PATIENT RIGHTS & RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

- Accurate Information that you can understand
- Choose your healthcare provider
- Coordinated care among providers, within ANHC, and other care settings
- Participate in decisions about your treatment, including the right to refuse care
- Respect and non-discrimination on the basis of race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of income
- Confidential communication with your healthcare provider
- Confidentiality of your healthcare records. You have the right to review, receive copies, and request amendments to your records
- Express your concerns and to have access to a fair and efficient process for resolving differences with your health care providers and ANHC

YOU ARE RESPONSIBLE TO:

- Keep your appointments or cancel by 8am the day of your appointment
- Pay for your visit when you come in and to keep your bills current
- Provide accurate and complete information
- Tell your healthcare provider when you do not understand information presented to you
- Give your opinion to your provider when setting healthcare goals and making decisions

ASK A DOCTOR CHECKLIST

BEFORE THE VISIT:

- Make a note of your family health history
- If you have seen a doctor for a similar problem – take the record from the visit with you.
- Bring your medications

DURING THE VISIT:

- State your main problem first
- Describe your symptoms
- Describe past experiences with the same problems

AFTER THE VISIT:

- Do I need to return for another visit?
- Can I phone in for test results?
- What danger signs should I look for?
- When do I need to report back about my condition?
- What else do I need to know?

FOR MEDICATIONS, TREATMENTS, AND TESTS, YOU MAY WANT TO ASK:

- What's the name of the (prescription, test, procedure)?
- Why do I need it?
- What are the risks?
- What are the alternatives?
- What happens if I do nothing?
- ***(for medications)*** How do I take this?
- ***(for tests)*** How do I prepare?

OUR SERVICES INCLUDE:

- Health and dental care for the entire family
- Acute and urgent medical and dental care
- Prenatal care (including pregnancy classes)
- Pediatric services
- Women's health and breast imaging
- Hospital care
- Specialty dental services – restorations, partials and dentures
- X-ray and lab services
- Pharmacy (including a variety of discount programs)
- Screening and care for diabetes
- Care for people with HIV/AIDS
- Education programs
- Flu vaccinations and immunizations

ANCHORAGE NEIGHBORHOOD HEALTH CENTER

PATIENT HAND BOOK

General Information.....	743-7200
Medical Appointments.....	743-7201
Dental Appointments.....	743-7202
Pharmacy.....	743-7203
Finance and Billing.....	743-7301
Patient Records.....	743-7207

ANHC.ORG **Find us on Facebook!**

Promoting wellness by providing the highest quality care with compassion and accessible services for our community

Thank you for choosing the Anchorage Neighborhood Health Center. We are dedicated to exceeding your expectations as your medical and dental care provider every visit. This brochure outlines important information about our practice and how to make the most of the services that we offer. If you ever have questions or concerns about your visit or care, please call us at 743-7200.

IF THIS IS YOUR FIRST VISIT

Come in at least a half hour early in order to complete a health questionnaire and to make sure that you are eligible for any program that may help you.

Your first appointment is important. It will offer you and your provider an opportunity not only to address your immediate medical concern, but to also discuss your health history and other measures you could take to be healthy.

If you are unable to make your first appointment please call 743-7200 to cancel.

REMEMBER FOR EVERY APPOINTMENT

- Bring your current medications. We take your safety very seriously, and medication errors can be avoided if you help us.
- If you are diabetic, take off your shoes and socks so your provider can check your feet.
- Be on time to your appointments.
- Cancel in advance if you are unable to come in.
- Remember the payment for your visit.

MAKING AND CANCELLING APPOINTMENTS

Call our appointment line at 743-7200. Our operators are available from: 7:30am to 5:00pm.

NEW PATIENTS

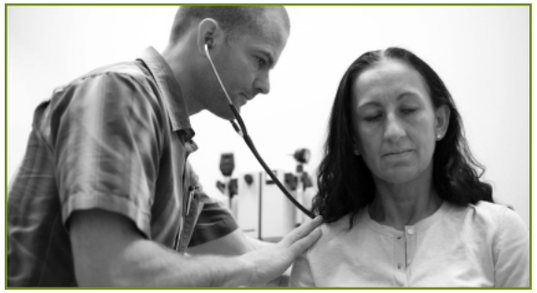
Our schedulers will be happy to schedule your first appointment, generally within 4-6 business days. If you are unable to make your scheduled appointment, please call us to cancel, so that we can make your appointment space available for another patient.

ESTABLISHED PATIENTS

You may schedule appointments for the same day or for a future time. Regardless of when you call, you will be seen the same day, if you arrive at the health center by 4:30. Patients are responsible for cancelling their appointment at least 24 hours prior to their appointment.

OUR MISSION:

To provide access to affordable healthcare is dependent on the patients keeping their appointments. Missed appointments deny other patients of access to healthcare and raise our costs of providing care.



BILLING AND PAYMENTS

We accept patients regardless of insurance status. We welcome Medicare and Medicaid. We also offer a sliding fee scale discount for eligible patients.

Payment for appointments is due at time of service. You may receive a statement for any difference between estimated and actual charges based on services rendered. This may include extended office visit, supplies, labs and image services.

If you do not bring payment for your appointment – you may be rescheduled.

SLIDING FEE SCALE PROGRAM

Persons with income of less than 200% of established poverty guidelines, considering all sources of gross income before taxes and household size may be eligible for the Sliding Fee Scale Program.

Persons whose income exceeds poverty guidelines **or** who do not bring in required proof of household income are not eligible. Qualifications for benefits through the Veterans Administration or Indian Health Service may also limit eligibility.

HOW TO APPLY FOR SLIDING FEE?

Complete the Sliding Fee Application form and bring required proof of household income and family size to your appointment. Please call 743-7301 if you have any questions.

EXAMPLES OF PROOF INCLUDE:

- Paycheck stubs showing gross income
- Letter from your employer on company letterhead stating your gross monthly income
- Social Security or unemployment check stubs
- Bank statements from all accounts
- Current IRS 1040 tax return form

Patients may receive the sliding scale at their first visit if they bring documentation and are eligible. If proof is not provided at time of visit, charges will be billed at the full rate. ***Once the application is validated it is good for one year.***

NOTES