



Welcome to Family First Health!

**We are a Patient-Centered Medical Home
Accredited by National Committee for Quality Assurance**

MISSION STATEMENT

Family First Health makes a difference in the health and quality of life of the people and communities we serve by:

- Providing quality, compassionate primary medical and dental care and social services to those who need it most;
- Coordinating care and working with other providers to provide the full range of services our patients need;
- Promoting and supporting healthy lifestyles;
- Collaborating with others to improve access and break down the barriers of affordability, language and culture; and advocating for our patients and the medically underserved.

Patient Handbook

www.FamilyFirstHealth.org

Follow us on Facebook and Twitter for updates and upcoming events!

www.Facebook.com/FamilyFirstHealth

www.Twitter.com/FamFirstHealth

Welcome to Family First Health

We are honored that you have chosen us for your medical, dental, and social service needs. We are committed to providing the best care possible. We provide comprehensive primary care to children, adolescents, and adults. Included in this handbook is a brief overview of services we offer at Family First Health.

Family First Health is a federally qualified health center (FQHC) that is accessible and community-minded and is covered by the Federal Tort Claims Act (FTCA), meaning all malpractice claims are subject to federal procedural law.

Family First Health has been providing care in York City and its surrounding communities for over 40 years. We currently have five centers serving both York and Adams counties. We are an inclusive health care model offering medical, dental, and social services. We strive to have healthy happy patients which in turn build a stronger community.

Family First Health receives grant support from the United States Department of Health and Human Services, the United Way of York County, the Pennsylvania Department of Health, the York County Community Development Department, the York City Bureau of Health and the Pennsylvania Commission on Crime and Delinquency. Family First Health does not discriminate on basis of gender, race, creed, color, religious affiliation, national origin, ancestry, age, family status, sexual orientation, gender identity or disability in either the delivery of services or in its employment practices.

Stay in touch with Family First Health

There are many ways to keep in touch with Family First Health and see what we're doing in the many communities that we serve.

Website: www.FamilyFirstHealth.org

Facebook: www.facebook.com/FamilyFirstHealth

Twitter: www.twitter.com/FamFirstHealth

We're happy to offer a **PATIENT PORTAL** for our medical patients. A patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

- Recent doctor visits
- Discharge summaries
- Medications
- Immunizations
- Allergies
- Lab results
- And more!

It's easy to sign up for the patient portal! Just go to www.FamilyFirstHealth.org/Portal and follow the directions!

Family First Health is Your Medical Home

A patient-centered medical home (PCMH) is a new way of providing care. The goal is to prevent illness and keep you healthy. In a PCMH, you receive care planned just for you with a lead doctor and a care team. Your team will closely track your progress and include you in decisions about your care. Your care team will also coordinate the care you receive from other doctors. We focus on the whole patient. Our job is to help you make informed choices about your health and your lifestyle.

We are here to provide you with answers to your health questions. We will help you get any tests or referrals you may need. To get the best care, you need to help us, too. Please share any health information that will help us find the best path toward a healthier you.

You can get medical advice day and night. Just call our regular phone number. A doctor is on-call when the office is closed. We will gladly offer you an appointment the next day if you need to be seen by one of our providers.

As your medical home, we can help you:

- *Get to know your team:*

Your medical home team will know you and your family. They can help you manage your total health care. You can see the same team each time you visit, and they can answer your health questions.

- *Work with other medical experts if needed:*

For example, if you need to see a specialist, your team can keep in touch with the specialist to make sure you get the care you need.

- *Track your health information using computers and electronic records:*

This way, your team will have all of your records in one place.

- *Reach your team when you need them:*

To reach your care team, please call the phone number for your center

George Street Center - 717-845-8617

Gettysburg Center- 717-337-9400

Hannah Penn Center - 717-843-5174

Hanover Center - 717-632-9052

Lewisberry Center - 717-938-6695

Medical Services and Locations

George Street

116 South George Street
York, PA 17403 • (717)-845-8617
Family First Health Plus, Caring Together, Nurse-Family Partnership,
The Women's Healthcare Group

Hannah Penn

(Located inside Hannah Penn Middle School)
415 E. Boundary Ave.
York, PA 17403 • (717) 843-5174

Hanover

1230 High Street
Hanover, PA 17331 • (717) 632-9052

Lewisberry

308 Market Street
Lewisberry, PA 17339 • (717) 938-6695

Gettysburg

(Peebles Plaza in Gettysburg)
1275 York Road, Suite 17
Gettysburg, PA 17325 • (717) 337-9400

All of our sites provide the following:

- Adult and pediatric care
- Routine health exams
- Immunizations
- Sexually transmitted infections testing and treatment including HIV testing
- Preventative care
- Referrals
- Family planning, pregnancy diagnosis and well-baby care
- Language interpretation services available
- 24 hour on-call physician for emergencies. Just call your center and follow the prompts.
- Nurse home visiting program for first-time, low income mothers
- Case management for people living with HIV and AIDS
- Trained staff to assess eligibility for insurance programs

Specialties offered at George Street include:

- Walk-in HIV testing (Monday through Friday 8:30 am-3:30 pm)
- Caring Together - care & services for people living with HIV
- Services from The Women's Healthcare Group for OB/GYN care

Dental Services and Locations:

Our three locations in George Street, Gettysburg, and Hanover have the following services available:

- General checkups and examinations
- Cleanings
- X-rays
- Extractions
- Dentures
- Restorations
- Root canals
- Pediatric Dentistry

Call today to schedule your appointment!
Please inquire about our Care Credit options for payment!

We ask that when you schedule a dental appointment that you arrive 15 minutes early to allow time to register. We also ask that you bring in your insurance card, insurance copayment, current photo id, and a list of any medications you are currently taking.

Please remember that children under the age of 17 years old will need to have their parent or legal guardian on-site during the entire visit.

If you are unable to make your scheduled appointment, please call the office 24 hours ahead. It will count as a missed appointment if you do not call and cancel 24 hours in advance. Also if you arrive ten minutes after your scheduled appointment, it is counted as a missed appointment.

After hours dental care: If you are having a dental emergency, please call 717-848-9905.

Age One-Dentistry

The first visit allows the dentist to check not only for tooth decay, but also for other problems that can affect teeth, gums, and your child's overall health. Parents are also shown how to properly clean and care for their baby's mouth.

Baby teeth matter! The health of your child's baby teeth (primary teeth) impacts the health of the secondary teeth. Preventive care is necessary and can significantly reduce the impact of dental problems. Dental problems such as cavities can lead to pain and infection, as well as problems with growth, development, learning, and self-esteem. Schedule your child's visit today!

How we make care more affordable

Patient Navigation and Enrollment Services Department

The Patient Navigation and Enrollment Services Department assists uninsured patients of Family First Health and community residents through the insurance enrollment process. This includes eligibility and enrollment assistance for Medicaid, CHIP (Children's Health Insurance Program), and the Federal Marketplace health insurance programs, as well as, in-reach, outreach and education activities about affordable insurance options. Outside of enrollment assistance we process applications for the health center's Sliding Fee Program and offer additional resources to those individuals who may not qualify for an insurance product.

Sliding Fee Program

Family First Health offers a sliding fee scale for payment. We have four levels of discounts available to you. Please see one of our helpful front office staff members to find out if you qualify. All applications will be reviewed by our Patient Navigators.

FYI

Cancellations or Delays

If bad weather is coming, please call the office to see if we are open. You can also watch WGAL for service announcements. We also post closing and delay information on our Facebook and Twitter pages!

www.Facebook.com/FamilyFirstHealth

www.Twitter.com/FamFirstHealth

Living Will / Advance Directives

At Family First Health we are dedicated to your care and well-being. We believe that one of our most important responsibilities is to preserve and maintain the life of our patients. We also believe our patients have the right and responsibility to participate in all decisions about their health. Assistance is available from our providers/staff regarding development of these important documents

Behavioral Health

Comprehensive behavioral health services may be available at your site. Please see your provider for a referral.

Voluntary Services

Our services are voluntary, and patients have the right to refuse or decline any service offered to them.

Medical

Patient Portal

Family First Health now has a patient portal for you to access your clinical record. You can request a prescription and an appointment using our user friendly patient portal. All you need is an email address to get started. If you do not have an email address, our staff will provide you with instructions one setting on up. It's that easy! For more information, please see page 2.

Prescription Refill

Family First Health will refill your prescriptions when needed. Our patients are encouraged to contact their local pharmacy for a refill. The pharmacist will submit an electronic request to your provider. Please request all medication refills one week prior to running out.

Referrals

At times it is necessary to receive further treatment from a specialist. If your primary care provider refers you to a specialist, please allow 48-72 hours to process your referral.

Narcotic / Controlled Substances

No narcotic prescriptions will be given to any **new** patients until they have been established at this practice for a minimum of 6 months. When picking up your narcotic prescription, you must bring in valid **photo** identification and sign the "pick up form". Family First Health will not allow misuse of the medication. It is the policy of Family First Health to have you sign the controlled substance contract when receiving your medication. This includes random drug testing. You have the right to refuse the urine drug screen; however, you will not receive future narcotic prescriptions.

Vaccines for Children

The Vaccines For Children (VFC) program is a federally funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay. Please ask one of our friendly clinical support staff about this wonderful program. Vaccines are provided to your child at a lower cost.

Special Programs

Caring Together

People who are HIV positive have unique needs and challenges in accessing medical care, case management and other services. Caring Together, a collaborative partnership of Family First Health and WellSpan Health, provides a seamless system of coordinated, high quality care for people who are HIV positive so they can easily access the services they need.

Case managers screen clients for eligibility for a variety of assistance programs and services are provided regardless of the client's ability to pay. Clients or medical providers can call the Program Manager at (717) 846-6776 Ext. 4828 to find out more information or to schedule an intake.

Upon intake, nurses will assess the client's needs, schedule a medical appointment and contact other Caring Together team members who will provide other services as needed.

Nurse-Family Partnership

Nurse-Family Partnership is a home visitation program for first-time, low income mothers. A specially trained nurse is partnered with the first-time mom during pregnancy and continues to visit in the home until the baby turns 2 years old.

The three main goals of the program are to improve pregnancy outcomes, improve child health and development, and improve the economic self-sufficiency of the family.

Hannah Penn

Students enrolled in grades 5th through 8th can be seen during the school day unaccompanied by a parent or designee. Students in grades K through 4 must have a parents or guardian present at all appointments. Please call our Hannah Penn site to learn how your child can benefit from these services.