

New Patient Packet

Welcome to

your 
HEALTH HOME
medical • behavioral • dental



***Shawnee
Health Care***

www.shawneehealth.com

(618) 519-9200



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Welcome

Welcome to Shawnee Health Care. Thank you for choosing us to be your partner in your health care. We are confident that, working together, we can be the right “Health Home” for you. You will be at the center of our team approach. We will support and encourage you to play an active part in your own health care.

One thing we know is essential to being partners in your health care is communication. We developed this packet to help you understand our processes, your rights, what you can expect from us, and how you can have a voice in your own health care.

We are honored to have you trust us with your care.

Our Mission

The fundamental mission of Shawnee Health Service is to improve the health and welfare of southern Illinois and southwest Indiana residents through the promotion, development and administration of quality, comprehensive health and social services, while efficiently utilizing limited resources. This will include assessing and serving the needs of the underserved/vulnerable populations and designing programs and services which are culturally and linguistically appropriate.

To accomplish our mission, Shawnee Health Service provides integrated primary medical and behavioral health care. Additional specialty services include dental care, behavioral health care, OB/GYN, in-house pharmacy, nutrition counseling, and related social services.

Our Commitment to You

Our commitment to you is to provide you and your family with the highest quality care, which includes treatment of chronic (long lasting) health conditions along with personalized preventative care. We focus on “best practice” medicine. This means our care is based on the best available clinical evidence, research, and techniques known to provide high quality medical care.

Your “Health Home” medical team will listen to your questions and help you find your way through the healthcare system. Your medical team will keep a complete record of your medical history, medications, test results, self-care information, and care received from other doctors. By getting to know you, your team can help you understand your healthcare needs and provide you with the information you need to manage your health.

Shawnee Health Service observes, respects, and supports stated policies of the state and federal governments that preclude discrimination, including, but not limited to: the Illinois Human Rights Act; the Older Americans Act; the Illinois Act on Aging; U.S.

Civil Rights Act; Section 504 of the Rehabilitation Act; Age Discrimination Act; Age Discrimination in Employment Act; Immigration Reform and Control Act; Americans with Disabilities Act; and the U.S. and Illinois Constitution.

Privacy

Your privacy and the privacy of your health information are very important to us. We will not share your medical record information unless you direct us to do so, or unless the law authorizes or compels us to do so.

Why should you choose a Shawnee Health Care Doctor, Nurse Practitioner, or Physician Assistant?

Every person should have a primary care **clinician*** and a medical home.

Your primary care clinician will know your medical needs and help you manage them. They will help you focus on your health and offer you referrals as needed.

Having one medical home allows you to have a record of all your visits, tests, medications, procedures, and hospitalizations in one place. When your clinician has access to all of your healthcare information, we can improve your care.

Benefits of choosing a Shawnee Health Care clinician:

- A Patient-Centered Medical Home approach to your care
- A caring medical team will focus on helping you achieve positive outcomes, maintain your wellness, and prevent illness
- A highly-qualified professional team with a variety of areas of expertise to meet your needs
- A team where performance is regularly measured by patient outcomes, peer review, and patient satisfaction
- Many support services, including nutrition education, behavioral health counseling, case management, care coordination, and free enrollment assistance to help you with Medicare, Medicaid, insurance coverage, and discounts through our sliding fee program
- Access to a Patient Portal where you can:
 - have 24/7 access to your visit record
 - make online appointments
 - check in for your appointment before your visit
 - view your lab results
 - and more
- The ability to make a same day appointment with your clinician for urgent medical needs
- Many convenient locations and hours, reminder calls and text messages about your upcoming appointments, and a Same Day walk-in clinic for minor illnesses and injuries

*** Clinician - a doctor or health professional, such as a Nurse Practitioner or Physician Assistant, who is directly involved in patient care**

Appointments

- We will try to schedule your appointments with your chosen primary care clinician when possible. When your primary care clinician is not available, a member of their healthcare team will see you.
- To schedule appointments call **(618) 519-9200**. To request an appointment online, visit our Patient Portal (you can find the link on our website at www.shawneehealth.com). For same day or urgent care, walk-in appointments are available.
- To cancel an appointment, it is important that you call us during business hours on the day before your appointment. This will help us improve access to care for all of our patients.
- Be prepared to ask all of your questions.
- Bring all of your medications.
- Bring your photo ID and insurance information.
- Be prepared to pay your co-payment or nominal fee.
- Minors must be in the company of a parent or guardian, unless other arrangements are made before the time of the appointment.
- When making your appointment, let us know your special needs. We offer free sign language interpreters and telephone interpretation for languages other than English.
- Our team of outreach workers are trained to provide medical interpreting in Spanish at Shawnee Health Care health centers and at referral appointments.
- For the health and safety of our staff and patients, Shawnee Health Service does not allow smoking (within 14 feet of our buildings) or weapons. This includes, but is not limited to, firearms, electric weapons (like Tasers), knives with a blade in excess of three inches, and fighting sticks. Law enforcement personnel and on-duty security guards are exempt.

How to Stay Connected

We will ask you to confirm how you would like us to contact you. We will then send you appointment reminders, lab or imaging results, and reminders to schedule your preventative and chronic care appointments by the method you have chosen.

You are always welcome to call us at **(618) 519-9200** to get assistance. You can view and manage your personal health information securely at any time through the Patient Portal.

Patient Portal

With the Patient Portal, you will be able to:

- request appointments, receive appointment reminders, and check in prior to an appointment
- communicate with your doctor and healthcare team online through our secure Portal
- view, download, or share your Personal Health Record, including data such as medications, immunizations, and test results
- request prescription refills
- pay your bill online

To sign up for the Patient Portal, you can find the link on our website at **www.shawneehealth.com**, or speak with any staff member at one of our health centers for assistance.

We respect your privacy.

Receive notices to your personal e-mail account when there is important information in your Patient Portal account. If you choose to use the Patient Portal, your name and e-mail address will be treated with the same care and privacy given to your medical records.

Who can sign up?

Patients and their legal guardians may sign up for Patient Portal in accordance to the Terms and Conditions of the website. Just ask your doctor about enrolling, and you are on your way to connecting with your healthcare team.

Hours of Service

Phone Contact Hours for all Health Centers:

Monday through Thursday: 7:45 am - 5:15 pm

Friday: 7:45 am - 5:00 pm

Check our website, www.shawneehealth.com, for business hours of specific locations.

Concerns or Questions

- For non-emergency concerns, call **(618) 519-9200** during office hours and our staff will assist you.
- You may also send your non-urgent questions to your healthcare team through the Patient Portal.

After Hours / Emergencies

- For all **emergencies**, call 911 or go to the nearest emergency room.
- For urgent medical concerns, outside of office hours, call **(618) 519-9200** and you will be directed to our on-call doctor, nurse practitioner, or physician assistant.

For most medical problems, you should see your regular healthcare team. You will get the best care from them because they know you and your medical history.

Shawnee Health Care, Same Day **(walk-in health center)**

For untimely minor illnesses and injuries, our Same Day health center is open 7 days-a-week, evenings, and weekends. No appointment is needed.

Same Day Hours:

Monday through Friday: 8:00 am – 7:00 pm

Saturday: 8:00 am – 5:00 pm

Sunday: 11:00 am – 4:00 pm

Referrals

Shawnee Health Care is your first stop for check-ups and wellness advice. Regular visits with your primary care clinician can help you stay healthy. When you need the attention of a specialist, we will help with referrals to qualified local and regional medical and allied health professionals. To request a referral, speak with your doctor, nurse practitioner, or physician assistant.

In-House Pharmacy

The Shawnee Health Care Pharmacy is located within Shawnee Health Care in Murphysboro. It has its own drive through window on the south side of the building.

Our pharmacy's ScriptCenter kiosks allow secure pickup of non-refrigerated prescriptions. The kiosks are located in our Carbondale, Marion, and Murphysboro health centers.

When you enroll in ScriptCenter, you can have your prescriptions filled at our pharmacy, and then pick them up at one of our ScriptCenter kiosk locations during health center hours.



Refills and Prescriptions

To request a prescription refill, please contact your pharmacy directly. If you have no refills left, the pharmacy will send a request for a new prescription to your primary care clinician.

If you requested a refill and it has been more than 3 days, please call **(618) 519-9200** to learn the status of your prescription refill.

Rx TakeBack Program

To do our part in combating the opioid epidemic, Shawnee Health Care has installed three Rx TakeBack kiosks. The kiosks are located in our Carbondale, Marion, and Murphysboro health centers. These secure boxes give you a safe and convenient way to dispose of unwanted, unused, or expired prescriptions. Safe disposal helps reduce the availability of unused drugs, misuse of medications, and the rise in overdose deaths.

Acceptable items include all medications in pill form. Please do not deposit medical waste, chemicals, used sharps (such as needles), aerosols, batteries, hazardous materials, or trash in the kiosks.

The kiosks are accessible during normal health center hours.



Payments and Insurance

Shawnee Health Care is committed to providing quality health care for our patients.

For Patients with Insurance:

Shawnee Health Care accepts Medicaid, all Medicaid MCOs, AllKids, Medicare, and most forms of commercial insurance. It is your responsibility as the patient to understand the terms of your insurance coverage. Please call the phone number on the back of your member identification card if you have questions about your insurance coverage.

Shawnee Health Service will submit claims to your insurance company for you. Insurance deductibles, coinsurance, and nominal (very small sum) fees are due at the time of check-in. Cash, personal check, debit card, and major credit cards are accepted.

ATTENTION CHECK WRITERS

Should your check be returned for insufficient funds, you expressly authorize your account to be electronically debited or bank drafted for the amount of the check plus any applicable fees. The use of a check is your acknowledgement and acceptance of this policy and its terms and conditions. Please include the following information on your check:

- Full Name
- Street Address
- Phone Number or
- Cell Phone Number

www.checXchange.com

\$25 flat fee for returned checks.

You have the option of making payments online through our website or through the Patient Portal. We also offer payment plans for large balances. For more information, please ask at the front desk.

For Patients with Limited or No Insurance:

At Shawnee Health Care, we want you to be able to access the medical, dental, and behavioral health services you need. We will help you with coverage and payment concerns.

Shawnee Financial Assistance Program:

Shawnee Health Service is able to discount services provided at Shawnee Health Care locations through grant funding from the U.S. Public Health Service, Bureau of Primary Health Care for patients at or below 200% of the Federal Poverty Guidelines. Discounts are available for qualified applicants who have no insurance or have a balance due after their insurance has been applied. Please ask us for more information about how to apply.

Our Locations

Carbondale	Carterville
Shawnee Health Care 400 S Lewis Lane	Shawnee Health Care 1006 S Division St
Shawnee Health Care, Same Day 404 S Lewis Lane	Shawnee Health Service, Administration 109 California St
Shawnee Health Care, Behavioral Health 404 S Lewis Lane	Shawnee Alliance 6355 Brandhorst Dr
Shawnee Health Care, Dental 402 S Lewis Lane	Southern Illinois Respiratory Disease Program 6355 Brandhorst Dr
Shawnee Health Care, OB/GYN 101 S Wall St	
Terrier Care, School Health Center Carbondale Community High School 1301 E Walnut St, Room J120	
Marion	Murphysboro
Shawnee Health Care 3111 Williamson County Parkway	Shawnee Health Care 7 S Hospital Dr
Shawnee Health Care, Dental 3115 Williamson County Parkway	Shawnee Health Care, Pharmacy 7 S Hospital Dr
Marion Wellness, School Health Center Marion High School 1700 Wildcat Dr, Suite A	Farmworker Health Program 7 S Hospital Dr

Your Rights and Responsibilities

Shawnee Health Service is committed to helping you meet your healthcare needs.

We want you to understand both your rights and your responsibilities as a client or patient of Shawnee Health Service's programs and Health Centers.

You have the right to:

1. Expect to be treated fairly, courteously, and with respect at all times.
2. Receive services without discrimination as to race, age, sex, creed, ethnic background, religion, sexual orientation, disability, HIV status, source of payment, or political beliefs. (If you are under age 18, some services may require your parent's permission.)
3. Receive care and services that comply with the Americans with Disabilities Act of 1990. Services will be provided in the least restrictive environment available.
4. Know the name and professional background of anyone working with you.
5. Obtain complete current information concerning diagnosis (cause of illness), treatment, prognosis (likely course of disease or ailment), and plan of care, from an appropriate Shawnee Health Service professional, in terms you can be reasonably expected to understand.
6. Receive information necessary to give informed consent before the start of any procedure or treatment from the Shawnee Health Service professional.
7. Refuse services or treatment, or any part of it, or to stop services or treatment when you wish and to be informed of the likely results of your refusal.
8. Privacy during all interviews, examinations, treatment procedures, and counseling services, and confidentiality in all records and in all communication between you and the staff working with you, including HIV-AIDS status and testing.
9. Expect reasonable continuity of care when appropriate.
Continuity of care is when health care is provided over time in an organized way, without a break in care, even when there is more than one clinician and care setting involved.
10. Review records relating to your care and have the information explained or interpreted as necessary, except when restricted by law.
11. Have an advance directive (such as a living will, healthcare proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate (substitute) decision maker with the expectation that Shawnee Health Service's programs or Health Centers will honor the intent of that directive to the extent permitted by law and Shawnee Health Service policy.

12. Know the charges for all services. Essential and emergency care will not be denied due to inability to pay. Ability to pay, if required, is based on income and family size.
13. Obtain information regarding any business and financial relationship of Shawnee Health Service to other healthcare and educational institutions where care is concerned.
14. Appeal Shawnee Health Service's policies or decisions regarding your care by submitting a written appeal to the Risk Manager at Shawnee Health Service, PO Box 577, Carterville IL 62918-1923.

Your Responsibilities:

1. You have a responsibility to inform the appropriate Shawnee Health Service program or Health Center if you are unable to keep an appointment.
2. You have a responsibility to provide, to the best of your knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications and other pertinent matters relating to your care plan.
3. You have a responsibility to let us know if you feel you are treated unfairly.
4. You have a responsibility to ask questions until you clearly understand the proposed course of action and what is expected of you.
5. You have a responsibility to follow the plan of care recommended by the healthcare professional.
6. You have a responsibility to understand that refusal of treatment or failure to follow the Shawnee Health Service professional's instructions could result in unwelcome outcomes, for which the patient and/or family accept responsibility.
7. You have a responsibility to take an active role in your own health care.
8. You have a responsibility to make payments on time, if services require payment. Payment is due at time of service or within 30 days from date of service. Payment plans and a discount plan are available for eligible (qualified) patients.

Equal Opportunity

Shawnee Health Service

Shawnee Health Service (SHS) is an equal opportunity employer and provider in compliance with the U.S. and Illinois Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and other U.S. and Illinois applicable statutes, rules, and regulations.

Notices of Funding

HRSA and HHS

Shawnee Health Service (SHS) is a non-profit 501(c)(3) corporation. SHS operates community health centers that are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under Grant No. H80CS00667, Project Title: Health Center Cluster. This funding is \$4,746,202 annually; 17% of total operational costs. 83% of operational costs come from patient fees, state and local government, medical schools, foundations, hospitals, and individual tax deductible contributions.

FTCA

Shawnee Health Service (SHS) is a Health Center Program grantee under 42 U.S.C. 254b, and an Federal Tort Claims Act (FTCA)-deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

Shawnee Alliance

Funds in part for Shawnee Alliance publications were provided through an award from the Illinois Department on Aging under Title III of the Older Americans Act.

Sliding Fee

Shawnee Health Service (SHS) serves all patients regardless of inability to pay. A sliding fee scale based on patients' family size and income is available to eligible (qualified) community members for many of the services offered by SHS. For more information or an application, please call, visit our website, or ask at the front desk.

Feedback

Your feedback is important to us. If you have a complaint or concern, please email shsinfo@shsdc.org; or call (618) 519-9200, choose a service, and ask to speak with a manager.



Integrated Primary Medical & Behavioral Health Care

Dentistry & Specialty Care:

- *Behavioral Health Treatment*
- *Nutrition Services*
- *OB/GYN*
- *Weight Management*

Carbondale
Carterville
Marion
Murphysboro



Shawnee Health Care

An Equal Opportunity Provider and Employer