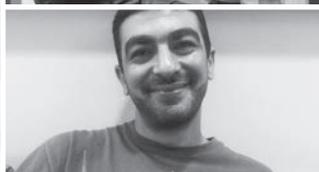
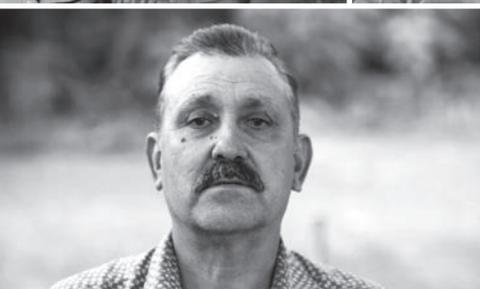
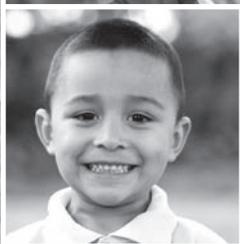




Patient Information



we are **family**



Welcome to your health home.



Your health home is a team approach to provide you complete care through direct services and referrals.

Total health care can include medical, dental, pharmacy, specialists, mental health, and other programs that may benefit your health.

Your health home team will include your health care provider, nurse, others who help with your care, and - most importantly - you.

What can you expect?

- You and your team will work together. As a member of the team you will have a chance to share the things that are really important to you.
- Your team can answer questions to help you better understand your needs.
- When you have concerns, your team will work with you to determine the best way to deal with them.
- They will help you create a care plan just for you.
- They will help arrange your care with other health providers.
- Working with your team will improve the quality of your health care and shorten the time it takes to get that care.

Your health home can:

- Help you understand and manage your care.
- Help answer your questions.
- Listen to your concerns.
- Work with other health providers when necessary to make sure you get the care you need.
- Encourage you to play an active part in your own health care.

What can you do to help?

Be part of your health home team:

- Talk with your team members about your health questions.
- Share your past health care successes and challenges.
- Tell your team about other doctors or people who care for you.
- Tell your team how you feel about the care you get from them.
- Help create a plan of care just for you to address your health issues.

Take care of your health:

- Follow the care plan you and your team have talked about.
- Make sure you understand how to follow the plan.
- Set goals you can reach. Once you reach those goals, you and your team can discuss adding new goals.

Talk with your team:

- Tell them if you have trouble with your care plan.
- They will work with you to make changes if needed.

During each visit, use this list as a reminder:

- Write down names of your team members.
- Bring a list of medicines you are taking. You can bring the bottles if you want.
- Bring a list of questions you have written down.
- Talk with your team about issues you want to work on first.
- Use your own words to repeat back the things you have talked about to your provider and team.
- Ask your team how to reach them after hours.
- Before you leave, know the things you need to work on before your next appointment.

MyChart

MyChart is an easy-to-use, online source for information about your health, straight from your health care provider. You can:

- View lab results, appointment information, medications, and immunization records
- Send messages
- Renew prescriptions
- and even schedule appointments

Ask your health care provider for more information about MyChart.

Website Information

For more information, you can access our website at www.yvfwc.org. You can also keep up with what's happening at our clinics by finding us on Facebook at facebook.com/yvfwc

Free Information and Referral Search

2-1-1 provides free and confidential information and referrals. Call 2-1-1 for help with food, housing, employment, health care, counseling and more. Learn more about your local 2-1-1 by visiting the website at 211.org or dialing 2-1-1.

Who Can Become a Patient at our Clinics?

We provide care to anyone, regardless of ability to pay, at any of our clinic locations. We provide a full range of medical/dental care for all age groups.

At times, we may be unable to accept new patients due to large volumes of patients and not enough health care providers. If this occurs, it is generally for a limited amount of time.

Paying For Your Care

We provide a variety of payment options. We accept personal checks, credit cards, cash and money orders. We accept Medicaid, Medicare, and most private health plans. Check with your local clinic to confirm if we accept your specific insurance coverage. If you are uninsured at the time of your visit, our Patient Benefit Coordinators

and front office staff will make every effort to identify potential coverage in which you may be eligible. These sources include but are not limited to Medicaid, Medicare, private insurance or other State and local programs.

Reduced Fee Services: We are committed to making health care affordable and providing needed health care regardless of your ability to pay. We offer a sliding fee discount for those who qualify. The discount is based on household income and family size guidelines.

In order to determine eligibility, we must see at least one of the following items:

- If you file taxes, a copy of your latest tax return is required
- Previous year W-2
- If you have not filed taxes, current check stub copies (one month if possible)
- Social Security, Disability, or DSHS income information
- Cash aid income information
- If you are receiving public assistance, unemployment, or other financial assistance, documentation is required.
- Court ordered child support or alimony.
- If you are unemployed and receive no assistance, you will be asked to sign a self-declaration form.

When Contacting Us

Following a few basic guidelines, you can help us handle your phone messages more efficiently. Please be prepared with the following information:

- Name and date of birth of the patient
- Your name (name of caller)
- Name of the patient's health care provider
- Reason for the call
- Phone number(s) where you can be reached
- Best times for you to be reached

After Hours

You can even contact a medical/dental provider after hours. Just call the clinic number and our answering service will connect you with an on-call provider or leave a message for staff to contact you the next business day. If it is an emergency, dial 9-1-1.

Overall Services Provided

Our clinics provide a wide range of services. These services may differ from one clinic site to another. This packet will contain more specific information regarding the specific services provided at your location.

The following list outlines the scope of services provided by our clinics:



Medical

Family practice, pediatrics, internal medicine, OB-GYN, and other specialty services



Dental

General dentistry, pediatric dentistry, orthodontics, and dental hygiene



Pharmacy

Full-scope pharmacy services



Laboratory Services

Provided by Pathology Associates Medical Laboratories



Radiology

X-ray services



Behavioral Health Services

Mental health counseling and treatment services for children



Primary Care Behavioral Health

Brief counseling services usually provided on the same day as medical visits



Nutrition Services

Healthy eating education for children, pregnancy, and specific conditions



Women, Infant, and Children (WIC) Program

Nutrition program that provides healthy foods during pregnancy and early childhood



Community Health Services (CHS)

Home visits and educational services provided to pregnant women, families, and children



Outreach Services

Helps connect patients with services such as chronic disease management classes, help to quit smoking, controlling asthma, and more



New Hope

Medical, nursing, and case management services for people infected with HIV/AIDS



Northwest Community Action Center (NCAC)

Job placement and training programs, after school education, rental and shelter assistance, plus energy and home weatherization programs



Children's Village

Pediatric specialty care for special needs children



Transportation

If you need help to or from your appointment, please contact the clinic/program for assistance.

How to Make an Appointment



You may make an appointment by calling your clinic directly during regular clinic hours.

You may also make an appointment by stopping by your clinic during regular clinic hours.

Canceling an Appointment



- It is very important that you call to cancel at least 24 hours ahead of time if you cannot come to your scheduled appointment.
- When you miss an appointment without letting us know, we are unable to use this time to help other patients.
- We track no-shows (missed appointment without being cancelled), and multiple no-shows may result in temporary limitations for scheduling future appointments.

Preparing for Your Appointment

To help provide you the best possible care, please bring the following with you:



- A list of current medications (bring the bottles themselves if you are unsure) including vitamins or other over-the-counter medicines.
- For children's visits, please bring your child's immunization records.
- A list of questions you want to discuss with your provider. If you have many questions, you and your provider may select those that are most important and make a follow-up appointment to address the rest.
- Your insurance card or coverage information.
- Your co-payment (if required by your insurance). This will be collected at the time of your visit.
- Reduced Fee Services documentation if requested by the appointment scheduler. See section "Paying For Your Care" for complete list.
- If you need help to or from your appointment, please contact the clinic/program for assistance.

Translation Services

Many of our staff are bilingual and can provide translation services if required. If translation services are required for a language (including sign language) not spoken by staff, we will provide translation services for you.

If you require translation services, please let the scheduling staff know at the time of making your appointment.

Referrals

If your provider determines that you require additional services, they will work with your health care team to arrange those referrals to needed specialists. Each clinic has referral specialists to help you and your health care team make these arrangements.

Consents and Authorizations

There are circumstances when a patient may want someone else to obtain or provide medical or financial information on their behalf. In keeping with HIPAA (Health Insurance Portability and Accountability Act) privacy and security requirements, special consents and authorizations are available at Registration for your convenience. Here are some situations that may apply to you:

- Treatment of a Minor
- Release of Information (requesting medical record information)
- Confidential Communications (giving permission for someone else to obtain your information)



Urgent Medical Needs



Same-day appointments are available. Please call your clinic as soon as possible on the day you need to be seen. You may also

see another health care provider if your regular provider is not available. Walk-ins are welcome and are served on a first-come, first-served basis, but priority is given to patients requiring immediate care. After regular business hours (including weekends), call your clinic in order to speak to the on-call provider.

Emergency Medical Needs

If you or your family member is experiencing a medical emergency, call 9-1-1 or go to a hospital emergency department.

Some examples of a medical emergency include:



Chest pain



Drug overdose



Severe stomach pain



Poisoning



Heavy bleeding



Convulsions or seizures



Severe burns or cuts



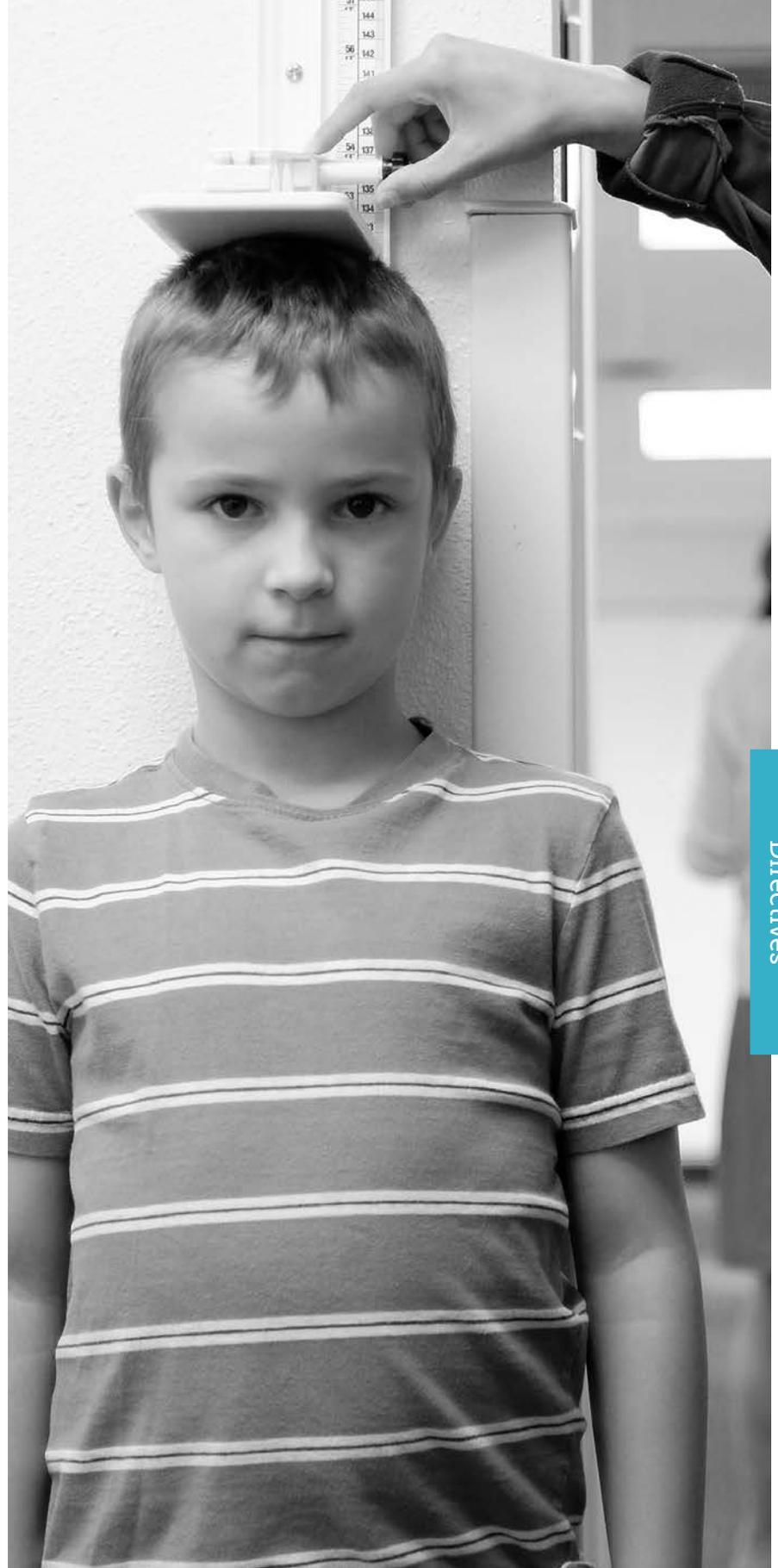
Broken bones



Loss of consciousness
(will not wake up)



Severe shortness of breath
(unable to talk)



What is an advance directive?

An advance directive is a legal document that gives instructions about your future medical care. With an Advance Directive, you can direct your medical care even when you are too ill to communicate your preferences or are unconscious. You are not required to complete an Advance Directive. However, if you do complete an Advance Directive, it will help those who care for you provide exactly the type of care you really want. Washington recognizes two types of Advance Directives: a Living Will and a Durable Power of Attorney. You can change either one by destroying them, putting your changes in writing, or telling someone about the changes. You should destroy all old copies if you make a change.

What is a living will?

A Living Will is a legal document completed by you that lets you tell your doctor what you do or do not want if you are diagnosed with a terminal condition (a condition that is not curable and any life-sustaining treatment given would only prolong the dying process) or are permanently unconscious (which is an incurable condition that cannot be reversed) and unlikely to recover. You may choose to decline treatment that only serves to prolong the dying process. A Living Will becomes effective as soon as you sign and date it in the presence of two witnesses AND at least two doctors diagnose you to have a terminal condition, or to be in a permanent unconscious state. State law restricts who can act as your witness.

What is a durable power of attorney for health care?

This is a legal document completed by you that identifies the person you want to make your health care decisions for you if you are unable to make them for yourself. You can say what health care decisions you want made for you and what those decisions should be. You decide when this type of document goes into effect (i.e., it can be

effective immediately, or become effective only when you are unable to make your own health care decisions).

Where should I keep my advance directive?

If you have completed an Advance Directive, you and your family should agree on a safe place to keep the original document. You should give copies to your doctor, attorney, and anyone you appoint to make health care decisions for you. Take a copy with you if you are admitted to a hospital. You can also register your Advance Directive at the U.S. Living Will Registry, which will allow providers to access your Advance Directive if you forget to bring it with you.

To register, visit: uslivingwillregistry.com





Patient Rights & Responsibilities

Our organization is committed to providing high quality care that is fair, responsive, and accountable to the needs, values, and beliefs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding such services.

We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their relationships with our health care providers.

Each Patient Has the Right to:

1. Be treated with dignity and respect.
2. Know the names of the people serving him or her.
3. Have privacy and confidentiality of his or her records.
4. Receive explanations about treatment, charges, or other services.
5. Receive education and counseling.
6. Review his or her medical records with a provider.
7. Consent to or refuse any care or treatment.

Each Patient Has the Responsibility to:

1. Give an accurate medical history.
2. Be sure that he or she understands the provider's recommendations or asks questions to clarify.
3. Follow health advice and medical instructions.
4. Respect clinic policies.
5. Report any changes in his or her health.
6. Keep appointments or cancel with at least 24 hour notice.

Privacy Practices

We are committed to maintaining the privacy of individual health information for all of our patients and have established policies and procedures to promote patient privacy. In general, we request only information that is necessary to provide health care, to process payment for our services, and we limit access to your private health information to only those individuals who need the information to perform their job. More detail about our privacy practices and your privacy rights as a health care consumer are included in the Notice of Privacy Practices, which is included in this packet.

Notice of Privacy Practices

(Condensed Version)



THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Yakima Valley Farm Workers Clinic (YVFWC) keeps record of the health care services we provide you. You have the right to a copy of your health record in paper or electronic form. Generally, YVFWC uses your health information for purposes of treatment, payment or healthcare operations. We will not disclose your protected health information to others or for other purposes unless you direct us to do so or unless the law authorizes or compels us to do so.

How will we use or disclose your information? Here are a few examples (For more detail, please refer to the full version of the Notice of Privacy Practices):

- When we set up an appointment for you
- When the doctor prescribes medication
- If we refer you to another provider
- When we order lab work for you
- Appointment reminders
- To obtain payment for our services

You have certain rights regarding the information we maintain about you. These rights include:

- The right to be notified in the event of a breach.
- The right to opt out of communications for fundraising or marketing purposes.
- The right to restrict disclosures to a health plan concerning treatment for which you have paid out of pocket in full.
- The right to inspect, copy, and request an amendment to any health information.
- The right to an accounting of disclosures which will list certain disclosures pertaining to your health information.
- The right to request a restriction on the health information, including psychotherapy notes, we use or disclose about you for treatment, payment, or health care operations.
- You have the right to request who we communicate with about your health care and the method or location that you choose.

If you believe your privacy rights have been violated, you may file a complaint with the practice or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing, and all complaints will be investigated without repercussion to you.

Any requests stated above need to be in writing and submitted to the YVFWC HIPAA Privacy Officer. See 45 C.F.R. § 164.524.

To obtain a full version of the Notice of Privacy Practices, please contact the YVFWC HIPAA Privacy Officer at (509) 865-5898, 604 W. First Avenue, Toppenish WA.

Effective date: 09/23/13

Questions or Problems

Our staff is here to help. If you are not able to resolve your concern with available staff, please contact the clinic director/manager for assistance. There may be some issues that cannot be resolved immediately and you may be asked to leave a message. Clinic leadership will contact you if you are asked to leave a message.

If you do not wish to speak directly with clinic staff or clinic leadership, you may take a Feedback card from the front lobby and use the contact information provided. Contact options include:

Via Mail: Quality Department,
P.O. Box 190, Toppenish, WA 98948
Phone: (509) 865-6175, ext. 2477
Fax: (509) 865-3148
Email: concerns@yvwfwc.org

We're committed to high quality patient care and hope you give us an opportunity to hear and resolve your concerns. But if you choose not to, you may also contact The Joint Commission by:

Online: https://www.jointcomission.org/report_a_complaint.aspx

Email: patientsafetyreport@jointcommission.org

Fax: (630) 792-5636

Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

