

Who We Are

Community Health and Dental Care's mission is to identify gaps in health services and to ensure access to appropriate levels of care for all people in the service area regardless of their ability to pay.

CHDC is not a *free clinic*. Patients without insurance are eligible to apply for a health care discount based on current Federal poverty guidelines. CHDC staff members are available to assist with the health care discount application, set up payment plans and answer questions in order to ensure access for services at CHDC.

CHDC also offers referral assistance and on-site Case Coordinators are able to assist uninsured patients with eligibility requirements for government programs.



For your convenience, CHDC now has a limited discount Pharmacy that is able to provide significant cost-savings to our patients. For uninsured or underinsured patients, prescriptions may cost as little as \$5! For insured patients, please check with the pharmacy to find out if your insurance is accepted and ask your Provider if you are able to transfer your current prescriptions. To find out more about this great program, please speak with our Pharmacy Technician Monday - Friday, 8:30am - 5:00pm.

Community Health & Dental Care uses Federal terminology in determining sliding scale fees for service.

Family: a group of two or more people who reside together and who are related by birth, marriage or adoption.

Family household: A family includes a householder and one or more people living in the same household who are related to the householder by birth, marriage or adoption.

Household: A household includes all people who occupy a housing unit as their usual place of residence. A housing unit is a house, apartment, mobile home, group of rooms, or a single room occupied as a separate living quarters. Separate living quarters are those in which the occupants live separately from any other people in the building and that have direct access from the outside of the building or through a common hall. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated people who share living quarters.

Income: "Total income" is the sum of the amounts reported separately for wages, salary, commissions, bonuses, or tips; self-employment income from one's own nonfarm or farm businesses, including proprietorships and partnerships; interest, dividends, net rental income, royalty income, or income from estates and trusts; Social Security or Railroad Retirement income; Supplemental Security income (SSI); any public assistance or welfare payments from the state or local welfare office, retirement, survivor, or disability pensions; and any other sources of income received regularly such as Veteran's (VA) payments, unemployment compensation, child support, or alimony.

The official registration and financial information of Community Health & Dental Care may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1 (800) 732-0999. Registration does not imply endorsement. Donations are tax deductible to the extent provided by law.

Patient Information



Caring for Our Community



11 Robinson Street, Suite 100, Pottstown, PA 19464

700 Heritage Drive, Pottstown, PA 19464

Phone: 610-326-9460

www.ch-dc.org

Office Policy & Procedures

1. Be sure to arrive 15 minutes prior to your appointment in order to check in and complete required paperwork.
2. If you need to cancel your appointment, you must call and cancel **at least** 24 hours prior to your scheduled visit. Failure to do so will count as a missed appointment. Three (3) missed appointment occurrences will result in a discharge from our practice. In order to be reinstated to the practice, you must attend a missed appointment reinstatement class within 60 days of being discharged. Patients may call our office to be scheduled for the class.
3. If you are late for your scheduled appointment, you may need to reschedule or wait for a potential opening. If you know that you are going to be late, please phone CHDC in advance.
4. CHDC does not allow patients to bring small children with them to their appointment unless they are accompanied by an adult in the waiting area. Patients will be rescheduled if they bring children that require supervision while in the dental office or waiting area.



Medical Hours	Dental Hours
Monday—Thursday 8 am —7 pm	Monday—Thursday 8 am — 8 pm
Friday 8 am — 5 pm	Friday 8 am — 4 pm
Saturday 8 am —12 pm	Saturday 8 am — 3 pm

Hours are subject to change without notice.

**Walk-In Hours at 700 Heritage Drive
Monday - Friday 8am - 5pm**

Pharmacy Hours
Monday - Friday 8:30am - 5:00pm



Now offering **FREE** transportation services for our patients - ask our friendly staff for details.

Financial Policy

We are committed to providing you and your family the best possible care, and are pleased to discuss our professional fees with you at any time. Your clear understanding of our financial policy is important to our professional relationship. Please ask if you have any questions about our fees, financial policy, or your responsibility.

HEALTH CARE DISCOUNTS OFFERED. Community Health and Dental Care initially serves all patients regardless of their ability to pay. Health care discounts are offered based on family size and income determined by Federal poverty guidelines. Nominal fees charged for essential services will be collected. Applications are available at the front desk or you may speak with any staff member for assistance. **Health Care Discounts renew annually. Please be sure to bring current income verification documents to your next appointment in order to apply for the discount or renew your application.** Patients not wishing to apply for the discount may sign a refusal form knowing that they are able to reapply at any time.

PAYMENT IN FULL IS DUE AT THE TIME OF SERVICE, unless arrangements have been made prior to your appointment. In the case of a minor, the patient's accompanying adult, parent, or guardian is responsible for payment at the time of service. We accept most insurance carriers.

ALL INSURANCE COPAYS ARE DUE AT THE TIME OF SERVICE.

We will submit insurance claims on your behalf, however, we will not become involved with disputes between you and your insurance company regarding deductibles, co-insurance, covered charges, secondary insurance, etc., other than to supply factual information as necessary. You are responsible for the payment of your account.

We accept CASH, CHECKS, VISA, MASTERCARD and DEBIT CARDS.

An account is considered past due 30 days after the date of service, unless arrangements have been made with the billing office. Unpaid accounts will be subject to an outside collection

A Patient is Responsible for:

- Giving the healthcare provider accurate information about present complaints, past illnesses, medications, hospitalizations, and any other information about his/her health.
- Reporting unexpected changes in his/her condition to the healthcare provider.
- Reporting to the healthcare provider whether he/she understands a planned course of action and what is expected of him/her.
- Following the treatment plan recommended by the healthcare provider.
- Keeping appointments and, when unable to do so, provide a 24 hour notice to the healthcare facility.
- Providing updated contact information including phone numbers, addresses and emails.
- Making sure financial responsibilities are fulfilled.
- Following healthcare center rules and regulations.

Patient experience is very important to us at CHDC. We encourage patients to submit a compliment/complaint form with the help of our staff members so concerns can be quickly addressed. CHDC is striving to provide a positive experience for each patient at every visit. We welcome your comments and will address all concerns. Thank you!

After Hours Care: In a medical emergency, please call 911 or go to the nearest hospital/emergency room. For non-emergent situations, patients may call CHDC's 24/7 After Hours line at 610-326-9460 and the answering service will assist you.

Ask about our **FREE** transportation program for our patients!