



Providing care for healthier lives



# URBAN HEALTH PLAN PATIENT HANDBOOK



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## **SOCIAL MEDIA**

Follow us on Facebook, Twitter and Instagram!

**[www.facebook.com/urbanhealth](http://www.facebook.com/urbanhealth)**

**[www.twitter.com@urbanhealthplan](http://www.twitter.com@urbanhealthplan)**

**Instagram: @urbanhealthplan**

## Welcome to Urban Health Plan!

When Urban Health Plan was founded in 1974 by my father, Dr. Richard Izquierdo, a local pediatrician who was raised in the community, he was committed to providing the community with quality health care services that centered around the patient's needs and well-being.

Today, we continue his legacy of treating the whole patient. Dr. Izquierdo's commitment to and passion for excellence and quality in health care is at the heart of how we deliver care to the community.

Our goal is to take care of all of your medical, emotional and social needs so that you can lead a full, rich, active life. We use a coordinated, team-based approach, which means that our whole team of health care providers — from nurses to doctors, social workers, health educators, nutritionists and mental health specialists — work together to keep you healthy. When you come to our health centers, our goal is that you have a positive patient experience in a supportive, caring environment.

Thank you for choosing us as your primary care provider of health care and we welcome you to the Urban Health Plan family!



Paloma Izquierdo-Hernandez  
President & CEO



# OUR MISSION

Urban Health Plan's mission is to continuously improve the health of communities and the quality of life of the people we serve by providing affordable, comprehensive, quality, primary and specialty health care and by assuring the performance and advancement of innovative best practices.

## OUR VISION

Urban Health Plan will remain nationally acclaimed through its transformative and innovative approaches to fostering healthy and vibrant communities.

## OUR VALUES

### Excellence

Excellence drives everything we do. We strive for superior performance to assure health equity and to improve the quality of life of the communities we serve. We enjoy what we do, we have fun.

### Diversity

We nonjudgmentally embrace our differences and accept all cultures. We are a welcoming and family-centered organization characterized by respect and empathy.

### Trust

Trust characterizes our every interaction. Our culture is one of integrity, transparency, credibility and open communication. We are responsible and accountable for all of our actions.

### Patient-Focused Holistic Care

Healthy, happy people are our goal. Our focus is on timely, safe, efficient and effective services. We strive to heal the mind, body and spirit by delivering care that is individualized, confidential and coordinated.

### Continuous Improvement & Innovation

We are process improvement experts. The quest for continuous improvement and innovation drives our work. Continuous learning and optimization of technology allows us to adapt evidence-based guidelines and develop best practices. We transform health care.

### Community

Community is at the heart of everything we do. We are a warm and nurturing family that puts people first. We value and invest in ourselves and our communities in order to make a positive impact on social conditions.

# CONTACT US

If you need assistance using this handbook, please call (718) 589-2440

## Appointments

718-589-4755

## General Information

718-589-2440

## Referral Center

718-589-2440 x 3123

## Administration

718-589-2440 x 4221

## External Affairs

718-589-2440 x 4411

## Communications

718-589-2440 x 2835

## Billing

718-589-2440 x 2401

Website: [www.urbanhealthplan.org](http://www.urbanhealthplan.org)

# PROGRAMS

## Women, Infants and Children Program (WIC) — Bronx

953 Southern Boulevard  
Bronx, NY 10459  
718-589-4776

## Women, Infants and Children (WIC) Program at Plaza del Castillo Health Center

1515 Southern Boulevard  
Bronx, NY 10460  
718-589-2107

## Women, Infants and Children (WIC) Program – Queens

104-01 Corona Avenue  
Corona, NY 11368  
347-686-3700

## Health Information Place

1075 Southern Boulevard  
Bronx, NY 10459  
718-589-2440

## Project H.O.P.E. Workforce Development

854 Hunts Point Avenue  
Bronx, NY 10474  
347-271-3756

## Maternal Infant Community Health Collaborative (MICHC)

953 Southern Boulevard  
Bronx, NY 10459  
718-542-5555

## Club Teens In Action (TIA)

960 Southern Boulevard  
Bronx, NY 10459  
718-589-2440



# About Urban Health Plan

Urban Health Plan, Inc., (UHP) is a federally qualified community health center licensed as a diagnostic and treatment center by the New York State Department of Health and the New York State Office of Mental Health. It is also accredited by the Joint Commission. Urban Health Plan is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233 (g) – (n).

Federally qualified health centers (FQHC) provide high-quality, cost-effective primary and preventive medical, dental, and mental healthcare, regardless of a person's insurance status or ability to pay. Community Health Centers have a unique mission of ensuring access for underserved, underinsured and uninsured people.

We are a not-for-profit system of ten health centers, one mental health center, twelve school-based health centers and three part-time clinics, located in New York City's South Bronx, Corona, Queens and Central Harlem communities. Founded in 1974 by Dr. Richard Izquierdo, a local physician with deep roots in the South Bronx community, we provide primary care, specialty, diagnostic and support services to all the communities we serve. These include the Latino, African-American, South Asian and West African communities, as well as other emerging communities.

Urban Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.



## We are affiliated with the following hospitals:

- Bronx Lebanon Hospital Center
- Lincoln Medical and Mental Health Center
- Montefiore Medical Center
- Elmhurst Hospital Center
- Long Island Jewish Forest Hills Hospital
- Mount Sinai Health System

# OUR BRONX HEALTH CENTERS

## Adolescent Health and Wellness Center

960 Southern Boulevard  
Bronx, NY 10459  
Phone: (347) 503-7910  
Fax: (347) 590-8053

**Hours:**

Mon-Fri: 8 am – 6 pm  
Sat: 9 am – 1 pm

## Boricua Community Health Center

3209 Third Avenue  
Bronx, NY 10451  
Phone: (347) 284-0203  
Fax: (718) 993-5684

**Hours:**

Mon-Fri: 8 am – 6 pm  
Sat: 9 am – 1 pm

## Plaza Del Castillo Health Center

1515 Southern Boulevard  
Bronx, NY 10460  
Phone: (718) 589-1600  
Fax: (718) 589-1717

**Hours:**

Mon-Fri: 8 am – 6 pm  
Sat: 9 am – 1 pm

## Bella Vista Health Center

890 Hunts Point Avenue  
Bronx, NY 10474  
Phone: (718) 589-2141  
Fax: (718) 589-3573

**Hours:**

Mon-Wed-Fri: 8 am – 6 pm  
Tues-Thurs: 7 am – 7 pm

## El Nuevo San Juan Health Center

Southern Boulevard Pavilion  
1065 Southern Boulevard  
Bronx, NY 10459  
Phone: (718) 589-2440  
Fax: (347) 503-7922

## Simpson Pavilion

1054 Simpson Street  
Bronx, NY 10459  
718-589-2440

**Hours:**

Mon-Fri: 7 am – 7 pm  
Sat: 8 am – 5 pm  
Sun: 11 am – 3 pm

## St. Lawrence Community Health Center

1764 Westchester Avenue  
Bronx, NY 10472  
Phone: (347) 407-7166  
Fax: (718) 684-4351

**Hours:**

Mon-Fri: 8 am – 6 pm  
Sat: 9 am – 1 pm

## Bella Vista Community Health Center

882-886 Hunts Point Avenue  
Bronx, NY 10474  
Phone: (347) 503-7935  
Fax: (917) 645-4403

**Hours:**

Mon-Fri: 8 am – 6 pm  
Sat: 9 am – 1 pm

## Peninsula Community Health Center

1967 Turnbull Avenue  
2nd floor, Unit 17  
Bronx, NY 10473  
Phone: (718) 684-1320  
Fax: (718) 684-3384

**Hours:**

Mon-Fri: 9 am – 6 pm  
Sat: 9 am – 1 pm

## Vida Guidance Center

4419 Third Avenue  
Bronx, NY 10457  
Phone: (718) 364-7700  
Fax: (718) 364-1513

**Hours:**

Mon-Thurs: 9 am – 8 pm  
Fri: 9 am – 5 pm  
Sat: 9 am – 2 pm

# OUR CENTERS continued

## CENTRAL HARLEM HEALTH CENTER

### CitiCARES Community Health Center

154 West 127 Street  
New York, NY 10027  
Phone: (212)-749-3507  
Fax: (212)-666-1679

**Hours:** Mon-Fri: 9 am – 5 pm

## QUEENS HEALTH CENTER

### Plaza del Sol Family Health Center

37-16 108th Street  
Corona, New York 11368  
Phone: (718) 651-4000  
Fax: (718) 424-7776

**Hours:** Mon-Thurs: 8 am – 7 pm  
Fri-Sat: 8 am – 5 pm

## SCHOOL-BASED HEALTH CENTERS: BRONX

Open from 8 am - 4:30 pm

### P.S. 48 - Room 116

1290 Spofford Avenue  
Bronx, NY 10474  
Phone: (718) 860-1786

### P.S. 75 - Room 302

984 Faile Street  
Bronx, NY 10459  
Phone: (718) 860-6475

### P.S. 161- Room 124

628 Tinton Avenue  
Bronx, New York 10455  
Phone: (917) 737-8813

### P.S. 333/335 - Room 316

888 Rev. James A. Polite Ave.  
Bronx, NY 10459  
Phone: (718) 620-4352

### M.S. 424 - Room 249

M.S. 424 - Room 249  
730 Bryant Avenue  
Bronx, NY 10474  
Phone: (917) 792-6488

### I.S. 158 Campus - Room 133

800 Home Street  
Bronx, New York  
Phone: (917) 962-9336

### Jane Addams Vocational H.S. - Room 439

900 Tinton Avenue  
Bronx, NY 10456  
Phone: (917) 792-7980

### Monroe Academy for Business Law

1300 Boynton Avenue  
Bronx, NY 10472  
Phone: (917) 962-4713

### Monroe Annex - Room B-30

1551 East 172nd Street  
Bronx, NY 10472  
Phone: (917) 801-4406

### Fannie Lou Hamer/ PS 66 - Room 304

1001 Jennings Street  
Bronx, NY 10460  
(347)407-7100

## SCHOOL-BASED HEALTH CENTERS: QUEENS

### Elmhurst High School Campus - Room 134

45-10 94th Street  
Elmhurst, New York 11373  
Phone: (347) 748-6115

### Newtown High School - Room 366

48-01 90th Street  
Elmhurst, New York 11373  
Phone (347) 686-3690

# OUR COMMITMENT TO YOU

Urban Health Plan's clinical staff includes primary care and specialty doctors, dentists, physician assistants, nurses, nurse practitioners, behavioral health professionals and other professional medical staff. Most of our associates are bilingual in English and Spanish.

We work hard to provide you with the most complete and up-to-date medical care, using the most advanced technology. We are highly qualified and committed to providing quality medical care in an individualized, culturally sensitive and confidential manner.

Urban Health Plan also has dedicated administrative associates. We are committed to making sure that you receive quality care in a friendly and professional environment.

You have made the right decision in choosing Urban Health Plan as your health care provider. We look forward to serving you, and hope you value your experience with us.

## PATIENT ADVOCACY

Urban Health Plan has a comprehensive patient advocacy service located throughout our health centers. While all our associates are responsible for the care of our patients, patient advocates have a dedicated role to listen, acknowledge and address your concerns, needs or questions that you may have during your visit or services received. Advocates are part of a team centralized on patients' needs. Our goal is to make your patient experience a priority throughout the organization.

Each patient advocate and all associates at UHP:

- Ensure that patient rights are protected
- Ensure patient satisfaction
- Promote an understanding of our services
- Escort or properly direct patients to designated areas in the building
- Assist patients with changing their primary care provider
- Investigate, document and resolve patient complaints
- Document and report suggestions for improving our services



# CARE MANAGEMENT PROGRAM

Care Management is a service that helps patients with chronic illnesses get and use the medical, social and community services they need to stay as healthy as possible.

## Our care management team provides the following services:

- Providing you with your own case manager to work with you to get the services you need
- Remind you to attend important appointments and complete lab work the provider has ordered
- Refer you to needed services like social services, health education, nutrition, etc.
- Help resolve any barriers you may be having in getting to your medical appointments or getting your medications
- Refer you to patient classes that will help you manage your health
- Work with you to set your own health care goals
- Provide information and resources that can be helpful to your health and well-being

## Who is eligible to receive services through the care management program?

- Patients who have multiple chronic diseases, such as asthma, obesity, diabetes, HIV/AIDS or who suffer from a mental illness.
- Patients who experience challenges with care, such as multiple missed visits or a worsening condition
- Patients with psychosocial factors, such as lack of support in the community

# PATIENT PORTAL

The Patient Portal enables our patients to communicate with our doctors, nurses and associates easily, safely and securely through the Internet. New patients can gain access to the Patient Portal by signing up with the intake associate. Current patients can sign up for the portal with their patient service representative (PSR) or medical assistant (MA).

Participating patients are given secure User IDs and passwords, enabling them to access the portal to view their personal and private documents, including lab and diagnostic test results, and other health information.



## Through the Patient Portal, you are able to:

- Ask questions
- Request prescription refills and referrals
- Send a request for an appointment
- View lab results
- Pay your bill
- View your personal health record
- Update demographics (address, phone number, insurance information, etc.)
- Email your personal health record to other providers

*All from the comfort of your home, whenever it is convenient for you!*

# PATIENT-CENTERED MEDICAL HOME

## Urban Health Plan is a Patient-Centered Medical Home!

Find out what that means for you.

### What is a Patient-Centered Medical Home?

A patient-centered medical home (PCMH) provides more than just medical care. We understand that things like your job, home, and family life can all affect your health. We can help you with those things, too.

### How does a Patient-Centered Medical Home help me?

You can choose the main doctor or medical provider you want to see. Your main medical provider is called your primary care provider (PCP).

- You have a care team that works with your doctor to keep you healthy

You can get care from many people at the health center, not just your doctor. Your care team's job is to focus just on you! Your care team will include your primary care provider and might also include a social worker, nurse, health educator, nutritionist, case manager or other team member. Everyone works together to make sure you get the services you need

- Your care team works with other health centers or doctors' offices that you visit

If you go to another doctor or get a test at a different health center, your care team here will work with the staff there to make sure you get the services that you need

- You can see your medical provider when you need to

Your PCMH works hard to make sure that you can see your medical provider when you are sick. We offer:

- same-day appointments with your primary care provider
- evening and weekend appointments
- emailing with the practice or a member of your health care team
- access to our providers when the office is closed

See page 16 for a list of all the services we offer.



■ Your visit is about you

Your time with your medical provider should help you get more involved in your own health. You can play an active role in your care. Be ready for your visit. Make a list of questions before your visit. This way you can be sure that you and your medical provider focus on your most important needs at your visit. See page 12 for a list of things you should bring to each appointment!

■ You get great care

Your medical provider and care team give you the best care possible. As a PCMH, we make sure we give you the most up-to-date care to keep you healthy and treat you when you are sick. You and your care team can talk about long-term and prevention-care needs, like shots and knowing how to manage diseases like diabetes or high blood pressure.

# WALK-IN SERVICES

Urban Health Plan health centers have both same day appointments available to you with your primary care provider and walk-in visits with another provider on the care team. These visits are meant for patients who have either missed their appointment or have a medical condition that came about quickly. Examples: flu, severe sore throat, uncontrollable asthma.

## APPOINTMENTS

To schedule, cancel or reschedule an appointment, please call the appointment line at **(718) 589-4755**. Please call Monday through Friday, 8 am – 6 pm, and Saturday 8 am – 1 pm. Urban Health Plan will follow up and remind you of your appointment. If you prefer not to be reminded, call the appointment line to let someone know.

Appointments are scheduled based on your needs and what is available.

### What should I bring to each appointment?

1. Picture ID
2. Insurance cards (medical, pharmacy and dental)
3. Copayment (if applicable)
4. Proof of income (only if uninsured)
5. Medications
  - Bring all the medicines you are taking, including vitamins, herbal supplements and over-the-counter medicines
6. Information or documents that you may have been given about visits to other providers outside of Urban Health Plan

### What should I go over at my appointment?

1. Be ready to tell your doctor:
  - How you are feeling today
  - If you have new pain, symptoms, or health conditions and when they began
  - If you began any medications or treatments for these symptoms, or for other reasons
2. Discuss the following questions with your doctor:
  - Are there any screening tests I should have?
  - Is there anything I should try to change?
  - What are my goals? Examples: to exercise more, eat better, quit smoking
  - What do I need to do and why is it important for me to do this?

# VISITS TO YOUR PRIMARY CARE PROVIDER

## At your first visit, you will:

1. Receive the following:
  - **Notice of Privacy.** A notice that tells you how UHP may use and share your health information and how you can use your health privacy rights (included in this handbook). A copy of the Notice of Privacy is also available on our website ([www.urbanhealthplan.org](http://www.urbanhealthplan.org)) under the Patients tab.
  - **Patient's Bill of Rights.** A general statement adopted by most health care organizations, covering such matters as access to care, patient dignity, confidentiality and consent to treatment (included in this handbook). A copy of the Patient's Bill of Rights is also available on our website ([www.urbanhealthplan.org](http://www.urbanhealthplan.org)) under the Patients tab.
  - **Health Care Proxy.** A document with which you appoint an agent to legally make health care decisions on your behalf, when you are incapable of making and executing health care decisions.
  - **Advance Directive.** This is a legal document, a written statement of your wishes regarding medical treatment, often including a living will, made to ensure those wishes are carried out should you be unable to communicate them to a doctor.
2. Be asked to sign a patient consent form
3. Be informed about Urban Health Plan in general
4. Have an associate help you to:
  - Complete a psychosocial, nutritional, and learning-needs assessment
  - Choose a primary care provider (PCP) who will be responsible for your primary care
  - Schedule an appointment with your PCP and with a health educator or nutritionist

## At later visits:

1. Go directly to the department where your appointment is located
2. Show your photo identification and insurance card at the reception desk to be registered and have your contact information verified
3. You may have to go to a managed care representative to change your primary care provider (PCP) and/or the cashier for financial services
4. After you have been seen by your PCP, an associate will ensure that you receive all your prescriptions, referrals and follow-up appointments

# HOLIDAY/SUNDAY SCHEDULES

HOLIDAY	SITE	OPEN/CLOSED
Thanksgiving Day Christmas Day New Year's Day	All Urban Health Plan Health Centers	Closed
Martin Luther King Jr. Day Good Friday   Memorial Day Independence Day (July 4) Labor Day Day after Thanksgiving	El Nuevo San Juan Pediatric and Adult Walk-in	Open 8 am - 12 pm All other sites closed

## SUNDAY SCHEDULE

SITE	OPEN/CLOSED
El Nuevo San Juan	Open 11 am - 3 pm Most Sundays
El Nuevo San Juan	Closed on the following Sundays: Easter   Mother's Day   Father's Day Last Sunday in July*   First Sunday in August* Third Sunday in December*
Other Urban Health Plan Health Centers	Closed

*\*Subject to change*

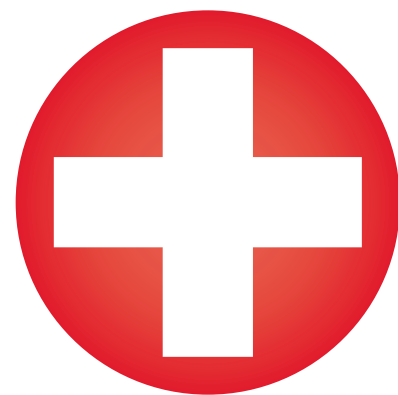
## EMERGENCY AND URGENT CARE

### After-Hours, On-Call Service:

If you need medical care after hours, UHP provides on-call service on weekdays, weekends and holidays. To reach a provider, please refer to page 5 for a list of phone numbers to all UHP sites. Give the operator your name and tell them that you are a patient at Urban Health Plan. The operator will contact the provider on call who will return your call as soon as possible.

If the line is busy, please call **(212) 517-1891**.

If you have a **life-threatening emergency, call 911 for an ambulance.**



# HEALTH CARE PROXY

## Policy:

Urban Health Plan's policy is to give each adult patient (age 18 or over) information on **Advanced Directives**. This includes **Planning in Advance for Your Medical Care, Appointing a Health Care Agent**, and **New York State's Health Proxy Law**. UHP will help patients who want to fill out an Advanced Directive.

## What is an Advance Directive?

What kind of medical care would you want if you were too sick or hurt to communicate your wishes? Advance directives are legal documents that let you state your decisions about end-of-life care ahead of time. You are able to give instructions on what medical procedures you would or would not want done. You can plan ahead by completing a **Health Care Proxy** and picking a **health care agent**.

## What is a Health Care Proxy and how do I choose a Health Care Agent?

A **Health Care Agent** is someone who is 18 years of age or older, and someone you can trust. Your health care agent is someone who knows your medical history and what medications you are on. He or she is someone who can speak to doctors in the event that you cannot speak for yourself, and who would be aware of your wishes in a life-or-death situation.

A **Health Care Proxy** is a document you complete listing the name of your health care agent and your medical treatment preferences.

Completing a health care proxy and choosing a health care agent is completely voluntary. If you wish to do so, you should discuss it with your loved ones. You should keep your health care proxy with you at all times and give a copy to your family members and health care agent.

A case manager or a social services representative will be happy to answer any questions and assist you with completing the health care proxy. You can reach the Social Services Department by calling (718) 589-2440 ext. 3412.

# OUR SERVICES

## Primary Care

- Adolescent Medicine
- Adult Medicine
- Dentistry
- Family Medicine
- Family Planning
- HIV Care
- Hepatitis C Clinic
- Internal Medicine
- OB/GYN
- Pediatrics
- Prenatal Services
- Primary Care for Developmentally Disabled
- Walk-In Clinics

## Diagnostic Services

- Bone-Mineral Densitometry
- Breast Imaging (Mammography)
- Cardiac Testing
- Colposcopy
- Digital Radiology
- Electrocardiograms (EKG)
- Laboratory
- Pulmonary-Function Testing
- Sonography
- Spirometry
- TB Testing
- X-Rays

## Specialty Care

- Allergy
- Behavioral Health (Psychiatry, Psychology, Social Work)
- Cardiology
- Endocrinology
- ENT (Ear, Nose, Throat)
- Geriatrics
- Infectious Diseases
- Nephrology
- Neurology
- Ophthalmology
- Psychiatry
- Pulmonary
- Rheumatology
- Urology

## Ancillary Services

- Audiology
- HIV Testing
- Immunizations
- Optometry
- Physical Therapy
- Podiatry

## Support Services

- Asthma Management
- Care Management Program
- Diabetes Management
- Health Education
- Health Insurance Enrollment
- Maternal Infant Community Health Collaborative (MICHHC)
- Nutrition
- Social Services
- Women, Infants & Children Services (WIC)

## Ordered Services

- Durable Medical Equipment
- Home Health Care
- Medication Access Assistance
- Transportation



## COMMUNICATION SERVICES

UHP believes that everyone deserves quality care, no matter what the communication obstacle may be. Every department in Urban Health Plan is dedicated to providing care in the language that our patients are most comfortable speaking. We have many ways to support your language. You can access interpretation help when you need it.

### These are the ways we can help:

#### **Medical Interpreters:**

Our associates can provide language interpretation services.

#### **Language Line:**

This service is available by telephone. The language telephone services provide interpretation for over 150 languages. If you need assistance, please inform any of our associates.

#### **TTY services:**

TTY services are available for our speech- and hearing-impaired patients. If you need assistance, please inform any of our associates.

#### **Multilingual Printed Materials:**

Signs and printed materials are given in English and Spanish throughout UHP. Health education materials are also available in other languages.

# SLIDING FEE DISCOUNT SCHEDULE PROGRAM AND INSURANCE

Patients will not be denied services based on their inability to pay. A Sliding Fee Discount Schedule Program is available to all patients, based on the Federal Poverty Income Guidelines. More information about the Sliding Fee Scale is located on pages 27- 28.

## Insurance Plans:

Medicaid	Child Health Plus	Qualified Health Plan (QHP)
Medicare	ADAP+	Essential Plan

## Managed Care Plans:

Affinity Health Plan	Health Plus	UnitedHealthCare Community Plan
Health First	Well Care	AgeWell MLTC
Fidelis Care	AmidaCare	
Metro Plus		

## Commercial Insurances:

UnitedHealthCare Commercial Plan	Oxford ( <i>Freedom Only</i> )	Pomco
Aetna	Cigna	

## Dental Plans:

### Managed Care Plans

#### Insurance Plans:

##### DentaQuest:

Fidelis Care  
HealthFirst  
Affinity

##### Health Plex:

- Empire Blue Cross Blue Shield/Health Plus
- MetroPlus
- Well Care
- AmidaCare

### Commercial Insurances:

Aetna (PPO/DMO)

UnitedHealthCare Dental

## Behavioral Health Plans:

### Managed Care Plans

Health First

Fidelis Care

Well Care

Affinity Health Plan

Metro Plus

AmidaCare

## Vision Plans:

Superior Vision

Davis Vision

March Vision

**Medicaid Choice 1-800-505-5678 (to change your plan)**

## HEALTH INSURANCE

If you need assistance with health insurance information, visit the Health Information Place at 1075 Southern Boulevard, Bronx, NY 10459 (718-542-5555).

# PATIENTS' BILL OF RIGHTS FOR DIAGNOSTIC & TREATMENT CENTERS (CLINICS)

**As a patient in a Clinic in New York State, you have the right, consistent with law, to:**

- 1.** Receive services(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor
- 2.** Be treated with consideration, respect and dignity including privacy in treatment;
- 3.** Be informed of the services available at the center
- 4.** Be informed of the provisions for off-hour emergency coverage
- 5.** Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care
- 6.** Receive an itemized copy of his/her account statement, upon request
- 7.** Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand
- 8.** (Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision
- 9.** Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action
- 10.** Refuse to participate in experimental research

# PATIENTS' BILL OF RIGHTS FOR DIAGNOSTIC & TREATMENT CENTERS (CLINICS)

- 11.** Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal
- 12.** Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health's Office of Primary Health Systems Management
- 13.** Privacy and confidentiality of all information and records pertaining to the patient's treatment
- 14.** Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
- 15.** Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to:  
**[http://www.health.ny.gov/publications/1449/section\\_1.htm#access](http://www.health.ny.gov/publications/1449/section_1.htm#access)**
- 16.** Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors
- 17.** Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the center.

## Use of a chaperone during examination or treatment:

A patient or the patient's legal representatives, such as a parent, guardian, or surrogate, can request a chaperone during the patient's examination or treatment.

A health care provider may request to have a chaperone present during the patient's examination or treatment.

# PATIENTS' RESPONSIBILITIES

Patients are responsible for working with medical staff to get the best care possible. We expect that our patients assume the following responsibilities:

- 1.** The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- 2.** The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. The patient is responsible for keeping appointments. The patient is also responsible for expressing any concerns about his/her ability to follow and comply with care or treatment, including understanding his/her medications, treatment or care plans.
- 3.** The patient assumes responsibility if he/she refuses treatment or does not follow the practitioner's instructions, as long as he/she is made aware of the consequences.
- 4.** The patient is responsible for asking questions when he/she does not understand what he/she has been told about his/her care or what he/she is expected to do.
- 5.** The patient is responsible for telling the doctor, nurse or patient advocate if there are problems with the care given or that his/her needs are not being met.
- 6.** The patient is responsible for either providing the health center with all documentation that will help assure that the financial obligations of his/her health care are fulfilled as promptly as possible or his/her financial obligations are being met as promptly as possible.
- 7.** The patient is responsible for following health center rules and regulations affecting patient care and conduct.



- 8.** The patient is responsible for being considerate of the rights of other patients and health center associates, for assisting in the control of noise and for being respectful of the property of other persons and of the health center. He/she is responsible for treating associates and other patients in a respectful manner.
- 9.** The patient has the responsibility to abide by the health center's policy of no smoking.

# NEW YORK STATE OFFICE OF MENTAL HEALTH RIGHTS OF OUTPATIENTS

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## **The rights of people in outpatient mental health programs are protected by both law and regulation.**

The State Office of Mental Health (OMH) licenses outpatient programs including but not limited to, clinic, day treatment for children, intensive psychiatric rehabilitation treatment, partial hospitalization, Assertive Community Treatment (ACT), and Personalized Recovery Oriented Services (PROS). Under these licenses, an array of facility based and community-based services are available.

Participating in a psychiatric treatment program does not mean you are mentally incompetent or that you have any restriction on the rights granted to all citizens. There are specific civil rights that are protected if you participate in an outpatient program. Included are right to register and vote in elections, apply for permits and licenses, take civil service tests, and apply for jobs and be appointed without discrimination if you qualify.

Under the law, you have the right to be treated confidentially, with respect and dignity by all staff people. Treatment or access to programs may not be limited or denied because of race, creed, color, sex, national origin, age, marital status, or disabilities that are unrelated to treatment. If you think that you are being discriminated against on any of these grounds - or if you believe that you are a victim of mental, verbal, physical, or sexual abuse - this booklet tells where you may file an official complaint.

You also have the same right as other citizens to designate a "health care proxy" or prepare an "advance directive." Because some people have recurring episodes of mental illness, these documents may be of particular interest to people who use mental health services. The documents allow you to provide instructions about your future treatment, to be used later if you are unable to give instructions at the time you are being treated.

*(continued next page)*

## Basic Information

When you are admitted to an outpatient program, or shortly after, you should be informed about your rights. Your rights may not be limited as punishment or for the convenience of staff people and may not be restricted unless a specific order is written by a physician. Any restrictions on your rights must be discussed with you prior to the restrictions going into effect and the order must be placed in your clinical record. The order must state the clinical justification for the limitation and the specific time period when it will remain in effect.

These rights include:

- The right to freedom from abuse and mistreatment by employees.
- The right to a reasonable degree of privacy, including bathroom privacy.
- The right to an individualized service plan, a full explanation of the services provided, and the right to participate in the development of your individualized service plan.
- The right to be informed of the provider's grievance policies and procedures, and the right to bring any questions or complaints to the director of the program or the organizations listed at the back of this booklet.
- The right to receive clinically appropriate care and treatment suited to your needs and skillfully, safely, and humanely administered with full respect for your dignity and personal integrity.
- The right to be treated in a way that acknowledges and respects your cultural environment.

In a separate category, your outpatient program may inform you about these additional elements, although they are not rights set forth in law or regulation:

- The name of the staff member who will have primary responsibility, for example, as your principal contact person or personal service coordinator.
- Alternate treatments available to you.
- The rules of conduct in your program.
- The cost of treatment.
- The limit, if there is one, on how long you can stay in the program.
- The program's relationship with other agencies regarding additional services.
- The program's source of funding.
- The authority under which the program operates.



## Participation and Objections

For most people, participating in an outpatient program is voluntary. Occasionally someone is ordered by a court to obtain outpatient services under the Assisted Outpatient Treatment Program (also known as Kendra's Law) or as a condition of parole from prison. While your full participation in the program is a central goal, if you object to your individualized service plan, or if it is not working to your satisfaction and you want it changed, that is not reason to discharge you from the program. Periodically, you can expect to review your plan with staff-people to look at your progress. You can be discharged if participation is no longer clinically appropriate or if you engage in conduct that poses a risk of physical harm to yourself or others.

You have the right to make an informed choice on whether you will participate in research projects. These could involve new medications, a series of questions posed by an interviewer, or questionnaires. If you refuse to participate, a program cannot use that as grounds to deny you further treatment. If you decide to participate, your signed informed consent is required.

## Privacy and Confidentiality

The law protects your right to privacy and confidentiality during treatment. This includes conversations between you and staff people who provide services, and information in your record. The Office of Mental Health will provide you with a separate Notice of Privacy Practices that will tell you how we use and disclose your confidential mental health treatment information. It will also tell you what your rights are with regard to your mental health treatment information, and who you can contact if you have questions or a complaint about how we have used or shared your treatment records.

Generally, information from your treatment record cannot be released without your written consent. In limited circumstances, however, the law may allow or require release of records or information to certain individuals, governmental agencies or provider organizations. Most disclosures will be noted in your record, and you are entitled to learn about them upon request. The law states that notations do not have to be kept when records are disclosed to the Mental Hygiene Legal Service, quality of care reviewers, or government finance agents dealing with payments. The law also says that for disclosures made to insurance companies licensed under the State Insurance Law, such a notation needs to be entered only at the time the disclosure is first made.

## Access to Records

You must be given an opportunity to inspect your clinical record when you have submitted a written request. The law does allow some limitations on this access, based on clinical justification. In addition, you have the right to request that your physician discuss your treatment record with you.

If you request an inspection or a copy of your record, a program can impose a reasonable charge for all inspection and copies. The charge cannot exceed what these services actually cost the program. In no case can a program charge more than 75 cents per page.

If you disagree with some part of your record, you can submit a written statement challenging the information in the record to be permanently attached to the record.

You may ask to have your record sent to any other service provider or your attorney. If you are under age 18, a parent or legal guardian may make this request. *(continued next page)*

## Problems or Complaints

You have the right to information on how to make a complaint. A provider of service must give a notice of recipients' rights to each person upon admission, and post the rights in an easily accessible location.

If you have a problem or complaint, the person who runs the program is responsible for making sure your rights are protected. If this does not work, or is inappropriate, there are other organizations that can help.

## For Assistance

*A staff member, such as the personal service coordinator or principal contact person, or director of the program.*

### **New York State Office of Mental Health**

44 Holland Ave.  
Albany NY 12229  
Toll free: 1-800-597-8481  
En Espanol: 1-800-210-6456

### **Protection and Advocacy System and Client Assistance Program**

Disability Rights NY  
725 Broadway, Suite 450  
Albany, NY 12207  
1-800-993-8982

### **The Justice Center**

161 Delaware Avenue  
Delmar, NY 12054  
1-855-313-2122

## Mental Hygiene Legal Service

### **First Judicial Department**

41 Madison Ave., 26th floor  
New York NY 10010  
1-212-779-1734

### **Fourth Judicial Department**

50 East Ave., Suite 402  
Rochester NY 14604  
1-585-530-3050

### **Second Judicial Department**

170 Old Country Road  
Mineola NY 11501  
1-516-746-4545

### **National Alliance for the Mentally Ill of New York State**

99 Pine Street, Suite 302  
Albany NY 12207  
1-800-950-3228

### **Third Judicial Department**

40 Steuben Street, Suite 501  
Albany, NY 12207  
1-518-474-4453

To contact The Joint Commission or to express concern about this organization, call **800-994-6610** or email [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

# VICTIMS' RIGHTS NOTICE

If you are the victim of domestic violence (including physical, emotional, physiological and financial abuse), the police and courts can help you.

## The Police Can Help You:

- Get to a safe place, away from the violence
- Get information on how the court can help protect you against the violence
- Get medical care for injuries you and/or your children may have
- Get necessary things from your home for you and your children
- Get copies of police reports
- File a complaint in criminal court and tell you where your local criminal and family courts are located

## The Courts Can Help:

- If the person who harmed or threatened you is a family member, spouse or someone you have had a child with, you have the right to take them to the criminal court, family court or both
- If you and the abuser are not related, are not married and do not have children, your case can only be heard in the criminal court
- You can get an order of protection from the family court and the local criminal court
- The court can also give a temporary order of protection for you, your children and any individual involved in your case while you wait for the court trial
- If you cannot afford a lawyer, the family court can give you one at no cost
- The family court may order temporary child support and custody of your children

# PROTECTION UNDER THE LAW

According to New York State Law, "If you are the victim of domestic violence, you may request that the officer assist in providing for your safety and that of your children, including providing information on how to obtain a temporary order of protection. You may also request that the officer assist you in obtaining your essential personal effects and locating and taking you, or assist in making arrangements to take you and your children, to a safe place within such officer's jurisdiction, including but not limited to a domestic violence program, a family member's or a friend's residence or a similar place of safety. When the officer's jurisdiction is more than a single county, you may ask the officer to take you or make arrangements to take you and your children to a place of safety in the county where the incident occurred. If you or your children are in need of medical treatment, you have the right to request that the officer assist you in obtaining such medical treatment. You may request a copy of any incident report at no cost from the law enforcement agency.

"You have the right to seek legal counsel of your own choosing, and if you proceed in family court, and if it is determined that you cannot afford an attorney, one must be appointed *(continued next page)*

## Protection Under the Law *continued...*

to represent you without cost to you. You may ask the district attorney or a law enforcement officer to file a criminal complaint. You also have the right to file a petition in the family court when a family offense has been committed against you. You have the right to have your petition and request for an order of protection filed on the same day you appear in court, and such request must be heard that same day or the next day court is in session. Either court may issue an order of protection from conduct constituting a family offense, which could include, among other provisions, an order for the respondent or defendant to stay away from you and your children. The family court may also order the payment of temporary child support and award temporary custody of your children. If the family court is not in session, you may seek immediate assistance from the criminal court in obtaining an order of protection. The forms you need to obtain an order of protection are available from the family court and the local criminal court."

The resources available in this community for information relating to domestic violence, treatment of injuries and places of safety and shelters can be accessed by calling the following 800 numbers. Filing a criminal complaint or a family court petition containing allegations that are knowingly false is a crime.

## New York State 24-Hour Domestic Violence Hotlines:

1-800-942-6906 (*English + Espanol*)

## Local Domestic Violence Hotlines

Violence Intervention Program, Inc. 1-800-664-5880

24-Hour NYC Domestic Violence 1-800-621-HOPE (4673)

## Prevent Child Abuse in New York

Prevention information 1-800-342-7472

## Parent helpline

Office of Children & Family Services 1-800-342-3720

To report child abuse

# FREQUENTLY ASKED QUESTIONS

## General Information

### **Are UHP's health centers easily accessible for patients with disabilities?**

Yes! All of UHP's health centers are easily accessible for patients with disabilities.

### **Do you offer transportation?**

Yes. A courtesy van can transport patients between our Bronx health centers at no charge. Ambulette/livery services are available to eligible patients who are enrolled in a Medicaid Managed Care Plan. These services are based only on medical need as determined by your primary care provider. **To request a transportation request form, please contact the case manager/social services at your health center.** For more information, contact our Ordered Services Department at (718) 589-2440 ext. 4322.

## Patient Safety

### **Who do I contact if I have concerns or questions about patient safety?**

- To report concerns about patient safety and quality of care at Urban Health Plan, please speak with the Patient Advocate/Site Administrator. The Patient Advocate/Site Administrator will speak with the patient in a private/confidential manner.
- To contact the Joint Commission with concerns about patient safety and quality of care, please visit [www.jointcommission.org](http://www.jointcommission.org).

## Medical Records

### **How do I send my medical records to or get them from another place?**

Call (718) 589-2440 and press "0" to reach an operator. They will connect you with the Health Information Management department.

You can ask a social service representative at your health center to help you. They will help you fill out a form that lets UHP send your information, along with who to contact for this information.

You can fax the form to the Health Information Management department at (718) 617-7943.

The Health Information Management department will process your request within 20 days of receiving the completed form.

## Pain Management

Urban Health Plan, Inc. respects patients' rights for relief of pain and suffering, and guarantees the patient's right to an effective pain-management plan based on clinical status, needs, cultural and ethnic preferences and age. The organization believes that effective pain management is a physical, psychosocial and social process. It should be managed proactively in partnership with the patient, family, professional staff, physician and social workers.

# APPOINTMENTS

## How long does it take to get an appointment?

Urban Health Plan works hard to give you the first available appointment to ensure you receive timely care. Appointments range in wait time. We have same day appointments for both routine and urgent care. During office hours, if you have a medical question, please contact our call center at 718-589-4755 and speak with one of our nurses.

### Service:

### Appointment:

Specialty Emergency Care	Immediately upon presentation; Within 5 days of request or as clinically indicated
Urgent Care	Within 24 hours of request
Nonurgent Sick Visit	Within 48 to 72 hours of request or as medically necessary
Routine Care ( e.g., follow-up visit )	Within 4 weeks of request
Ancillary Services	Same date as visit (if medically necessary)
Initial Prenatal Visit	Within 3 weeks during first trimester; 2 weeks during second trimester and 1 week thereafter.
Adult Baseline Routine Physical Exam	Within 12 weeks of enrollment
Well-Child Care	Within 4 weeks of request
Initial Family Planning Visit	Within 2 weeks of request
Initial Primary Care Provider (PCP) Office Visits for Newborns	Within 2 weeks of hospital discharge
Specialty Referrals (non-urgent)	Within 4 – 6 weeks of request

For more information, please call the appointment hotline at (718) 589-4755

## **How do I get a referral to a specialist outside of Urban Health Plan?**

Your primary care provider (PCP) will issue a referral and send it to our Referral Center. The Referral Center will schedule your appointment and then notify you by mail or telephone. This is why it is very important for you to always tell a UHP associate when you have changed your address or telephone number. If you do not receive your appointment information after two weeks, please call the Referral Center at (718) 589-2440, and press 4.

# **FEES AND INSURANCES:**

## **What type of insurances and managed-care plans does UHP accept?**

The managed care plans and insurances accepted at UHP are listed on page 18 of this handbook.

## **Can I receive services if I don't have health insurance coverage?**

Yes! It is our policy that patients will not be denied services based on their inability to pay. The Sliding Fee Discount Schedule Program is available to all patients, based on their income and family size.

You can also speak to one of our Health Insurance Enrollers to find out if you qualify for any insurance plan.

## **Can I apply for the Sliding Fee Discount Schedule Program, even if I have health insurance?**

Yes! The Sliding Fee Discount Schedule Program is available for all patients, regardless of insurance status. The program is solely based on income and family size. You may qualify for discounts on your copayments, coinsurance and deductibles. Also, if there is a service that is not covered by your plan, you may receive a discount as well.

## **How do I apply for health insurance?**

Health Insurance Enrollers are available to help. They will find out if you are eligible for Medicaid, Child Health Plus, Essential Plan, Qualified Health Plan and other insurances. For more information, please ask for an enroller or visit the Health Information Place at 1075 Southern Blvd., Bronx, NY 10459.

**Fees and Insurance** *(continued next page)*

## What paperwork or documents do I need to turn in to get a discount? How often do I need to turn them in?

In order to qualify for Urban Health Plan's Sliding Fee Discount Schedule Program, you must fill out the Sliding Fee Application and provide proof of income. Acceptable proof of income includes any one of the following:

- Pay stub (must be at least 90 days current)
- Prior year's W-2 Form
- Unemployment statement
- Disability/Social Security/SSI/public assistance papers
- Veteran's payment documents
- Pension/retirement documents
- Income from estate or rent
- Alimony or child support documents
- Letter from employer
- Letter of support from head of household
- A self-declaration letter

Remember, you have to be a patient of Urban Health Plan to qualify. Please bring the proof of income with you to your next visit or when you sign up to become a patient.

Once you have turned in the documents, you will receive services at a discount for one year from the date you applied. Every year you must reapply for the Sliding Fee Discount Schedule Program by filling out a new application and bringing updated documents to the patient service representative or cashier.

# EMERGENCY CONTACT LIST:

## Poison Control Center

1-800-222-1222  
(212) P-O-I-S-O-N-S/(212) 764-7667

## Call 311

For general information: window guards, smoke alarms, smoking cessation, Medicaid offices, Human Resources Administration (HRA), housing, Lead Hotline and other services

## NYC Well

Free, confidential mental health support  
24 hours a day, seven days a week  
1-888-NYC-WELL (1-888-692-9355)

## Mental Health Crisis, Support & Referral Hotline LIFENET/AYUDASE Hotline

24 hours, confidential, referrals to mental health treatment, supportive counseling, connection to Mobile Crisis when needed  
1-800-L-I-F-E-N-E-T/1-800-543-3638

## NYC Department for the Aging Hotline

Elder abuse, resources and referrals  
1-800-342-9871

## Parent Helpline - New York Foundling

24-hour hotline for parents and families in crisis, do not have to provide name, referrals provided, crisis nursery available in Manhattan.

1-888-435-7553

## Food Stamps

To find the nearest SNAP/food stamp office, call 1-800-342-3009.

## Social Security Administration

To find the closest Social Security office, call 1-800-772-1213.  
[www.ssa.gov](http://www.ssa.gov)

## ID NYC

IDNYC is the new, free government-issued photo Identification card for all New York City residents.  
[www.nyc.gov/idnyc](http://www.nyc.gov/idnyc)



Thank *You* for being a part of the  
Urban Health Plan family!

