



SPECIAL
TREATMENT
AND
RESEARCH



Welcome to the STAR Health Center (SHC) - Your Medical Home!

At SHC you can expect state-of-the art medical care with staff that will treat you with respect and kindness. Please read the following to learn what you can expect at SHC, your Patient Centered Medical Home.

An introduction....

Health Care Team

Once your provider is chosen, a case manager will be assigned to you. A team of medical providers, nurses, case managers, adherence counselors, mental health counselors, a nutritionist and clerical staff will be working with you to provide your complete care at SHC. During your first visit to the health center, you will be given the opportunity to choose a provider based on your reference of language, gender, and time. Please get to know your case manager's names and write down their phone numbers so you can reach them when needed.

Medical Information

You will be asked to sign a release of medical records form so we can get your medical information from other health care providers. This medical information is essential for continuity of care. Please let your case manager know if you are working with outside case managers and medical providers so we can communicate with them to ensure you receive all of the services you need.

Contact Information

The clerical staff will ask you for your contact information during the first visit and at EVERY visit. We ask you to please give us the **BEST** number to contact you. It can be a cell or home number or a text number. It is important you always give us a working phone number, so your medical provider can contact you for issues such as follow-up of test results and appointment reminders. Please make sure to let us know right away if you have changed your address or phone number. The clerical staff will ask you if you would like to receive **text messages** from the health center for appointment reminders and if we need to reach you about any care issue. We will not disclose anything about your condition in the text. You may also be asked if SHC staff may go to your home in the event you have missed appointments, if we are unable to reach you by phone to discuss important matters related to your health, or you are unable to come the SHC and you need assistance in obtaining services.

Insurance

If you do not have medical insurance your case manager will work with you to get a suitable insurance. Please provide the necessary papers needed for processing the insurance on time in order to avoid delay in getting medical care. It may be difficult to get some services and medications without medical insurance.

Languages and Special Needs

We have staff that can help you if you speak other languages or need special assistance for issues such as vision or hearing. Staffs in the SHC speak several languages including Spanish, French, and Haitian Creole as well as others. Please let the clerk at the front desk know of any special needs you require when you register. We will make every effort to accommodate special needs. If we feel we are unable to provide you with the best care, we will help you find a provider that is better able to provide you with the special services you need.

MetroCard

For your travel, a MetroCard is given on the days of your lab work, medical or mental health appointment. You will be given a paper slip, and you will go to the Cashier Office located in the elevator banks on the first floor near the Lenox Avenue entrance to get the MetroCard. The **office closes at 4.30pm**, so remember to collect your MetroCard before the office closes. The distribution of MetroCards is a special service of the SHC. **Metrocards are not given for any other clinic visit or for prescription pick up.**

Your ongoing care.....

Personal Health Plan (Self-Management)

Your medical provider will develop an individual health plan for you **with your input** to keep you healthy. If needed, s/he may refer you to see other specialists such as the cardiologist (heart), nephrologist (kidney), diabetes specialist, dentist, psychiatrist and mental health counselors. Please see these specialists to improve and maintain your health. Your provider will need to communicate with these specialists about your history and treatment in order to better understand the medical problem.

Clinical Advice During and After Office Hours

During regular clinic hours, call 718-270-3745 and ask to speak with a nurse who will assess and address your concerns accordingly. After regular business hours, please **call 718-270-2121** and ask to speak with the **STAR Health Center clinician on-call** and your call will be answered within 60 minutes.

Care Coordination

If you were in another facility or where seen by another provider, it would be most helpful if you bring all relevant documentation with you to your appointment. If you were an inpatient in another facility, it is important to let your provider know about any changes to your medications or health status. Examples would be a discharge summary and medications to your next medical appointment.

Medical Appointments

You will be seeing your medical provider at least 4 times a year. Depending on your health your provider may ask you to come more frequently. An appointment will be made according to your provider's schedule. Please let the clerical staff know if the appointment date and or time is not convenient for you so it can be changed. You will receive a reminder call 2 days before your appointment. If you cannot come to your appointment, please call the clinic to reschedule your appointment. **The phone number is 718-270-3745.**

Lab/Blood Work

To make sure you are in good health, and to see if medications are working, you will be asked to come for blood test 2 weeks before your medical visit. It is very important for you to keep this appointment. If you are unable to keep this appointment, please call the call to reschedule your appointment. **The phone number is 718-270-3745.**

Annual Comprehensive Visits

Once a year, an update of your medical needs will occur where the provider and other staff will conduct a comprehensive medical examination. You will be seeing the nurse, the adherence counselor, the case manager and the nutritionist, in addition to your medical provider. This visit will be longer than your routine medical visit. You will be told when you are due for your annual exam. When you are scheduled for an Annual appointment, please be prepared to spend 2 hours in the health center.

Walk-In Service

You can come to the clinic, at the beginning of every session, if you have an urgent medical problem on the days when you don't have a scheduled medical visit. Depending on the seriousness of your medical condition, you may be sent to the emergency room or be seen by a provider in the clinic. If your problem is not an emergency, you may have to wait until after the providers see their scheduled patients. If you have a medical problem that has been present for a long time, please do not come in as a walk-in. Schedule an appointment with your own provider who knows your medical history best.

Prescriptions

SHC can now send your prescription electronically to your pharmacy. Your provider will prescribe medications if needed. Make sure you take these medications **as directed** to improve your health. Please make sure that you read the medication bottle and understand how many refills are left. If you have refills you can call the pharmacy directly for your next month supply. **We do not fax prescriptions.** Our turn-around time to write a new prescription is **3 days.** There may be a time where a prescription you need may require Prior Authorization. **This process can take longer than 3 days as it requires your insurance coverage to provide approval for the medication.** You will be informed if your medication would require Prior Authorization. SHC has a list of Specialty Pharmacies with whom we have established agreements. These agreements make the prescription process easier for patients. If you agree to enroll with one of these pharmacies, the pharmacy will obtain your prescription from SHC and the medication will be delivered to your home. If you choose to enroll with one of these pharmacies, please ask to speak with any case manager or with your medical provider. If you have any questions about your prescription or its process, you can talk to your provider, the adherence team, or any case manager.

Pain Management

Your medical provider will refer you to a pain specialist for your pain management needs however, your medical provider will check you and find out the cause of pain. Simple pain medicines will be given to you (Tylenol, Motrin). In special cases, your provider may prescribe a medicine to help with your pain until you are referred to a Pain Management

Specialist. If your pain continues, your provider will send you to a Pain Management Clinic. The specialists in the pain management clinic will then take care of your pain and pain concerns as they are better equipped to manage your pain. You will need to continue to see the pain management specialist on a regular basis in order to receive the pain medicines to control your pain.

Behavioral Health Care

Your health care team will periodically ask you questions about how you are feeling emotionally and whether you are using alcohol or drugs to help you deal with your problems. If you are feeling particularly sad, irritable, worried, have difficulty sleeping, or lack of appetite you may benefit from talking to a counselor who will help you work through these issues and get the help you need. **Please ask your provider to refer you to one of these mental health or substance abuse professionals.**

Case Management

Your personal case manager will help you to get the services you need. It is important to speak to your SHC case manager about what you need to improve your life and family situation. **The case manager will refer you to organizations for services such as housing and legal counseling as well as food services plus other social services.** Your SHC case manager can also help you fill out forms for benefits and others concerns. Most often, these forms take a few days to complete. **The processing time for any forms is 5 business days for non urgent forms and 2 business days for urgent forms.** It is important for you to plan accordingly when you require form completion.

Peer Services

Our trained peer educators would be glad to talk to you if you feel you would benefit from their experience. Peers are people who understand what you are going through and can be a big help in developing a plan to keep you healthy. If you would like to talk to someone about how you can play a bigger role in developing your own health care plan or if you need help with all of your medications please ask to speak with a Peer Leader.

Support Groups

SHC has a variety of groups to support your health care such as acupuncture, relapse prevention, nutritional education, and medication education. Please talk to your provider, case manager or counselor for information on current groups.

Policies of the SHC you need to know....

Confidentiality

At SHC, we strive to maintain your **privacy and confidentiality.** **SHC requires written permission from you to share medical information with other facility pertaining to your care.** When we call you for appointment reminders or abnormal test result or for any other reasons, we will be discreet and will only mention your doctor's office. We will not divulge any other information. We will not talk to any family members unless you have given permission.

Waiting Room

A waiting room is provided for your comfort. There is water daily in the waiting room. Please be respectful to others so everyone can enjoy their privacy and be comfortable in the waiting room, so please refrain from loud cell phone conversation.

Lateness Policy

SHC allows a **30 minute** grace period for arrivals to appointments. If you are late by more than **30 minutes** to your appointment you may not be seen on that day. You will be given another appointment. In order to avoid not being seen, please call the clinic at 718-270-3745 to inform us of your expected arrival time. Also, please note our hours of operation.

Monday:	9:00AM – 12:00PM	1:30PM – 5:00PM
Tuesday:	9:00AM – 12:00PM	1:30PM – 5:00PM
Wednesday:	9:00AM – 12:00PM	2:00 PM – 8:00PM
Thursday:	<u>Not in Session</u>	1:30PM – 5:00PM
Friday:	9:00AM – 12:00PM	1:30PM – 5:00PM

Grounds for Discharge

At SHC we treat our patients with respect and dignity and hope our patients will treat the staff and other patients the same way. We want to provide the very best care in a safe environment. If specific actions or new situations render us unable to provide excellent care, we will discharge you from the SHC and work with you to find another health care provider who can meet your needs. Below are reasons why you may be discharged from the SHC.

- Threatening or violent behavior towards any person in the clinic; patient and staff
- Arriving to the clinic under the influence of alcohol or illegal drugs
- Carrying weapons of any kind
- Stealing from the clinic, staff, or another patient.
- Repeated rude behavior
- Insurance fraud
- Misusing medicines given to you for your care
- Not following the plan of care your provider gives you.
- Receiving care from another primary care clinic at the same time
- If SHC is unable to provide the specific type of care you need

Filing a Complaint.

If you feel that any of the SHC staff has not treated you well, you may ask to speak to their direct supervisor. If the supervisor is unavailable you can ask to speak with the Behavioral Health Director or the Assistant Director of Care Management of the clinic. You can also file a complaint with Patient Relations. Your complaint will be taken seriously and you will get a verbal or a written response.

Thank you for choosing STAR Health Center for your care. We hope to be your partner in your medical care so you get the most benefit from our services.