Welcome
TO YOUR MEDICAL / DENTAL HOME
What Is A Patient Centered Medical/Dental Home?

A Patient Centered Medical/Dental Home is called a "home" because we would like it to be the first place you think of for all your healthcare needs. Much like a home, the goal is to make it easy and comfortable for you to get the care you need in a way that works best for you. Within our home, a partnership develops between you and your Care Team: the providers, clinical support and office staff dedicated to coordinating the services you need for the best care possible. The focus is on you.

Community Health Centers (CHC) Pledges To

- Coordinate your care across all settings (specialists, rehabilitation centers, behavioral health, etc).
- Be available to you during and after regular business hours for your care needs.
- Explain diseases, treatments and results in an easy-to-understand way.
- Learn all about you, your history, your care preferences, and your health goals.
- Keep treatments, discussions, and records private.
- Provide instructions on how to meet your healthcare needs after hours.
- Give you clear directions about treatments and medications.
- Listen to your questions and concerns to help you make informed decisions about your care.
- Provide optimal care based on nationally researched clinical protocols.
- Communicate in a timely fashion test results, information about alternative services to help you maintain a healthy lifestyle, and updates on vaccines and screenings.
- End every visit with clear instructions about expectations, treatments and future plans.
We Trust You, As Our Patient, To

- Know that you are a full partner in your care; ask questions and share your feelings.
- Be honest about your history, symptoms and other important information.
- Prepare for and keep scheduled appointments or reschedule as early as possible.
- Let us know when you have seen a non-CHC provider or any medications, tests, and procedures that the provider has ordered for you.
- Make healthy decisions about your daily habits and lifestyle.
- Learn about and understand your condition.
- Follow the plan you and your provider agreed upon, including taking medications as directed.
- Call your provider first with all problems, unless it is a medical emergency.
- End every visit with a clear understanding of your provider’s expectations, treatment goals and future plans.
- Give us feedback to help us improve our care for you.

*Your participation with the Provider and Care Team is essential to a successful treatment plan. Failure to schedule follow-up appointments with your CHC or referred providers may result in discharge.*

*We look forward to serving you and your families' healthcare needs.*
How To Communicate With Us

- During regular business hours, call our **main number** for assistance.
- When contacting the Care Team, you may be asked to leave a voicemail. If so, leave your name, date of birth and the reason for your call. Our staff will return your call as soon as possible.
- You can also send non-urgent messages or questions through the patient portal (www.chcfl.org/portal).
- Our commitment to you is 24/7. For after-hours assistance please dial our **after-hours number**. The answering service will contact the on-call provider who will return your call.
- Remember, 911 is the number to call if you are having a medical emergency.
- Always notify the Care Team if you are admitted to the hospital and when you are discharged from the hospital.
- Please request all records from non-CHC providers be faxed to (407) 660-1667. For assistance, please contact a Referral Services Representative at (407) 905-8827.

Your Patient Centered Medical/Dental Home keeps you informed and involved in your healthcare decisions. The Medical/Dental Home can bring you, your family, and your healthcare team together to help you make the best choices about your health.

Community Health Centers is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). Community Health Centers is a Federally Qualified Health Center (FQHC) and a Federal Tort Claims Act (FTCA) Deemed Facility, covered by professional liability insurance through our enrollment in the Federal Tort Claims Act program.
How We Will Communicate With You

Your Care Team may send letters and call you related to your care. Please let us know any time your contact information changes. Our front desk staff will confirm your contact information at every visit.

With your consent, we will send voice messages to your phone about appointments, labs, and prescriptions. Please listen to the entire message, follow any instructions given, or provide the requested information.

Patient Portal

CHC offers convenient access to your health information 24-hours a day through our patient portal on our secure website.

- View health information such as visit summaries, labs and billing statements.
- Request, reschedule, and cancel appointments and request your personal health information.

*To learn more about the portal, visit [www.chcfl.org/portal](http://www.chcfl.org/portal). To sign-up, see a front desk team member for assistance.*

Special Assistance

When contacting CHC you have the right to an interpreter free of charge and without delay if you cannot speak or read English well. Please tell our scheduling staff if you need any accommodations to enhance your visit.

If you need assistance with transportation to and from your CHC appointments, please notify any member of the Care Team.
Payments

- Payment is expected on the day services are provided.
- Co-pays or the nominal fees are collected at check-in. At check-out, additional fees may be due based on the services you received.
- You are encouraged to apply for our Sliding Discount Program. If eligible, the program may reduce costs for the uninsured or be applied to insurance deductibles and co-insurances.
- We serve all patients regardless of their inability to pay.

Pharmacy/Prescription Refills

You can select the pharmacy of your choice, but we encourage you to take advantage of CHC’s in house pharmacies. CHC pharmacies are conveniently located within most of our centers and are open to current CHC patients. We offer low prices, a $4 prescription list, accept most insurance plans and offer free mail order.

- To request a refill, please contact your pharmacy directly for fastest service. The pharmacy will request a new prescription from your provider if you are out of refills.
- Patients that use CHC pharmacies can refill their prescriptions conveniently online at [www.chcfl.org/refills](http://www.chcfl.org/refills)
- If you are due for a visit, an appointment may be required before your provider issues a refill for your prescription.
- Please allow three business days for your refill request to be addressed. You will receive an automated voice message when your prescription has been sent. Please contact your pharmacy to confirm the prescription is ready for pickup.

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Community Health Centers receives HHS funding and has Federal PHS deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.
Facility Guidelines

- We do not allow the use of cell phones, photography, or video recording at any time during your visit.
- We do not allow food or drinks in the lobby or clinical areas.
- All CHC properties are smoke free. We do not allow smoking or electronic smoking devices.
- We require that patient conduct promotes a safe and respectful environment for providers, staff and other patients. Patients who fail to comply with this guideline may be discharged from CHC.

Appointments

TO SCHEDULE AN APPOINTMENT CALL THE MAIN NUMBER. YOU CAN ALSO SEND A REQUEST THROUGH THE PATIENT PORTAL.

- We will always attempt to schedule you with your primary provider. If your primary provider is not available, we will schedule you with another provider on the Care Team. To help us prepare for your visit, inform the scheduler regarding the reason for your visit.
- We do our best to accommodate same-day sick and emergency dental patients. We attempt to work these patients into our schedule which may result in a longer wait time.
- Depending on your visit, you may be asked to arrive early or bring documents such as photo ID, proof of income, and immunization or hospital records with you. To prevent delays, please follow the instructions from scheduling staff.
- You will receive reminder calls for medical and dental appointments from our automated system. You will have the option to confirm or cancel your appointment. If you press the wrong button, hang up and call our main number.
- Be ready to share your full medical history. The Care Team will ask about changes at every visit.
- Bring a list of concerns or questions you want to discuss with your provider.
- Bring the medications you are currently taking. Don’t forget to include over-the-counter medicines, vitamins, and herbal supplements.
• Please give us 24 hours’ notice if you need to cancel or reschedule your appointment. If you miss your appointment, we will contact you by phone and/or in writing.
  - **All Specialties (excluding OB)** – Patients who miss three appointments within a 12-month period may be discharged from CHC.
  - **OB** – Patients who miss three consecutive appointments within a three month period may be discharged from CHC.

• Always tell the Care Team if you have seen a non-CHC provider (specialist, ER, Urgent Care, Hospitalization).

• Your provider will send you for lab work, x-rays, and to specialists as needed. The Care Team will review your medical record to make sure your results/reports are received and notify you in a timely manner.

• Our providers do not manage chronic pain.

**PLEASE ARRIVE ON-TIME FOR YOUR APPOINTMENTS. PATIENTS WHO ARRIVE AFTER THEIR APPOINTMENT TIME MAY EXPERIENCE EXTENDED WAIT TIMES OR BE RESCHEDULED.**
Forms Completion

- Please allow five business days for completion of forms.
- Our providers do not complete documents related to social security disability, automobile accident, and workers’ compensation.
- There may be a fee for the completion of forms.

Changing Providers

You can change your provider or the location where you receive services.

**Medical** – Notify scheduling staff of your preferred provider and location.

**Dental** – To ensure comprehensive care, transfer requests will be considered by your preferred dental provider.

CHC locations and provider information is available at [www.chcfl.org](http://www.chcfl.org)

Patient Satisfaction

Our goal is that you are fully satisfied with your experience. If we fail to meet your expectations, we encourage you to speak with a supervisor.

- We encourage you to complete the Patient Experience Survey on the tablets located at check-out or near the pharmacy after your visit. You may also take the survey at any time on our website at...
  [www.chcfl.org/feedback](http://www.chcfl.org/feedback)

- You can also complete a Patient Feedback form. These are located in the Center lobbies or at the above web address. Please return to staff, place in the patient feedback box in the lobby or mail to...
  110 S Woodland St, Winter Garden, FL 34787

To submit feedback through our website, access the Contact page at [www.chcfl.org](http://www.chcfl.org).
TIPS FOR A SUCCESSFUL VISIT

Tell your Care Team if you have:

- Seen a non-CHC provider (specialist)
- Been to the emergency room or an urgent care center
- Been admitted to the hospital
- Started or stopped taking medications
- Changes in your medical conditions
- Questions about your treatment plan

Questions or Concerns to Discuss with Your Provider:

____________________________________________________________________

____________________________________________________________________

Notes about your Medical History, Surgeries and Family History:

____________________________________________________________________

____________________________________________________________________

Current Symptoms:
What/Where?     How Long?
____________________________________________________________________

____________________________________________________________________

THANK YOU AGAIN FOR CHOOSING CHC!
Visit www.chcfi.org to learn more about our organization, center locations, office hours, medical providers, patient portal, and provide feedback about your visit.
# Locations throughout Central Florida

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apopka Family</td>
<td>225 E Seventh St, Apopka, FL 32703</td>
<td>Family Medicine, Pediatric Medicine, Internal Medicine, Pediatric Dental, Adult Dental, Behavioral Health, Optometry, OB/GYN, Pharmacy</td>
</tr>
<tr>
<td>Apopka Pediatrics</td>
<td>618 S Forest Ave, Apopka, FL 32703</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Apopka Dental</td>
<td>210 E Seventh St, Apopka, FL 32703</td>
<td>Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Bithlo</td>
<td>19108 E Colonial Dr, Orlando, FL 32820</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Clermont</td>
<td>2140 N Don Wickham Dr, Clermont, FL 34711</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Forest City</td>
<td>7900 Forest City Rd, Orlando, FL 32810</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Four Corners</td>
<td>509 Cagan View Rd, Clermont, FL 34714</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Groveland</td>
<td>1296 W Broad St, Groveland, FL 34736</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Lake Ellenor</td>
<td>6101 Lake Ellenor Dr #106, Orlando, FL 32809</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Leesburg</td>
<td>225 N First St, Leesburg, FL 34748</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Meadow Woods</td>
<td>849 Greenway Professional Ct, Orlando, FL 32824</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Pine Hills</td>
<td>840 Mercy Dr, Orlando, FL 32808</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Tavares</td>
<td>212 E Main St, Tavares, FL 32778</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>13275 W Colonial Dr, Winter Garden, FL 34787</td>
<td>Pediatric Medicine, Pediatric Dental, Adult Dental, Behavioral Health</td>
</tr>
</tbody>
</table>

**HEALTH CENTER HOURS**

**LAKE ELL ENOR HOURS**

- **Monday:** 8 am - 6 pm
- **Tuesday:** 8 am - 7 pm
- **Wednesday:** 8 am - 5 pm
- **Thursday:** 8 am - 5 pm
- **Friday:** 8 am - 1 pm
- **Saturday:** 8 am - 1 pm
- **Sunday:** Closed

Pharmacy Closes 1:00-2:00pm, Monday-Thursday

**Mon - Thu:** 8 am - 5 pm

**Friday:** 8 am - 12 pm

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(407) 905-8827 or (352) 314-7400

WWW.CHCF L.ORG

The mission of Community Health Centers is to provide quality and compassionate primary healthcare services to Central Florida’s diverse communities.

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