care needs. For more information ask for a brochure about the program.

## SLIDING FEE DISCOUNT

A sliding fee is offered for those who qualify. Based on your family size and income, you may qualify for a discount of 60 to 90 percent of fees charged for medical services, 30 to 50 percent on covered dental services and 25 to 35 percent on laboratory services. Some minimal charges to the patient apply at each visit. This discount applies to almost all services, but there are a few exceptions. Insurance carriers are billed first; then the discount applies to any remaining balance. Inquire during your visit on how you can apply.

*We offer a variety of health care, laboratory, and financial option resources that are affordable. We want to see our community healthy and happy.*

## MEDICAL SERVICES

Providers on the health care team at the Hyndman Area Health Center are ready to accept new patients and coordinate primary and preventive medical care for everyone in the family. We also offer occupational therapy, behavioral health services, family planning and women's health, and a healthy kid's program.

## 340B PHARMACY PROGRAM

The 340b Pharmacy is a federal program that requires drug manufacturers to provide outpatient drugs to eligible health care centers. Hyndman Area Health Center has teamed up with Fisher's Pharmacy in Bedford, PA, Potomac Valley Pharmacy in Hyndman, PA & Potomac Valley Pharmacy in Cumberland, MD, and Giant Eagle Pharmacies in Bedford, PA & Giant Eagle in Johnstown, PA to offer the pharmacy program for our patients. For self-pay and sliding fee patients this program can greatly reduce the cost of prescribed medications. Patients with Medical Assistance do not qualify. Please inquire at your appointment for more information.

## INSURANCE ASSISTANCE

If you need assistance with obtaining insurance please let us know. We would love to help you.



## DENTAL SERVICES

Dental hygiene and regular dental care are essential for reaching your optimal health and wellness. Our Family Health Centers are proud to provide affordable, comprehensive, quality dental care. Our dental team is accepting new patients to provide quality oral care for patients of any age.

**Like and follow us: [facebook.com/HAHCINC](https://www.facebook.com/HAHCINC) or visit: [hyndmanhealth.org](https://www.hyndmanhealth.org)**

## OUR LOCATIONS

### HYNDMAN

FAMILY HEALTH CENTER  
144 Fifth Avenue • Hyndman, PA 15545  
Phone: 814-842-3206  
Fax: 814-842-3746  
After Hours Service: 800-500-6746

### BEDFORD

FAMILY HEALTH CENTER  
104 Railroad Street • Bedford, PA 15522  
Phone: 814-842-3206  
Fax: 814-842-3746  
After Hours Service: 800-500-6746

### RICHLAND

FAMILY HEALTH CENTER  
203 College Park Plaza • Johnstown, PA 15904  
Phone: 814-961-3500  
Fax: 814-254-4811  
After Hours Service: 800-500-6746

## POLICIES

### PAIN MANAGEMENT

Our providers use a non-narcotic approach to pain management. Patients requiring medication for pain management may be referred to a pain management facility, an appropriate specialist, or a physical therapist. Our medical providers will tell patients at their first pain-related appointment if an exception to this policy can be made.

### CANCELLATIONS & NO-SHOWS

To be respectful to our staff and our doctors, a 24-hour notice is required if you are unable to keep an appointment. Any appointment not cancelled within that time and without proper notification will be considered a “no-show”.

### PRESCRIPTIONS

Prescription refills are issued during office hours only. If you require a refill of your prescription, please contact your pharmacy and ask them to fax the request to our office at 814-263-5804 or request them on the Patient Portal. If your prescription has expired or you have not been seen in the office recently, we will need to schedule an appointment for you to come in and be evaluated by a provider before renewing your prescription. We will NOT replace lost or stolen prescriptions.

### CUSTOMER SERVICE

We are happy to answer your calls and questions. If you have any pain or problems, please call immediately. We will answer your questions the best we can. However, a telephone conversation cannot substitute for an appointment and examination. We may require that you come in and be evaluated by a provider. If you have a serious life-threatening emergency, you should call 911 immediately or go to your nearest emergency room.

### FINANCIAL POLICY

We are committed to providing services as the most affordable rate possible. Your insurance coverage is a contract between you, your employer, and the insurance company. We are not part to that contract. Not all services are a covered benefit. All charges are your responsibility from the date the services are rendered. We realize temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account.



### AFTER HOUR EMERGENCIES

For established patients, please call the following number: 800-500-6747 if you have an emergency. We will try to accommodate and offer after hour services. Our answering service will then contact the doctor on call and the doctor will then return your call. We are unable to offer this service for patients who have not yet been seen by our providers.

### CONFIDENTIALITY STATEMENT

Information will not be provided to a third party (attorney) without your written and explicit authorization. Information is provided to family ONLY contingent on the patient's permission.

### APPOINTMENTS

We ask that patients arrive 15 minutes prior to their appointment to check in and complete necessary paperwork. For every visit please bring:

- Your insurance card(s)
- A valid photo ID, such as driver's license, state issued ID, or military ID
- A list of your current medications
- Any co-payment required by your insurance



We will make every effort to make sure your appointment is kept on-time. Occasionally, delays due to emergencies may cause us to fall behind schedule. Please understand that we are providing the best quality care that we can on an individual basis and these delays are out of our control and are unavoidable. We respect and value your time. If you are unable to wait, please see the receptionist and reschedule your appointment or call us to reschedule.

### PATIENT PORTAL

We offer telemedicine to all of our patients. On the patient portal you can access several resources including viewing upcoming appointments, accessing your medical history, viewing lab results, requesting prescription refills, sending messages to your provider, and much more.

After you register your email with our practice you will receive an email on how to login to your portal or you can register online at: [health.healow.com/hynbedhc](http://health.healow.com/hynbedhc)

## PATIENT BILL OF RIGHTS

- To receive quality medical and dental care regardless of your age, sex, religion, national origin, sexual preference, disability, health status or ability to pay.
- To be treated with respect by Hyndman Area Health Center.
- To information contained in your medical record. You also have the right to participate in decisions involving your health care.
- To personal privacy. Any discussion, consultation, examination and/or treatment regarding your care will be done discreetly.
- To confidentiality of your medical record and other information related to your medical condition.
- To be seen in a safe and clean environment.
- To have special needs met, such as an interpreter to help with communication.
- To appoint a person to make health care decisions on your behalf in the event you lose the ability to do so.
- To make advance directives regarding your medical care and have them honored.
- To file a complaint about your care without fear of penalty, to have your complaint reviewed, and when possible, resolved. We strive for patient safety and ensuring Patients First. Should you wish to file a complaint regarding safety or other concerns please contact our Risk Manager, Josh Lang by email at [jlang@hyndmanhealth.org](mailto:jlang@hyndmanhealth.org) or by phone at 814-709-9805.



## YOUR RESPONSIBILITIES AS A PATIENT ARE:

- To provide, to the best of your knowledge, complete information about your symptoms, past illnesses, medications and other matters relating to your plan of care.
- To schedule and keep doctor/dentist appointments, or call to cancel your appointment if you cannot be there.
- To notify Hyndman Area Health Center of any changes in address, family members or insurance coverage (provide a current copy of insurance card).
- To ask questions when you do not understand explanations about your care or services.
- To be responsible for your actions if you refuse treatment or do not follow your physician's/dentist's instructions.
- To follow the organization's policies.
- To be courteous and considerate of Hyndman Area Health Center personnel and other patients.

**FTCA** This health center receives HHS funding and has federal PHS deemed status with respect to certain health or health-related claims including medical malpractice claims for itself and its covered individuals.