



WELCOME TO YOUR MEDICAL HOME



**Neighborhood
Family Practice**
COMMUNITY HEALTH CENTERS

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Welcome to Neighborhood Family Practice, Your Medical Home.



**Your NFP primary
care provider
ensures you receive
the care you need,
when you need it,
in a manner you
can understand.**



We are delighted that you have chosen to trust Neighborhood Family Practice (NFP) with your medical care. We look forward to providing you with high quality, personalized, comprehensive health care services with a focus on prevention and wellness.

All five NFP Community Health Center locations are recognized by the National Committee for Quality Assurance as Patient-Centered Medical Homes™ for meeting standards that emphasize enhanced primary care through patient-clinician partnerships. This means patient treatment is coordinated through your NFP primary care provider to ensure you receive the care you need, when you need it, in a manner you can understand.

At NFP, we use a team-based approach to get you the right care at the right time. You are at the center of the care we provide, and we communicate with each other, and you, about your best health.

We'd like you to think of NFP as your medical home – a place where you are always welcome, where we know and care about you, where you feel comfortable, respected and accepted.

As your medical home, NFP:

- Is the first place you call when any health problem arises
- Is available by phone 24/7, including nights and weekends
- Offers same-day appointments
- Offers evening hours (vary by location)
- Provides online access 24/7 via MyChart
- Coordinates all of your health care, including referrals for outside testing and specialty care as needed (our providers admit to Lutheran Hospital, and have established relationships with the Cleveland Clinic, MetroHealth and University Hospitals)
- Uses teamwork and technology to improve your care and experience
- Addresses all aspects of your health, including social and emotional factors (behavioral health)
- Is committed to quality and safety, and routinely measures results
- Works with you to set and achieve health care goals
- Provides patient and family education in both individual and group settings

So, welcome to your medical home. Feel free to bring the rest of your family, too. After all, home is where the family is.

Services

Neighborhood Family Practice offers a wide range of services. Our doctors (who are board certified in family practice) and nurse practitioners lead care teams that treat patients of all ages.

Services include:

- Primary and preventive care for the whole family, from infants to seniors
 - Routine check ups
 - Immunizations
 - Treatment for and management of chronic conditions including diabetes, asthma and heart disease
- Women's health services provided by certified nurse midwives to women of all ages
 - Complete care before, during and after pregnancy including the CenteringPregnancy® program
 - Pregnancy testing and family planning, including long acting reversible contraceptives and other forms of birth control
 - Gynecologic care including pelvic exams, PAP tests, breast exams and scheduling of routine mammograms
 - Menopause care
 - Treatment of other female health concerns
 - Support for women dealing with depression and partner/domestic violence
- Behavioral health services including talk therapy (psychotherapy) for existing pediatric, adolescent and adult patients
 - Licensed social workers and professional clinical counselors help patients dealing with emotional issues and difficult life situations
 - Nurses and psychiatrists provide added support in partnership with patients and their primary care provider
- Wellness program including educational sessions designed to help patients set and achieve goals for improved health, and nutrition information to help prevent and reduce symptoms of chronic health problems such as high blood pressure, cholesterol and diabetes
- Dental services provided by our professional oral health care team (dentist, dental hygienist and dental assistants) include exams, cleanings, tooth removal (extraction), fillings, fluoride treatments, sealants, screenings for oral cancers and X-rays
- Other services include:
 - Inpatient care in partnership with area hospitals
 - Referrals for specialty care
 - On site lab testing
 - Health screenings and services for refugees
 - Interpretation for non-English speaking patients
 - Pharmacy care services on site at Ridge Community Health Center



Community Health Center Locations

Schedule your appointment at one of these six convenient community health center locations.



NFP COMMUNITY HEALTH CENTERS

RIDGE

3569 Ridge Rd.
Cleveland, OH 44102
216.281.0872



NORTH COAST

16110 Detroit Ave.
Lakewood, OH 44107
216.228.7878



DETROIT SHOREWAY

6412 Franklin Blvd.
Cleveland, OH 44102
216.961.2090



PURITAS

14625 Puritas Ave.
Cleveland, OH 44135
216.928.1950



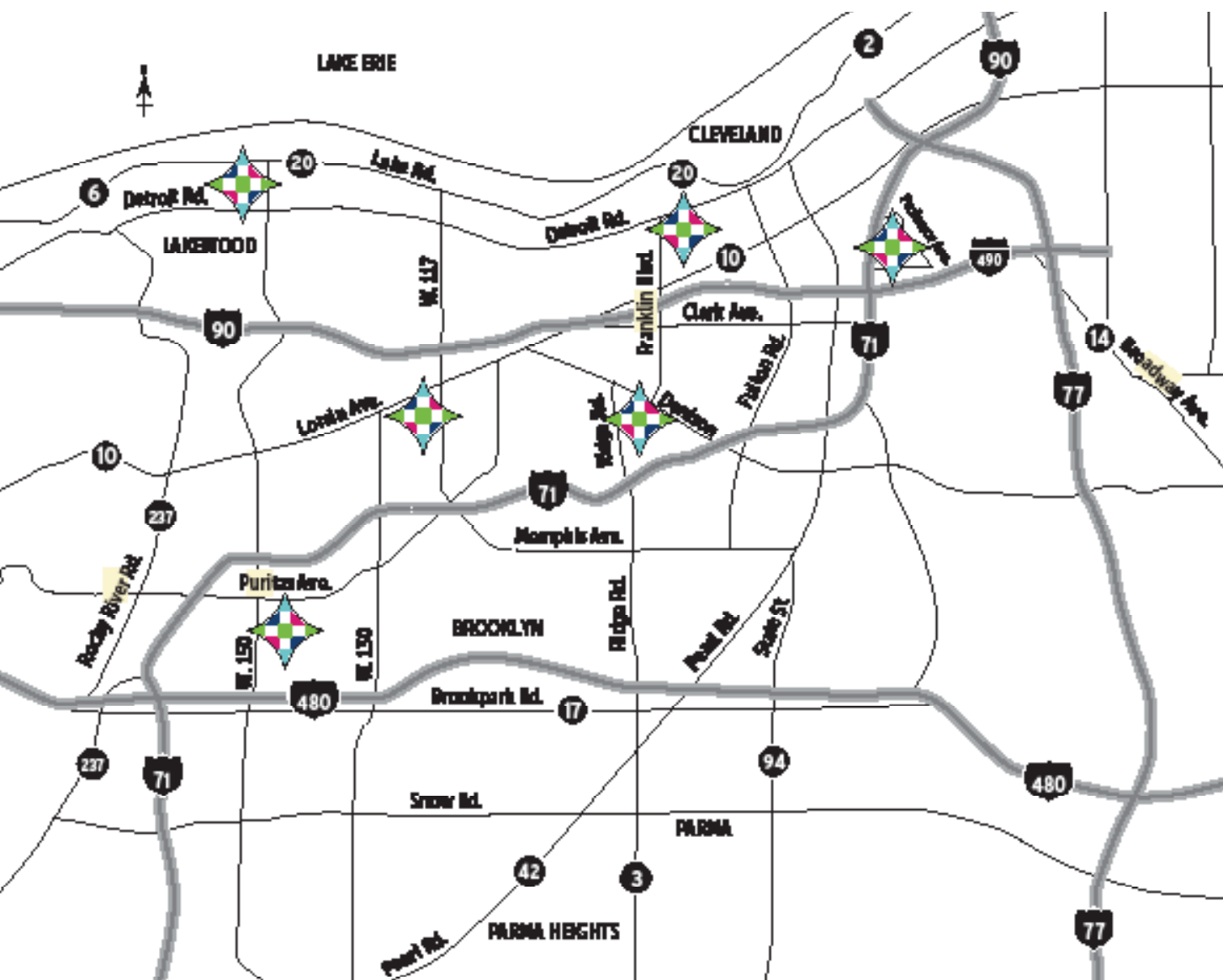
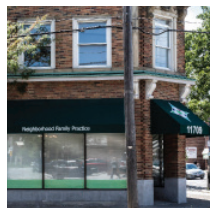
TREMONT

2358 Professor Ave.
Cleveland, OH 44113
216.334.2800



W. 117

11709 Lorain Ave.
Cleveland, OH 44111
216.367.1004



For more information, including office hours (hours vary by location), please call 216.281.0872 or visit nfpmedcenter.org.



Your Care Team

NFP is a health center with a family practice approach. Your doctor or nurse practitioner is your health and wellness partner. Our nurses, patient advocates, medical assistants and behavioral health staff provide added support.

NFP physicians are board certified in family practice. Our doctors and nurse practitioners treat the whole family, from infants to seniors. Our entire staff – many who speak Spanish and other languages – is dedicated to partnering with you.

Your NFP care team has many members, each with a different function:

- Your **primary or personal provider** gives you direct care and coordinates all of your care
- **Other providers** step in when your primary provider is not available
- **Nurses** provide direct care, work with your personal provider, answer your questions by phone or in person, refill prescriptions and more
- **Patient advocates** assist with paperwork, process referrals for tests or specialty care and more
- **Medical assistants** work with your personal provider during office visits
- **Behavioral health specialists** help with your emotional health

Other care team members include dental providers, a pharmacist, a wellness coach, insurance and billing specialists and interpreters (if needed).

Care is just a
phone call away.
Call us 24-hours a day,
7 days a week at
1.855.NFP.MED1
(1.855.637.6331)

To Make an Appointment

Please call the location where you would like to be seen. Let us know what kind of appointment you need and if you'll need lab work or immunizations.

Ridge	216.281.0872
Detroit Shoreway	216.961.2090
North Coast	216.228.7878
Puritas	216.928.1950
Tremont	216.334.2800
W. 117	216.367.1004

You can also request or schedule appointments through MyChart.

You can choose your medical provider, or one will be selected for you when you call to make an appointment. If your insurance requires it, please let your insurance company know that you will be receiving care here.

SAME DAY APPOINTMENTS

A limited number of same day appointments are available, so if you need to be seen quickly, please try to call your NFP Community Health Center location at 8:30 a.m.

TO CANCEL AN APPOINTMENT

Please call us as soon as you can – before 9 a.m. the day of your scheduled appointment if possible – so we can make your appointment time available to someone else, and get you rescheduled as soon as possible.

SIGN UP FOR TEXT MESSAGES

To receive automated appointment confirmations/cancellations:

1. Open a new text message and place the number 622622 in the To: area.
2. Type "NFP" in the message body and send.

Please verify your cell phone number with the receptionist at the front desk on your next visit.

Message and data rates may apply. Text HELP to 622622 to receive help, STOP to 622622 to opt-out.

NO-SHOW APPOINTMENT POLICY

In order to promote continuity and provide the best patient care, Neighborhood Family Practice asks that you provide as much notice as possible if you cannot keep your appointment. Any cancellation made after 9 a.m. on the day of your appointment will be considered a "no-show" and you will only be able to schedule appointments on a same-day basis. Once you attend your same-day appointment, you will be able to schedule future appointments.

Your Office Visit Appointment

PREPARING FOR YOUR VISIT

Please bring the following with you to your appointment:

- A photo ID
- Your insurance card
- A list of any medications you are taking including any vitamins, herbal supplements, nasal sprays, eye drops or over-the-counter medications
- Paperwork from other providers or emergency room visits
- A list of questions and requests

WHAT TO EXPECT AT YOUR APPOINTMENT

A typical office visit takes about an hour from start to finish. Depending on your specific situation, it may take longer.

► Check-in at the front desk

- Please arrive 10 minutes before your scheduled appointment time to complete any paperwork
- Present your photo ID and insurance card
- Pay your co-pay (if applicable)
- Have your photo taken for your medical record (first visit only)

► A medical assistant from your care team will greet you and:

- Weigh you
- Take your blood pressure
- Ask you some preliminary questions
- Take you to an exam room

► Your provider will:

- Speak to you about the reason for your visit
- Examine you
- Make a diagnosis and recommend a treatment
- Answer your questions

► Your care team nurse or medical assistant will:

- Provide you with more information about your care plan
- Answer any additional questions you may have
- Give you your after visit summary

► If needed, you may also visit the lab for blood work

► Check-out at the front desk and schedule a follow-up appointment if necessary



Because NFP receives federal funding, we are required to gather information about your race, ethnicity, sexual orientation and gender identity along with your insurance and contact information and other relevant information.

By phone: 1.855.NFP.MED1 (1.855.637.6331)

CARE IS JUST A PHONE CALL AWAY

At Neighborhood Family Practice, we are committed to providing you with the right care, at the right time. Any time you have a medical concern, even after business hours or on weekends, all you have to do is call us.

Call us 24 hours a day, 7 days a week at 1.855.NFP.MED1 (1.855.637.6331)

- During business hours, your call will be answered by a member of our trained staff who will assess your concerns and symptoms and direct you to the most appropriate care such as a same day appointment.
- After hours, our answering service will respond to your call and connect you with the on-call provider who will get back to you within one hour.

**WE ARE
HERE FOR
YOU!**

If you are not sure what to do, call us first. We will address your concern or get you to the care you need, possibly saving you time and money by avoiding unnecessary trips to the emergency department or urgent care. By calling us first, we will help get you to the right care at the right time in the right place.



**We are committed to providing you with
the right care, at the right time.**

Online: MyChart

MyChart is a secure, online tool that connects you to personalized health information any time, day or night. With MyChart, you can securely access your medical records from wherever you are, whenever you need them. Use your personal computer or smart phone to find out results of your blood test, schedule your next appointment, or check to see exactly when you received your last tetanus shot.

MYCHART FEATURES

- **Send secure messages to your care team.** If you have a non-urgent health concern you can email any provider you have had an appointment with and a member of your care team will respond to you.
- **View your test results.** You may view your test results online soon after the lab completes them. While some results will not be posted (your provider will let you know), most will.
- **Request, view and cancel appointments.** You can review your medical appointments online and cancel appointments (when necessary) without ever having to pick up the phone.
- **Request prescription refills.** Save yourself a phone call and request your refillable prescriptions online.
- **View current health issues, immunizations, allergies and vital signs.** Because you're a partner in your health care, it's important that you see what your provider sees – a full picture of your health, including all of the conditions for which you are being treated.



Signing Up for MyChart is Easy!

You may sign up for a MyChart account one of two ways:

In person: During your next visit, ask at the front desk for an activation code for your personal MyChart Account. You will be given a letter with instructions to sign up using your activation code. Go to nfpmedcenter.org/mychart and click the "Login to MyChart" button which will take you to the OCHIN* MyChart home page.

Click "Sign Up Now" on the right hand side of the page. Enter your activation code as it appears on the letter you were given along with the requested personal information that will be used to identify you. Remember that the MyChart webpage is secure.

Create a user name and password.

Online: Activate online at nfpmedcenter.org/mychart. Click the "Login to MyChart" button which will take you to the OCHIN* MyChart home page.

Click "Sign Up Now" on the right hand side of the page. Click on the "Signup Online" button on the right hand side of the page to request an activation code. Once you complete the requested information fields, you will be sent a one-time-use MyChart activation code via email. The email will provide further instructions on how to activate your account.



ACCESS MYCHART ON YOUR MOBILE DEVICE

➤ Search for the MyChart App

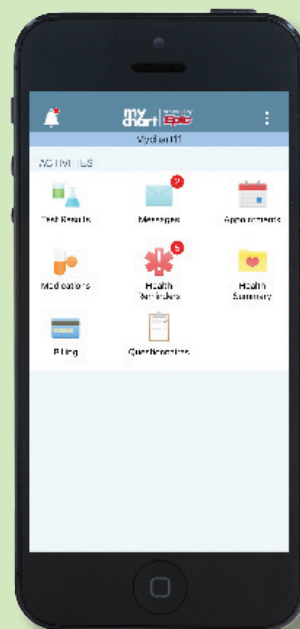
- Using your smart phone, search the App Store for MyChart and look for the app made by Epic
- You may also download the app by clicking on the App Store link or the Google Play link at mychart.ochin.org
- Open the App and accept the user license agreement

➤ Download the OCHIN powered MyChart App

- Enter "Ohio" for your healthcare provider location
- Choose the OCHIN MyChart option from the list of healthcare providers

➤ Access your information

- Sign in to your OCHIN MyChart account
- Access your medical record and other information the same way you would from your computer!



* OCHIN is the health information technology organization that NFP has partnered with to provide our patients with access to their secure, online medical records. Recognized as one of the nation's largest and most successful health information networks, OCHIN specializes in providing services to community health centers across the nation. This means you can rest easy knowing your records are safe and secure.

Insurance, Billing and Financial Assistance

Whatever the size of your family or income, NFP provides affordable, quality health care to meet your needs. We have a team of benefit specialists and certified application counselors (approved by the Federal Government) who can help answer questions about health care benefits, assess your health insurance needs, provide information on basic health insurance issues and plans, and assist with applying for coverage and accessing benefits.

INSURANCE

We accept Medicaid, Medicare and most health insurance plans and offer financial assistance if you do not have insurance.

CO-PAYS

All co-pays are due at the time of your appointment.

BILLING

If you have billing questions, please call 216.281.0872 and follow the prompts. We can set up an affordable payment plan if needed and help direct you to the appropriate resources for insurance questions.

FINANCIAL ASSISTANCE

- NFP offers financial assistance to eligible patients
- Discounted fees are based on family size and income using the following criteria:
 - Patients with income at or below 100% of the federal poverty level pay a nominal charge
 - Patients with income between 100% and 400% of the federal poverty level receive a sliding fee discount
 - Patients with income above 400% of the federal poverty level are not eligible for a sliding fee discount
- For more information, or to schedule an appointment with a patient benefits specialist, please call 216.281.0872, ext. 2020.



Medication and Refills

Providing the highest quality of professional care to our patients is very important to us, and patient safety is our first concern. Therefore, the following guidelines have been established for dispensing of medications in our community health center locations:

- **New medications** – All new medication requests require an in-person visit. Same-day appointments are available for this. New medications (including antibiotics) will not be called in by the on-call provider.
- **Refills** – You will be given an adequate number of refills at your office visit to get you through to the next scheduled check. When you are down to a 30-day supply, we ask that you schedule an office visit with your provider for re-evaluation. Please plan ahead so you don't have to go without your medication.
- **Generics** – We strive to provide you with the most cost-effective medical care, and therefore typically prescribe generic medications.
- **Samples** – We do not stock free samples at any of our offices.
- **Narcotics** – These are usually reserved for short-term pain management only. We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians. Also, we will not prescribe narcotics the first time we meet you.
- If you need help paying for your medications, ask to speak with a patient benefits specialist who may be able to help you get prescription assistance.



Partner Pharmacy Program

LOW COST PRESCRIPTIONS, CONVENIENT NEIGHBORHOOD LOCATIONS

Neighborhood Family Practice partners with local and home delivery pharmacies to offer low cost prescription drugs to our patients without prescription coverage. By purchasing medications at a lower cost, NFP passes these savings along to our uninsured patients through reduced drug prices and uses the cost savings from insured patients to provide services that health insurance may not cover, or for which other funding is limited.

There is no need to sign up or fill out any forms. Please consider choosing an NFP partner pharmacy for your prescription needs. Talk to your NFP provider for more information.



Patient Rights and Responsibilities

OUR COMMITMENT TO YOU

Neighborhood Family Practice partners with patients to ensure that the care you receive is the right care for you. We will help make sure you understand and agree to the care you will receive. Working as partners will help you get the best results from your care.

We want patients and their families to understand their rights and responsibilities while in our care. This way, we believe that the care provided by Neighborhood Family Practice will help each person reach their best level of health.

YOUR RIGHTS

Every person should understand their treatment and should be able to make choices about their care. Each person has the right to:

- Good care given by respectful people in a safe setting
- Have access to all the treatments offered by the Practice
- Have access to his or her own medical information
- Have whatever help is needed so as to understand the medical information about their care in their own language
- Be informed about treatments before they are given
- Know the benefits and risks of treatment
- Know all possible treatment options
- Agree to or refuse any treatment
- Be told about studies or projects that might help in their care
- Ask for a second opinion at their own expense
- Have all personal information kept confidential
- Know the names of people who are caring for them and how they were trained
- Have pain assessed and treated
- Understand the cost of care and how it might be paid
- Receive care even if they cannot pay for it
- Be free from abuse or harassment
- Be free from the use of restraints used for control
- Be free to raise concerns, complaints or suggestions

YOUR RESPONSIBILITIES

Your responsibilities are to:

- Provide the most complete information that you can about your health
- Report changes in your health to your care providers
- Always ask questions if you do not understand the information given about your illness and treatment
- Keep appointments or call if you need to change an appointment
- Pay for your care or help find ways to pay if you cannot
- Follow the rules of the Practice
- Treat all NFP staff with respect
- Provide up-to-date addresses and phone numbers

Notes



Neighborhood Family Practice provides you with easy access to the highest quality of care right in your neighborhood. We partner with you and deliver care in a respectful manner and guide healthy decisions to improve your quality of living.



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COMMUNITY HEALTH CENTERS

4115 Bridge Ave., Suite 300
Cleveland, OH 44113
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www.nfpmedcenter.org