



11 Robinson Street, Suite 100
700 Heritage Drive , Suite 701
800 Heritage Drive, Suite 802
Pottstown, PA 19464

Office: (610) 326-9460

Appointment Scheduling: (610) 326-9463

CH-DC.ORG

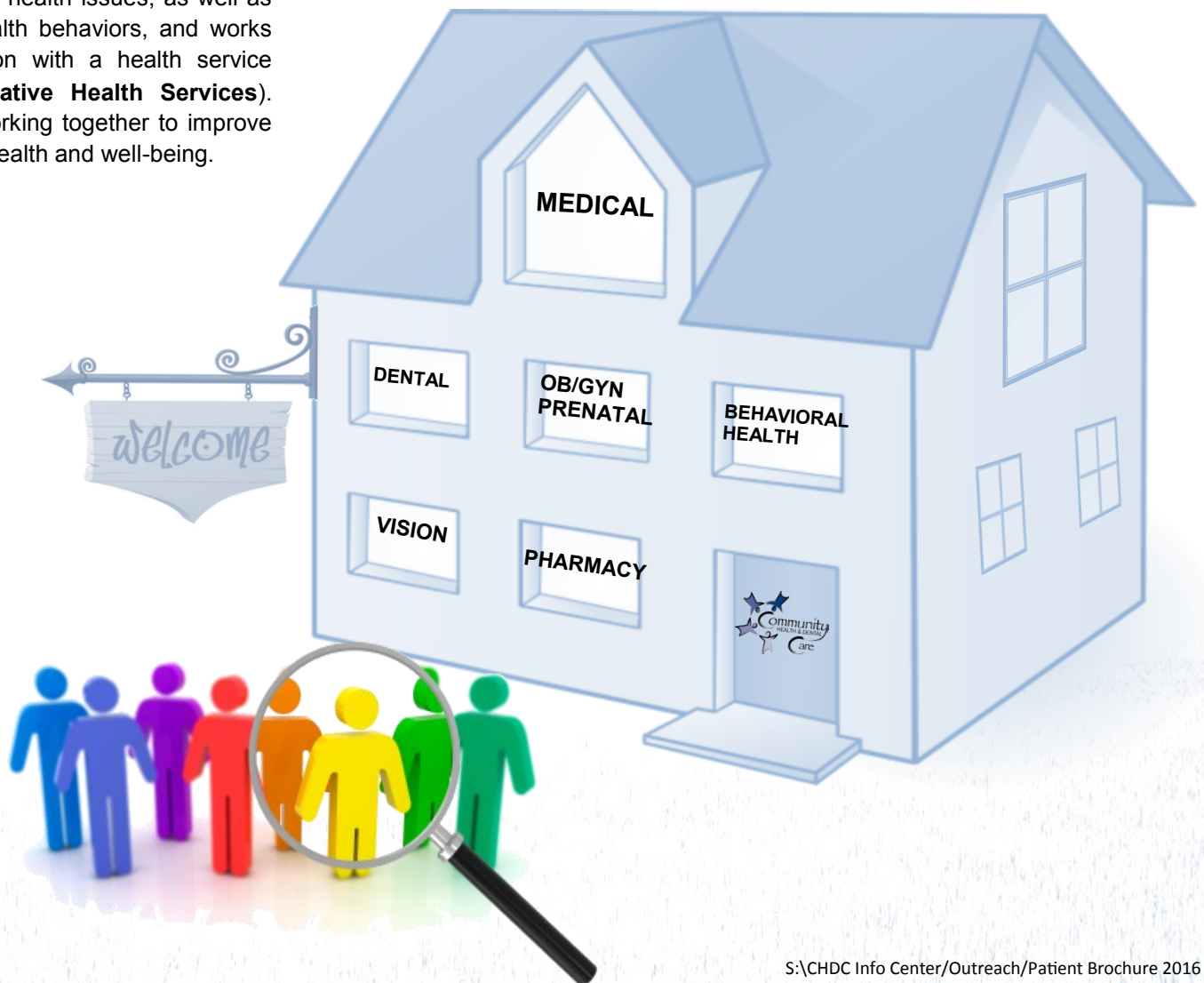
Congratulations on taking your first step towards better health!

Welcome to your Medical Home. Community Health & Dental Care (CHDC) will strive to be the place where your care starts, and through which your specialty care is coordinated. We are a team and YOU are the most important member.

CHDC's Total Care Program is a coordinated care program for all patients of CHDC including medical, dental, vision and behavioral health services.

Your team will be made up of your **Primary Care Provider (PCP)**, which you will choose. You will see your PCP for routine, urgent and same day visits, whenever possible, based on patient need and availability. Your PCP will work with the other members of your team, as well as specialists and hospitals outside of CHDC via secured electronic methods including Nextgen Share and HSX exchange, to help coordinate your health care.

In addition to your **PCP**, your care team also includes your **Dentist**, your **Medical Assistant (MA)**; your **Pharmacy Technician**; your **Optometrist**; your **Case Manager**, who will from time to time give you information for new public health insurance and any financial support that may exist; your **Care Manager**, who uses evidence-based guidelines for chronic care management, patient education, and self-management goals; and your **Behavioral Health Consultant** who routinely screens for, and addresses, behavioral health issues, as well as improving health behaviors, and works in collaboration with a health service provider (**Creative Health Services**). We are all working together to improve your level of health and well-being.





1.

Our Mission:

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. Health care discounts are offered based on family size and income determined by Federal poverty guidelines and renew annually. Patients who do not wish to apply for the discount may sign a refusal form, but do not give up the right to apply at any time.

CHDC staff members are available to assist patients with insurance concerns, the health care discount application, setting up payment plans, and answering questions in order to ensure access for services at CHDC. CHDC also offers referral assistance along with on-site Case Management who is able to assist patients with eligibility requirements for government programs.

High Quality Services:

- Medical
- Dental
- Vision
- OB/GYN and Prenatal
- Integrated Behavioral Health
- Nutrition Services
- On-site Discount Pharmacy
- Healthcare Discounts
- Case Management Assistance (Medicaid, Medicare, CHIP, Marketplace Insurance enrollments and renewals)
- Referral Assistance
- Translation and Interpretation Services
- FREE Transportation Program

Plus many more exciting programs!



2.

Schedule an Appointment / Patient Portal:

Please call (610) 326-9463 or (610) 326-9460 to schedule, change or cancel an appointment or utilize the Patient Portal for your convenience at www.nextmd.com.

All appointments must be canceled within 24 hours. If 3 appointments are missed without proper notice, you must attend our Missed Appointment Class to prevent discharge from the practice.

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

Patients may also utilize the **Patient Portal** to request or cancel an appointment, receive appointment reminders, request medication refills, communicate with Providers, review medical history, view lab results, request referral requests and more! **Please note that the Patient Portal is not intended for urgent clinical advice.**

Requests will be responded to within 1 business day. Refill requests will be responded to within 72 hours.

24/7 access at www.nextmd.com in an easy to use, HIPAA secured environment.



Financial Information:

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 and as defined by the United States Census Bureau. 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 an arrangement (payment plan) has been set up 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 Health Center. Unpaid accounts will be subject to an outside collection agency.

FEE SCHEDULE: Patients may request a copy of our fee schedule at any time.

Patient Responsibilities:

- Giving the healthcare provider accurate information about present complaints, past illnesses, medications, hospitalizations, any other information about his/her health, or any care received outside of CHDC.
- Patients are strongly encouraged to enroll in and utilize the patient portal (www.nextmd.com) to get up to date information pertaining to their health and health information.
- 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 providing a 24 hour notice to the Health Center or the appointment will be considered missed.
- Providing updated contact information including phone numbers, addresses and emails.
- Making sure financial responsibilities are fulfilled.
- Following Health Center rules and regulations.
- Verbal and physical abuse on Health Center properties will not be tolerated and will be considered immediate grounds for discharge from the practice.





11 Robinson St., Suite 100

Monday 8am - 8pm
Tuesday* 8am - 7pm
Wednesday* 8am - 7pm
Thursday 8am - 8pm
Friday** 8am - 5pm
Saturday 8am - 3pm

*Dental only closes at 6pm

**Dental only closes at 4pm

700 Heritage Dr., Suite 701

Monday 8am - 5pm
Tuesday 8am - 7pm
Wednesday 8am - 7pm
Thursday 8am - 5pm
Friday 8am - 5pm
Saturday Closed

800 Heritage Dr., Suite 802 (Dental)

Monday 8am - 5pm
Tuesday 8am - 5pm
Wednesday 8am - 5pm
Thursday 8am - 5pm
Friday 8am - 2pm
Saturday Closed

Walk-In Hours at 700 Heritage

Mon: 9-5 Wed: 9-7 Fri: 9-3

For registered CHDC medical patients

Pharmacy Hours

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

Hours are subject to change without notice.

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24/7 access via CHDC Patient Portal

(www.nextmd.com)

Medical Records: Patients transferring to our practice are asked to sign the Authorization for Release of Medical Information during their pre-registration appointment. The pre-registration representative can assist with this process, if needed.

CHDC's Health Information Specialist may be reached by calling 610-326-9460 or via fax at 610-326-2432.

