



Heart of Ohio Family Health

"Where we measure success one heartbeat at a time."

Patient Information Forms

EXCELLENCE



RESPECT

COMPASSION



SOCIAL JUSTICE





**HEART OF OHIO
FAMILY HEALTH**

**Whitehall Family Health
Center**

882 South Hamilton Road
Columbus, OH 43213
Phone: (614) 235-5555
Fax: (614) 536-1994

HOURS

Mon, Weds, Thurs 8am – 5pm
Tues 8am – 7pm
Fri 8am – 1pm

**Capital Park Family Health
Center**

2365 Innis Road
Columbus, OH 43224
Phone: (614) 416-4325
Fax: (614) 536-1994

HOURS

Mon - Thurs 8am – 5pm
Fri 8am – 3pm

Dear Patient,

Welcome to your new health center home! Thank you for choosing one of the most respected healthcare centers in Central Ohio. Here at the Heart of Ohio Family Health (HOFH), we commit to working closely with you to assure that you receive the best family medical care and service.

Our mission at HOFH is to provide high quality, warm, holistic and sensitive care to meet the healthcare needs of our community, where we honor every person with loving service. We value each of our consumers and therefore encourage you to be an advocate for your own healthcare.

As a Federally Qualified Health Center and not-for-profit provider of family medical care, HOFH receives funding from federal, state, local and private sources. This funding helps to cover some of the cost of providing care and treatment thus our patients are responsible for paying a portion of the cost of care. We accept most insurance plans offer financial assistance programs for patients who are uninsured. To further help you meet your financial obligation for your medical care we also have patient counseling available to assist you in any capacity.

This packet includes all of the new patient information that we hope you will read and understand prior to your visit with a provider.

Again thank you for choosing Heart of Ohio Family Health as your new health center home.

*Marty Miller,
Chief Executive Officer*



Patient Rights & Responsibilities

As a patient of the Heart of Ohio Family Health, you have the following rights and responsibilities

You have the right to:

1. Take an active role in your health improvement.
2. Be treated respectfully while receiving medical services without regard to race, creed, sex, language, or sources of payment for service.
3. Privacy within the law.
4. Openly discuss with your provider your concerns and your personal medical history.
5. Receive understandable information, so you can make informed decisions about your health care.
6. Understand the reason why your provider requests additional treatment or particular medications.
7. Submit a formal grievance and discuss with HOFH management staff any concerns related to care, treatment, services, and patient safety.
8. Give written authority to a trusted person to oversee your rights as a patient.

You have the responsibility to:

1. Not smoke on HOFH's property.
2. Bring weapons of any kind to HOFH's property.
3. Attend to your children at all times (in the lobby & exam rooms)
4. Confirm your current information (address, phone number, e-mail) at each appointment
5. Update your insurance information, change of employer/employment, and changes to your household income or population at each appointment.
6. Pay at the time of the appointment. The minimum co-pay cannot be deferred for later payment.
7. Abide by the agreements you sign; e.g. pain management agreement, payment agreements.
8. Work in partnership with your provider and all health center staff in a respectful and honest manner. Demanding, aggressive behavior will result in suspension of service.



Financial Responsibility/Policy

Assistance

HOFH offers payment plans and financial assistance programs for uninsured/self-pay patients who qualify. Assistance is based on household income. For more information about the program, ask for a financial assistance application at the health center reception desk or visit the HOFH website at www.heartofohiofamilyhealth.org.

Payment

Each patient must meet his/her financial responsibility for HOFH to continue to provide medical care.

- ***Payment is due at time of service:*** Please be prepared to make payment for services at the time of the appointment when the service is provided. HOFH accepts ***cash, credit/debit cards and personal checks.***
- ***Medicaid enrollment:*** Please ask at the reception desk for Medicaid application information.
- ***Failure to submit information as requested:*** All requested documentation (insurance, government assistance, disability, and income verification) must be submitted to HOFH within 48 business hours of the request. Failure to provide information within 48 hours may result in you (the patient) being responsible for 100% of the cost of the care
- ***Patient financial responsibility:*** Patients are required to make payment according to their insurance policy and financial assistance program agreement. Failure to meet your responsibility for payment may result in being suspended and/or delay of services from HOFH.



Making the Most of Your Doctor's Visit

Before The Visit

A few simple steps before you come for your visit will ensure you receive quality care.

First, it is important that your healthcare provider has enough time to spend with you during your visit. When you schedule your appointment, be sure you provide the following information:

- A few details about your concerns
- An interpreter (if necessary)

Next, make sure you are prepared for your visit:

- Follow the instructions given to you when you schedule your appointment such as fasting, wearing loose and comfortable clothing, or taking pre-medications.
- Make sure you have directions to our office
- Gather together the following items to bring with you:
 - Identification card
 - Health insurance card (if you have one)
 - All medication bottles and/or medication records
 - Your health history including immunizations, hereditary (family) conditions, surgical procedures, allergies (food, drugs, weather-related, etc.)
 - Results from recent healthcare visits
 - Patient registration forms (it's best to get this to our office before your visit to save yourself and the staff time)
 - A list of your questions
 - Pharmacy information
 - Required paperwork (such as family medical leave) for the healthcare provider to sign with you

Lastly please call to confirm your appointment **2 to 3 days** in advance of the appointment. If you have not confirmed, you will receive an automated reminder (i.e. call, text, email) up to **1 hour** before your appointment. If you are going to be late for your appointment, please call ahead. Your appointment may be rescheduled for a later time if available.

When You Arrive

On the day of your appointment:

- Plan to arrive at least 15 minutes before your scheduled appointment time or 30 minutes if you are a new patient

- Check in with the front desk receptionist
- Give the receptionist your paperwork and state the reason for your visit
- Complete any additional paperwork given to you
- Inform the receptionist if you need an interpreter

During Your Appointment

We are here for you. Your health and well-being are worth every minute we spend with you so we want you to:

- Be open and honest with your healthcare provider and share the reason for your visit
- Describe the symptoms you are experiencing
- Share any relevant health history and the medications you take include over-the-counter medicines and herbal or home remedies
- Work with your healthcare provider on a recommended treatment plan
- Provide a pharmacy contact
- Give your healthcare provider any paperwork you need to have completed. Remember that it may take 72 business hours before your paperwork can be completed.

After The Appointment

Our caring for you continues after you leave our office. At the conclusion of your visit:

- Find out if and when you should return for another visit and clarify any next steps
- If you received a new prescription, then know the name of the drug, why, when and how to take it.
- If you are concerned about the costs of your medication notify your provider
- Please remember to get signed doctor's orders for all prescriptions and treatments.
- Ask how to reach your healthcare provider if you have questions or concerns and how soon you can expect a response
- Don't leave if you are uncertain about your diagnosis or treatment plan.
- Schedule a follow-up appointment if necessary
- Pick up your prescriptions as soon as possible

Cancelling Your Appointment

To cancel your appointment, please call **24 hours** in advance or no later than **4 hours** prior to appointment or it will be considered a "**no show**." We will be happy to reschedule your appointment.

As a courtesy to other patients and your provider, please call in advance when you are unable to keep your scheduled appointment, so the appointment time can be given to another patient who needs to be seen. Three no call/no show appointments **may** suspend your ability to schedule an appointment. More than **four** missed appointments without notice in a year **may** result in discharge from the practice.



Visiting the Emergency Room

Visiting the Emergency Room (ER) can be a stressful, traumatic and expensive experience for anyone. Treatment in the ER can cost 2 to 3 times more than the same care in your provider's office thus it is vital that you think about and analyze an illness or injury before deciding to visit the emergency department.

When **MUST** you visit the ER?

- When your condition is a life or death situation
- Trouble breathing, fainting, confusion, dizziness
- Seizures
- Severe pain in chest, heart or anywhere in body
- Severe head injury that leads to you passing out
- Heavy bleeding
- Choking
- Severe burn
- Injury to the neck or spine
- Consumption/inhalation of poisonous substance
- Electric Shock or lightening strike
- Sudden weakness in a body part; or broken body part
- Severe allergic reactions
- High fever that doesn't get better with medicine
- Suicidal thoughts

Emergency Room Visits

If you need to go to the Emergency Room, be sure to take the following with you:

- Identification
- Insurance card
- Medication records
- Health records and encounter forms

Remember to:

- Ask about out-of-pocket costs. Even if you are treated at a hospital approved by your health plan, some hospitals have providers who may not participate in your group plan. You may receive a bill for services from these providers
- Make sure either you or someone with you can explain why you are there. Be specific about the reason for your visit
- Make sure you understand any instructions given to you before you leave the emergency room
- If you are concerned about returning home or to work or school, be sure to let the emergency room staff know before you leave
- **ALWAYS** follow-up with your healthcare provider about your visit to the emergency room



Access To Service

*****The health centers are closed on selected holidays.**

- **Emergency closing:** The health centers may close due to an emergency situation, such as; severe weather, loss of power, utility outage, etc. Patients will receive a phone call to reschedule appointments as soon as possible. If you have an appointment scheduled during a severe weather alert or power outage, call the health center to verify that the center is open.
- **Provider unavailable:** On occasion, your appointment may need to be rescheduled due to provider illness or a personal event. Generally, this occurs on short notice. You will be contacted as soon as possible. If available, an appointment for the same day with another provider will be offered to you.
- **Keep contact information current:** So that we may contact you for changes in appointment schedules, emergency closings and to receive messages related to your medical care, please keep your phone number, address and E-mail current with HOFH.

PHONE MENU OPTIONS

- **Emergency assistance:** Hang up and dial 911
- **Language:** The menu is available in 3 languages; English, Spanish and Somali. Press the number for your language preference.
- **Pregnant patient:** It is important that you tell us that you are pregnant when talking with us or when leaving a message, so that you will be connected to the Obstetrical (OB) service for assistance.
- **Menu options:** Using the phone menu is the fastest way to connect with the person or service you need. Please listen to the menu and select the option that best describes the reason for your call. If you are transferred to voicemail, please leave a message with your name, call-back number and reason for your call.
- **After hours call answering service:** When the health center is closed, a phone answering service is available for emergency calls only (anything that cannot wait until the office is open). Leave a message with the answering service, who will contact the doctor on-call. Be advised that no medications will be refilled after hours.



Referrals, Results, Records & Requests

Referrals

- Case workers are available to assist in scheduling a referral appointment when ordered by your provider, such as; physical therapy, x-ray, ultrasound, specialist, surgery. The case worker may give you information to schedule your referral appointment yourself or he/she will arrange the appointment and contact you with the appointment information.
- Routine referrals generally take **4 weeks** to schedule the appointment. Urgent referrals will be scheduled as soon as possible. Please make sure that the case worker has your current phone number, address and insurance information to schedule your referral. The case worker will call you with the appointment information when the referral is scheduled.
- If you are unable to keep the referral appointment, please call the health provider that is expecting you for the appointment (doctor, hospital, imaging center, etc.) to cancel and reschedule the appointment.

Test Results

- HOFH nursing staff and providers review test results on a daily basis. You will receive a call if your test results are not within the normal range. If you are not reached directly, a message will be left to return the call (if you have given permission to leave a message). If you receive a message about your test results, please return the call as soon as possible at Capital Park (614-416-4325) or Whitehall (614-235-5555)

Medical Records & Forms Completion Requests

- **Medical Records** will be transferred to another provider at your **written** request. You may come to Capital Park or Whitehall Health Center to sign a request for the release of your medical records to another provider or you may sign a release of records at the health provider's office where you want your records to be sent (**fax number: 614-536-1994**). When the signed consent is received, your records will be faxed to the named provider, as soon as possible, usually within 10 days of the request.
- **Third Party Forms** take time to complete, such as; disability, pre-operative physical, FMLA etc. An appointment with your provider may be required to complete the form with current, accurate information. As soon as you receive the form, contact the health center to let us know that you have a form that needs to be completed and we will schedule an appointment with your provider.

Prescription Medication Refill/Request

Prescription refills:

- Bring **ALL** of your medications with you to each appointment in the pharmacy bottles with the prescription label.
- Ask for prescription refills at the time of your appointment.
- Call your pharmacy if you need a prescription refill before your next appointment.

Medication requests: For your health and proper medical management, your provider will not prescribe medication without examining you. Prescriptions will not be given or refilled over the phone.



HEART OF OHIO
FAMILY HEALTH

Privacy Practices (HIPAA)



Adult Well-Care Visits

Regularly getting your



Diabetes

What is Diabetes?

Diabetes is a disease in which glucose, or **sugar**, levels in your blood are too high. Glucose comes from the foods you eat. Insulin is a hormone that helps the glucose get into your cells to give them energy. Without insulin the glucose stays in your blood. Over time this can damage your body and lead to many other health issues.

Types of Diabetes

- **Type I Diabetes**, previously known as juvenile diabetes is one in which the body does not make insulin. It is most common in children and young adults
- The most common form of the disease is **Type II Diabetes**, in which the body does not make or use insulin properly.
- In **Gestational Diabetes** pregnant women, usually during their third trimesters, develop high blood glucose levels due to improper insulin response.

Symptoms

- Urinating often
- Feeling very thirsty
- Feeling very hungry – even though you are eating
- Extreme fatigue
- Blurry vision
- Cuts/bruises that are slow to heal
- Weight loss – even though you are eating (**Type I**)
- Tingling, pain, or numbness in the hands/feet (**Type II**)

Diagnosis

The following are tests performed to detect diabetes:

- **A1C**. This test measures your average blood glucose for the past 2 to 3 months. The advantages of being diagnosed this way are that you don't have to fast or drink anything. Diabetes is diagnosed at an A1C of greater than or equal to 6.5%.
- **Fasting plasma glucose test (FGP)**. This test checks your fasting blood glucose levels. Fasting means after not having anything to eat or drink (except water) for at least 8 hours before the test. This test is usually done first thing in the morning, before breakfast. Diabetes is diagnosed at fasting blood glucose of greater than or equal to 126 mg/dl.
- **Oral glucose tolerance test (OGTT)**. This is a two-hour test that checks your blood glucose levels before and 2 hours after you drink a special sweet drink. It tells the doctor how your body processes glucose. Diabetes is diagnosed at 2 hour blood glucose of greater than or equal to 200 mg/dl.
- **Random Plasma Glucose Check**. This test is a blood check at any time of the day when you have severe diabetes symptoms. Diabetes is diagnosed at blood glucose of greater than or equal to 200 mg/dl.



Hypertension (High Blood Pressure)



Depression



Weight Management



Anxiety Disorder (PTSD)



Asthma



Tobacco Use Disorder