

# SERVICES

Community Health Care is a Medical Home for your entire family. Patients have their own health care team that uses a whole care approach which identifies their medical, dental and specialty needs. Your provider will order tests, procedures and specialty referrals based on care needs that you identify together. Services are provided through five medical clinics and four dental clinics. For those without insurance, care is provided on a sliding-fee scale based on income and family size. No one is denied care due to inability to pay.

## Family Medical Care

- Family medicine for children, adults and seniors
- Pregnancy and newborn care
- Referral assistance to specialty care
- Ryan White HIV/AIDS programs
- Pre-exposure prophylaxis (PrEP) for HIV
- Transgender Health Care
- Assistance connecting to community resources
- Insurance Enrollment Assistance

## Pediatric Care

- Pediatricians to care for children from birth to 18 years of age.
- Childhood Immunizations
- Asthma Care
- ADHD Care

## Women's Health & Maternity

- Gynecology at all medical offices
- Free pregnancy testing at all medical offices
- Prenatal Care and obstetrics available at all medical offices
- Deliveries performed at a local hospital
- Specialized maternity program with home visits, referral services and pregnancy and infant care education

## Behavioral Health Services

- Help coping with medical problems
- Stress, Anxiety or Anger
- Changing risky behaviors like tobacco and alcohol use
- Difficult life problems or family problems
- Child behavior problems

## Care for Seniors

- Primary care focused on the needs of older adults
- Medicare is accepted at all Community Health Care medical offices.

## Pharmacy Services

- Community Health Care pharmacists continually work to find the best and most affordable medications.
- Sliding-fee-scale discounts available based on income and family size
- Diabetes monitoring
- Ryan White HIV/AIDS programs
- Programs to help you stop smoking

## Family Dental Care

- Our dentists are Baby and Child Dentistry (ABCD) trained and certified.
- Preventative and restorative services
- Early screening and sealants for children
- Nitrous offered at some sites
- Emergency dental care
- Ryan White HIV/AIDS programs
- Saturday dental appointments

## Foster & Adoption Services

- Trauma informed medical, dental, and behavioral health treatment in one location
- Quality time and relationship building with providers via longer appointments
- A unique trauma-minimizing, sensory sensitive exam room and a personalized experience for each child
- Improved care for children and adults who have medical, behavioral and dental health need

# NEW PATIENT HANDBOOK

COMMUNITY  
HEALTH  
*Care*

MEDICAL • DENTAL • PHARMACY



Awarded Accreditation by



ACCREDITATION ASSOCIATION  
for AMBULATORY HEALTH CARE, INC.

WELCOME TO COMMUNITY HEALTH CARE,  
*your home for healthcare services*

# TABLE OF CONTENTS

|  |    |
|--|----|
| Welcome .....  | 3  |
| After Hours Care .....                               | 3  |
| Interpretation Services.....                         | 3  |
| Important Telephone Numbers .....                    | 4  |
| Parents & Guardians.....                             | 4  |
| Your Chart/Patient Portal .....                      | 5  |
| Holidays & Closures.....                             | 5  |
| Transportation.....                                  | 5  |
| Make An Appointment.....                             | 6  |
| Patient Concerns.....                                | 7  |
| Insurance & Assistance .....                         | 7  |
| Fees & Sliding Fee Scale .....                       | 7  |
| Patient Rights and Responsibilities .....            | 8  |
| Notice of Privacy.....                               | 9  |
| Types of Providers.....                              | 11 |
| Your Primary Care Provider.....                      | 11 |
| Key Medical Center.....                              | 12 |
| Lakewood Health Center.....                          | 13 |
| Spanaway Health Center.....                          | 13 |
| Kimi & George Tanbara, MD Health Center (Eastside).. | 14 |
| Parkland Clinic.....                                 | 14 |
| Hilltop Regional Health Center .....                 | 15 |
| Pharmacy .....                                       | 15 |
| Services .....                                       | 16 |

## OUR MISSION...

**“To provide the highest quality health care with compassionate and accessible service for all”**

# HILLTOP REGIONAL HEALTH CENTER

**Medical Clinic: (253) 441-4742**  
 Monday - Friday: 8:00 AM - 5:00 PM  
 Closed for lunch 12:00 PM - 1:00 PM

**Urgent Care: (253) 442-8690**  
 Monday - Thursday: 8:00 AM - 7:00 PM  
 Friday - Saturday: 8:00 AM - 5:00 PM  
 Closed for lunch 12:00 PM - 1:00 PM

**Dental Clinic: (253) 441-4743**  
 Monday - Saturday: 6:30: AM - 5:30 PM  
 Closed for lunch 11:30 AM - 12:30 PM

**Pharmacy: (253) 441-4779**  
 Monday - Friday: 8:00 AM - 5:00 PM  
 Closed for lunch 12:00 PM - 1:00 PM  
 Closes 2nd Wed. of every month at 2:30 PM



**1202 Martin Luther King Jr. Way,  
 Tacoma, WA 98405**

Services in this facility include family medical and dental care, urgent care, maternity care, HIV/AIDS care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.

## PHARMACY

At Community Health Care no one is denied the medicines they need due to inability to pay. Your pharmacist works with federal programs, community grants and drug manufactures to keep medications affordable.

Other services through your pharmacy include smoking cessation and anti-coagulation therapy. If you are interested in these programs please talk to your pharmacist. Please note, due to Federal grant requirements, we are only able to fill prescriptions that were prescribed by a Community Health Care provider or a provider you were referred to by your Community Health Care provider.

**For prescription refills call: 253-682-3000.  
 Please provide 3-5 business days notice for refills.**



## KIMI & GEORGE TANBARA, MD HEALTH CENTER (EASTSIDE)

### Medical Clinic: (253) 471-4553

Monday - Friday: 8:00 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM

### Dental Clinic: (253) 572-7002

Monday - Saturday: 6:30: AM - 5:30 PM  
Closed for lunch 11:30 AM - 12:30 PM

### Pharmacy: (253) 284-2226

Monday - Friday: 8:30 AM - 5:00 PM  
Closed for lunch 12:30 PM - 1:30 PM  
Closes 2nd Wed. of every month at 2:30 PM



**1708 East 44th Street, Tacoma, WA 98404**

Services in this facility include family medical and dental care, maternity care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.

## PARKLAND MEDICAL CLINIC

### Medical Clinic: (253) 536-2020

Monday - Friday: 8:00 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM

### Pharmacy: (253) 536-6257

Monday - Friday: 8:30 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM  
Closes 2nd Wed. of every month at 2:30 PM



**11225 Pacific Avenue, Tacoma, WA 98444**

Services in this facility include family medical care, maternity care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.

## WELCOME

Thank you for choosing Community Health Care. If you are new to us, we welcome you and your family. If you have used our clinics before, we are happy that you have decided to continue your care with us. The staff looks forward to providing you and your family with the best health care services possible.

All clinics provide a full range of family services with a caring, skilled and knowledgeable staff that will make every effort to make sure you get the care you need in your own community. Community Health Care has five medical clinics, four dental clinics and five pharmacies. Clinics are in Tacoma, Lakewood, Parkland, Spanaway, and Lakebay.

### Services include:

- Medical
  - Dental
  - Pharmacy
  - Behavioral health
  - Pediatrics
  - Obstetrical and gynecological care
  - Maternity care
  - Medical assisted treatment care
  - Optometry
  - Care management
  - Chronic disease management
  - Insurance Enrollment Assistance
- (For a more complete list of our services, please see Page 16.)

We continue to expand services. We provide limited specialty services at the Hilltop Regional Health Center. Please call if the service you are interested in is not listed.

At Community Health Care no one is denied care due to inability to pay. It is the policy of Community Health Care to create and maintain an environment that respects and supports patients' rights including patients' cultural, psychosocial and personal values. Per our federal grant requirements, we ask every patient for their level of income. This allows us to continue to serve the underserved (see Page 5 for more information).

- Community Health Care is a HRSA FTCA deemed facility
- Community Health Care is a 501 (c)3 non-profit network of community-based Federally Qualified Health Centers (FQHC) offering comprehensive medical, dental, behavioral health, and specialty healthcare services in Pierce County
- Community Health Care is an AAAHC accredited organization for both medical and dental

*Accredited as a Medical Home by*



*Accredited as a Dental Home by*



## AFTER HOURS CARE

Community Health Care patients can access care after hours by calling our After Hours Line. If you have a dental concern, the answering service can page the on-call dentist. If you have medical concerns the answering service can refer you to our triage line. The triage nurse can arrange for an urgent appointment, provide medical advice or help you to decide if you should visit the emergency room. Remember, Community Health Care has an Urgent Care Clinic that is open early evenings and on Saturdays. Information on the Urgent Care Clinic can be found on page 15 of this booklet.

**AFTER HOURS CONSULTING NURSE  
253-922-4778**

## INTERPRETATION SERVICES

Community Health Care provides free interpretation between physicians/staff members and patients. This includes in-person interpreters, video-conference, and telephone interpreters who support all of Community Health Care. All interpreters are required to adhere to professional standards, including interpreting everything said, protecting the patient's right to self-determination, confidentiality, and quality care.

## IMPORTANT TELEPHONE NUMBERS

### Medical Appointment Line

To make a medical appointment call **253-722-2161**

### Urgent Care

**Urgent Care Clinic:** 1202 Martin Luther King Jr. Way, Tacoma WA 98405 **(253) 442-8690**

### Dental Appointment Line

To make a dental appointment call **253-722-2151**

### Pharmacy Refill Line

For Prescription Refills call **253-682-3000**

Please remember that the pharmacies require 48-hour notice for refills.

### Other Programs

To access Pediatrics, Obstetrics/Gynecology, Ryan White HIV/AIDS care or Maternity Support Services call the medical appointment line at **253-722-2161**.

### When the Clinics are Closed

To reach our after-hours service, call 253-922-4778. They will help you get your concerns resolved. This service is open after clinic hours in the evening and on the weekends and during holidays. If you have a life-threatening emergency, please call 911.

### Website

Learn more about Community Health Care on our website, [www.commhealth.org](http://www.commhealth.org).

### Follow us on Facebook, Twitter, and Instagram!



## PARENTS AND GUARDIANS

For your child's safety, please keep your children supervised at all times. If you are the patient and must bring your children to your appointment, please bring another adult to watch them in the waiting room while you are being seen. The staff is unable to supervise your children while you receive care.

#### A parent, guardian, or family member must accompany any patient under 18 with the following exceptions:

- A child of any age can be seen without a parent for birth control and pregnancy-related conditions
- A child age 14+ can be seen without a parent for sexually transmitted diseases (STDs) including HIV
- A child age 13+ can be seen without a parent for mental health or substance abuse

These visits are confidential. However, we do encourage communication with parents.

## SPANAWAY HEALTH CENTER

### Medical Clinic: (253) 847-2304

Monday - Friday: 8:00 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM

### Dental Clinic: (253) 210-5270

Monday - Saturday: 6:30 AM - 5:30 PM  
Closed for lunch 11:30 AM - 12:30 PM

### Pharmacy: (253) 210-5271

Monday - Friday: 8:30 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM  
Closes 2nd Wed. of every month at 2:30 PM



**134 188th Street South, Spanaway, WA 98387**

Services in this facility include family medical and dental care, maternity care, gynecology, behavioral health, substance abuse services, pharmacy, chronic disease management and obstetrical care.

## LAKESWOOD HEALTH CENTER

### Medical Clinic: (253) 589-7030

Monday - Friday: 8:00 AM - 5:00 PM  
Closed for lunch 12:00 PM - 1:00 PM

### Dental Clinic: (253) 589-7188

Monday - Saturday: 6:30 AM - 5:30 PM  
Closed for lunch 11:30 AM - 12:30 PM

### Pharmacy: (253) 589-7190

Monday - Friday: 8:30 AM - 5:00 PM  
Closed for lunch 12:30 PM - 1:30 PM  
Closes 2nd Wed. of every month at 2:30 PM



**10510 Gravelly Lake Drive SW, Lakewood, WA 98499**

Services in this facility include family medical and dental care, maternity care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.

# Where *Care* is the final word

## Sadie's story from one of our Community Health Workers:

One of the Pathways participants on my caseload would like to share her story of triumph. Sadie had a high risk pregnancy on bed rest, preterm labor, while she and her husband were battling homelessness. The couple was sleeping in their car at the time she joined the program. I worked with both her and her husband. I referred her husband to a hiring agency, he was hired in three days with full time employment. We then contacted a local agency that provides transitional housing. I was able to advocate for them, using the severity of her situation to appeal to the case manager. The family was housed. This has been triumph for this couple as they get ready to start a family together.



## KEY MEDICAL CENTER

### Medical Clinic: (253) 884-9221

Monday - Friday: 9:00 AM - 5:00 PM

Closed for lunch 12:00 PM - 1:00 PM

On Wednesdays, pre-arranged appointments can be made for as late as 7:00pm



**15610 89th St Ct NW, Lakebay, WA 98349**

Services in this facility include family medical care, maternity care, behavioral health, substance abuse services, chronic disease management, obstetrical care, gynecology and pediatrics.

## YOURCHART | PATIENT PORTAL

Sign-up for **YourChart** and have access to your medical records and other services!

- Gaining access to YourChart is as easy as asking a Community Health Care employee.
- You will be given a registration token and instructions to access and create a username and password. From there you will have access to all the conveniences the YourChart portal has to offer.

Access **YourChart** by going to:

- [www.commhealth.org](http://www.commhealth.org) and clicking the YourChart (Patient Portal) link or Directly through [www.nextmd.com](http://www.nextmd.com)

### Services available through YourChart

- Communicate With Your Provider and Care Team  
Questions? Send secured messages to Community Health Care Providers and Care Team members 24 hours a day
- Medication Management Through the YourChart portal you can send refill requests to the Community Health Care pharmacies electronically, avoiding inconvenient phone calls.
- Appointments can also be requested through the YourChart portal helping to eliminate hold times for phone call requests. Preferences can be specified to send appointment reminders via email.
- View Medical Records Test results and other medical records can easily be viewed through the YourChart Personal Health Record (PHR).

### Questions About Using YourChart?

If you have any problems accessing the YourChart portal, call or email Community Health Care's EHR department during business hours at: Phone: (253) 722-2107, Email: [PatientPortal@commhealth.org](mailto:PatientPortal@commhealth.org)

## TRANSPORTATION

All of Community Health Care Clinics are located on Pierce Transit bus routes. To plan your route go to [www.piercetransit.org](http://www.piercetransit.org). If you need additional transportation assistance to your appointment, we can help. Call your clinic and ask to speak to the Navigator or Community Health Worker. The Navigator or Community Health Worker can provide you with additional transportation resources.

### Paratransit

If you are an adult with **Washington Apple Health**, you can use Paratransit Services in order to get a ride to your appointment. **For information call 1-800-925-5438 or visit: [www.wanemt.com](http://www.wanemt.com)**

## HOLIDAYS & CLOSURES

Community Health Care Clinics are closed on the following holidays:

- |                                       |                        |
|---------------------------------------|------------------------|
| New Year's Day                        | Labor Day              |
| Dr. Martin Luther King Jr.'s Birthday | Veterans' Day          |
| President's Day                       | Thanksgiving Day       |
| Memorial Day                          | Day after Thanksgiving |
| Independence Day                      | Christmas Day          |

### Other Closures:

All Medical and Pharmacy clinics are closed the second Wednesday of each month at 1:00 PM for staff meetings and trainings.

All Dental clinics close the last Wednesday of each month at 1:30 PM for staff meetings and trainings.

## MAKE AN APPOINTMENT

We prefer you to make appointments by telephone, but you can also come into the clinic. When your provider asks you to return for a follow-up visit, you may book that appointment up to 90 days into the future. Please remember most insurances will only pay for routine dental exams every 6 months for children and every 6-12 months for adults. If you have any disability or language needs, please let us know when you schedule your appointment.

### Same-Day Appointments

We want all patients to be able to see their primary care provider (PCP) or team whenever possible. If you need a same-day appointment, please call and ask to speak with our nurse. If it is more convenient, you can walk into our Urgent Care clinic, located on the ground floor of the Hilltop Regional Health Center building. The Urgent Care clinic is also open evenings and Saturdays when you cannot wait for an appointment. For more information, call them at (253) 442-8690.

Our dental clinics accept “walk-in” patients each morning for emergency dental services. As a “walk-in” we will try hard to see you but cannot promise that you will receive care.

### How to Cancel Appointments

Please use the Patient Portal or call us 24 hours before your appointment to cancel. Letting your clinic know you cannot make your appointment will allow the clinic to schedule other patients in a timely manner to meet their needs.

### Appointment Reminders

A few days before your appointment, our automated reminder system will remind you about your appointment. It is important to keep your appointments. When you do not, it keeps us from using that appointment time to see another patient.

Please bring the following to each appointment:

Adult photo, insurance cards, immunization record, Provider One card, and any co-payments or deductibles expected at the time of the appointment.

This information is used by our staff to help get medical insurance you can afford, or to determine your fees. It also helps Community Health Care qualify for funding to help all of our patients. You will be asked to update this information with us each year.

## 24-HOUR NURSE LINE: (253) 922-4778



6



## TYPES OF PROVIDERS

Community Health Care employs several different types of primary care providers. We have Physicians, Nurse Practitioners and Physician Assistants. The designation is clearly displayed on their name tag. In addition, we are a Teaching Health Center so your care might be provided by a medical, dental, nurse practitioner or pharmacist resident. We also use university and college students who are studying medical careers. All of these students are carefully supervised by trained staff who will supervise the care they provide. If you feel uncomfortable with a student providing your care, please let the clinic staff know.



## YOUR PRIMARY CARE PROVIDER

Community Health Care is a certified patient centered medical home (PCMH.) PCMH is a model of care that puts the patient first by giving each patient a team of providers who regularly see the patient. This allows patients to build a better relationship with their clinical care team. Your team will work closely with you to make sure that you and your family stay healthy. If you are a new patient, get to know your provider and/or your children's provider. It is important that each member of your family has a primary care provider.

Your primary care provider (PCP) is the physician, nurse practitioner or physician assistant who provides your care on a regular basis. If you have not chosen a primary provider, please let us know who you would like that person to be. We have brochures available to help you make your choice.

In addition to the medical providers, our clinic support staff includes nurses, medical assistants, lab technicians, pharmacists, behavioral health counselors, case managers, and a nutritionist. Staff works as a team to provide you the best quality care possible.

If you have insurance coverage through a managed care program, you must get all your health care services through a Community Health Care clinic. Sometimes you may need a service we cannot provide at the clinic. If that happens, we will refer you to another provider for that service. We work with other health care providers in the community who will strive to keep the cost of care affordable. If you cannot afford the care you are referred to, please talk to your clinic staff.

When a person needs to be admitted to the hospital, our Providers admit and follow you throughout your care. We also deliver babies. The hospital we use is St. Joseph's hospital."

11



# PATIENT RIGHTS AND RESPONSIBILITIES

At Community Health Care, we expect every patient entrusted to our care is treated with respect, dignity, and compassion. We believe all patients have basic rights that include privacy, being included in their care, and fairness. Likewise, we expect reasonable and responsible behavior from patients, their relatives and friends. The following is a summary of rights and responsibilities that make good relationships between patients and staff.

## Patient Rights. You have the right to:

### • Respectful care

All healthcare staff members listen to and honor patient point of view and choices. You and your family's knowledge, beliefs, values, and cultural backgrounds are included in the planning and delivery of care.

You will receive care at our facilities regardless of your race, sex, gender identity, gender expression, color, religion or creed, national origin, language, age, marital status, sexual orientation, disability, height or weight, veteran status, insurance status, or ability to pay. You have the right to be treated free from pressure, mental, physical, sexual and verbal abuse or neglect.

### • Access

You have the right to access to treatment that is available or medically indicated. We strive to offer you care when you need it.

### • Privacy

According to Washington State and Federal law, your medical records will be accessed only by individuals with a business "need to know" who is involved in your care or permitted access by law. Discussions or consultation involving your care will be done in a private area and individuals not involved in your care will not be present without permission. Examinations and interviews with you will be conducted in an effort to avoid anyone overhearing. Nobody will be allowed to be present during your visit without your permission. You will be given a copy of the "Notice of Privacy Practices" that outlines all of our privacy processes.

### • Safety

Patient safety is a big priority for us. You have a right to receive care in a safe and clean environment. We have made masks and hand sanitizer available for patients and we practice standard healthcare measures to ensure your safety.

### • Communication

You have a right to receive clear and understandable plans for your care and complete and current information about your diagnoses, treatments, alternatives, risks, and any known prognosis. You have a right to know what your charges are and to receive answers to any questions. You have a right to have an interpreter available for your visit, whether in person, via video, or via phone. You have a right to know what services are available to you including transportation assistance, medication assistance, and referral assistance.

You have the right to complain or offer suggestions for improvement in the care you have received. You may speak to the Clinic Manager or call the patient advocate at 253-722-1544. If you are still not satisfied with our response, you may also call the Washington State Healthcare Authority or the Department of Health and Human Services.

### • Consent

You have a right to take part in reasonable and informed decisions involving your health. You have the right to have clear, understandable explanation of your options and risks for any treatment plan. You have a right to know the name, title, and qualifications of those providing your care. You have the right to refuse to be treated by students, volunteers, or trainees. You have the right to refuse consent for recordings, photographs, films, or other images of you to be produced or used for anything other than patient identification. You have the right to decide how you want to be treated when you are unable to make a decision for yourself (advanced directive or power of attorney).

### • Involvement in care

You have the right to be involved in the planning, completion, and review of your plan of care. You have the right to refuse care (to the extent permitted by law) and request treatment not in the plan of care (though your clinician is not obligated to give you care that is contraindicated or not medically necessary). You have the right to ask for a second opinion. You have the right to change your primary care provider or clinic in which you receive care. You have the right to refuse to participate in research without risking access to continuing care.

## Patient Responsibilities. You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, and insurance carrier.
- Tell your provider if you think you will have problems in following the treatment plan.
- Ask questions when you don't understand or need more information.
- Understand that your lifestyle impacts your health and be honest when lifestyle choices are affecting your health outcomes.
- Know/understand that if you refuse care, you must accept the consequences of your actions.
- Report unexpected changes to your health.
- Be respectful to the person, privacy, and property of staff and other patients.
- Use respectful language and be in control of behavior when angry or frustrated.
- Respect our rules, property, and staff.
- Ask permission to take videos or pictures .
- Pay attention during your visit. Put your phone away while interacting with staff.
- Arrive for scheduled appointments 15 minutes early.
- Let the clinic know at least twenty-four (24) hours in advance if you can't keep an appointment.
- Cooperate with payment policies; pay your bills on time or work with us if you are having difficulty paying your bills on time.

**For questions about these rights and responsibilities, please talk to the Clinic Manager.**

# PATIENT CONCERNS

**We want to hear from you!** Community Health Care has a process to handle your concerns. If you are not satisfied with your care, treatment, or service by Community Health Care, you have the right to make a complaint. You can file a complaint by:

- Asking to talk to the Clinic Manager.
- You can also file a complaint by calling **(253) 722-1544** to speak to the Patient Advocate.
- Visiting our website at: <https://www.comhealth.org/about-us/contact/>

We take patient complaints seriously and will investigate each situation to identify ways to continuously improve our systems of care. We are committed to providing high quality care. We conduct quarterly patient satisfaction surveys in order to get feedback from you. We strive to continuously improve our quality of care and customer service in response to patient feedback.

## Suggestion Box

You can help us make our services better by filling out a suggestion form. The suggestion forms and box are found in each clinic's waiting room. If you identify an issue that needs attention (example: a safety concern), tell us by filling out the form and dropping it into the suggestion box.

# FEES & SLIDING FEE SCALE

No one is denied care due to inability to pay. We offer a sliding scale based on family size and income, as well as the services/care you receive. In some instances the sliding fee discount may also apply to your co-pay or deductible. Before the visit, we will estimate your visit fees. Please tell the biller if you are concerned about fees. Our estimate may not include all costs. More fees may be charged after the visit depending on lab tests or procedures done at your visit, the complexity of your visit, etc. You may pay for co-payments, deductibles and other fees with cash, check, debit or Visa/MasterCard. Community Health Care can also give you a payment plan to fit your needs.

For those living at 200% of poverty and below Community Health Care uses a sliding fee scale to reduce cost. The reduction is based on your income and family size. This discount applies to all Community Health Care services and fees: medical, dental and pharmacy. At Community Health Care no one is denied care due to inability to pay.

Pharmacy also has a sliding fee and a patient care fund. We work hard to ensure you can afford your medication and can assist if you can't. Please talk to your pharmacist if you have trouble paying for your medicines.

# INSURANCE & ASSISTANCE

Community Health Care accepts the majority of all Health Insurance plans, including all Apple Health/Medicaid plans. If you want to know if your insurance is accepted, please call your clinic.

Our Insurance Navigator Team can help you apply for insurance. They can determine if you are eligible for Apple Health, Classic Medicaid, a Qualified Health Plan in the Washington Health Plan Finder or other programs. To schedule an appointment with an Insurance Navigator please call (253) 722-2154.

# NOTICE OF PRIVACY PRACTICES

## YOUR INFORMATION - YOUR RIGHTS - OUR RESPONSIBILITIES

### Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

#### Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

#### Ask us to correct your medical record

- You can ask us how to correct health information about you that you think is incorrect or incomplete.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

#### Request confidential communications

- Ask us to contact you in a specific way (like home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests. Ask us to limit what we use or share
- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out of pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

#### Get a list of those with whom we’ve shared your information

- You can ask for a list (accounting) of the times we’ve shared your health information for three years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

#### You have both the right and the choice to tell us to:

- Share information with your family, close friends, or others involved in your care. Ask how you can make sure we know your sharing preferences.
- Contact you for fund-raising efforts
- Share information in a disaster relief situation If you are not able to tell us your preference, for example if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

#### We never share your information without your written permission for:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes (mental health records)

#### For Fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

### Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

# NOTICE OF PRIVACY PRACTICES continued

### Provide your care:

- We can use your health information and share it with other health professionals who are treating you. Example: A doctor treating you for an injury may ask another doctor about your overall health condition.
- We can use and share your health information to run our organization, improve your care, and contact you when necessary. Example: We use health information to manage your treatment or to ask how we can better serve you.
- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance so it will pay for your services.

How else can we use or share your health information? We are allowed or required to share your information in other ways—usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information, see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)

### We can share health information about you to help with public health and safety issues:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

### Our Uses and Disclosures

#### Do Research

- We can use or share your information for health research.
- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.
- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director.
- Address workers’ compensation, law enforcement, and other government requests
- For L&I or workers’ compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

#### Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

#### Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will tell you promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you do.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

#### Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in any of our offices, and on our web site [www.commhealth.org](http://www.commhealth.org). This version of our Notice of Privacy Practices is effective on September 23, 2013. A copy of our current notice will be available:

- At any of our medical clinics, our dental clinics, our pharmacies and our administration office (address below)
- At our web site, [www.commhealth.org](http://www.commhealth.org)
- By calling the administrative offices at 253-597-4550
- By writing to: Community Health Care Attention: Privacy Officer 1148 Broadway, Suite 100, Tacoma WA 98402. You may also address questions about your privacy rights or other information about your privacy to this person.

*No one is ever turned away for inability to pay.*