



## 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](http://www.FamilyFirstHealth.org)

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

[www.Facebook.com/FamilyFirstHealth](http://www.Facebook.com/FamilyFirstHealth)

[www.Twitter.com/FamFirstHealth](http://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 six centers serving York, Adams and Lancaster counties. We are an inclusive health care model offering medical, dental, and community health programs. 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, and the York City Bureau of Health and others. 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](http://www.FamilyFirstHealth.org)

**Facebook:** [www.facebook.com/FamilyFirstHealth](http://www.facebook.com/FamilyFirstHealth)

**Twitter:** [www.twitter.com/FamFirstHealth](http://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](http://www.FamilyFirstHealth.org/Portal) and follow the directions!

## Family First Health is Your Medical Home

A patient-centered medical home (PCMH) is our 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 provider 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:*  
Your care team is available 24 hours a day to help. You can reach them by calling your center at the numbers listed on page 4.

## Medical Services and Locations

### Columbia Center

369 Locust Street  
Columbia, PA 17512 • (717) 342-2577  
Substance Use Services

### Hannah Penn Center

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

### George Street Center

116 South George Street  
York, PA 17403 ☐ (717)-845-8617  
Caring Together, Nurse-Family  
Partnership, Connections for a Healthy Preg-  
nancy, Substance Use Services

### Hanover Center

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

### Gettysburg Center

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

### Lebanon Center

300 Willow Street, Entrance B  
Lebanon, PA 17046 • (717) 356-2222

### Lewisberry Center

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

### *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-Family Partnership program for first-time, low-income mothers
- Case management for people living with HIV and AIDS
- Trained staff to assess eligibility for insurance programs
- Support for connections to community agencies and resources
- Substance Use Services - available at the Columbia Center, George Street Center, Hanover Center, and Gettysburg Center
- Integrated Behavioral Health - available Columbia Center, George Street Center, Gettysburg Center, Hannah Penn Center, Hanover Center, and Lebanon Center
- School-based health care at the Hannah Penn Center
- Care coordination

### *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
- Community Health Workers for pregnant women in York City

## 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 based on family size and income. We have four levels of discounts available to you, based on Federal Poverty Guidelines. 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](http://www.Facebook.com/FamilyFirstHealth)

[www.Twitter.com/FamFirstHealth](http://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

### ***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 one 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 to 72 hours to process your referral.

### ***Controlled Substances***

In order to best serve patients, Family First Health has a Controlled Substance Policy which staff and patients are responsible to follow. Based on the policy, controlled substance prescriptions (including opioid, stimulant, or sedative medications) may not be given to new patients until they have been established at this practice or their past medical records have been reviewed by their assigned Family First Health provider. Family First Health monitors and will not allow misuse of medication. Therefore, it is the policy of Family First Health to have patients/guardians sign a Controlled Substance Agreement when receiving a controlled substance prescription. The Agreement includes a list of patient and provider responsibilities. For example, patients are expected to tell providers about all of their prescribed medications, use medications as prescribed, and take part in regular and random drug testing to ensure patient safety.

### ***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.

### ***Guided Care Coordination***

Guided Care Coordination offers additional support to identified medical patients to help them understand and address their health needs. A guided care coordinator, nurse, and patient work together on a plan to connect to resources and education to help the patient meet their health goals.

## 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. 4855 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.

Contact Nurse-Family Partnership at (717) 843-6330 for more information.

### ***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 parent or guardian present at all appointments. Please call our Hannah Penn site to learn how your child can benefit from these services.

### ***Connections for a Healthy Pregnancy***

Connections for a Healthy Pregnancy is a free community outreach program that helps expectant mothers find and access resources for a healthy pregnancy. Community Health Workers partner with pregnant women in York City and neighboring communities to support healthy pregnancies. Contact Connections for a Healthy Pregnancy at (717) 801-4812 for more information.



## Substance Use Services

Family First Health takes a team-based approach to working with patients impacted by substance use, from alcohol to opioids. Our team works as a community-based care management team of medical providers, case managers, recovery support specialists and behavioral health staff. We provide all patients with the comprehensive support they need to reach and maintain recovery, all within a primary care environment.

As part of our services, we offer medication-assisted treatment (MAT) – buprenorphine (i.e. Suboxone®/Subutex®) and naltrexone (Vivitrol®).

Together, our team works with patients to develop individualized, comprehensive patient plans to connect each patient to community resources and support. Our whole-person approach provides the support each patient needs to get and stay healthy.

To learn more or connect with Substance Use Services, please talk with your provider. Your provider will be able to connect you with a Substance Use Services team member who will talk with you to learn more about your needs and how we can best assist you.

## Integrated Behavioral Health

Family First Health offers Behavioral Health on site at most locations. The Behavioral Health Consultant is part of your care team at Family First Health and focuses on the connection between your mental health well ness and your physical health. Behavioral Health is available to patients 13 years and older. Our Collaborative Care approach consists of 10-12 sessions focused on reducing the symptoms of depression and anxiety and related conditions. Through the promotion of positive activities, coping skills and support, patients learn how to manage symptoms and improve their quality of life. A problem solving focus assists patients in identifying and resolving barriers to improved whole health.

The common health problems that can be referred to Behavioral Health include: depression, feeling helpless or hopeless, anxiety, insomnia, chronic pain, tobacco use, substance use, obesity and physical inactivity. Our patient centered model values you as an important part of the team caring for your whole health.

To learn more about our Integrated Behavioral Health, please talk with your provider.

**Effective July 1, 2018, appointments with your Collaborative Care LCSW will be billed according to your insurance coverage.**

- If you have Medicaid, nothing is changing for your visits. Your insurance will continue to be billed.
- If you have Medicare, you will be billed for the 20% co-insurance.
- If you are on Medicare Advantage or another private insurance plan, you may be charged your co-pay for the visit. However, you may be eligible for our sliding fee, depending on your household size and income.
- If you are uninsured, you will be charged a nominal fee for your visit, according to our sliding fee discount program.
- If you see behavioral health during your visit with your provider today, you will be billed for both visits.

**Family First Health staff can help you with these costs!**

**Please speak to your provider or their team member regarding the cost of your care and our sliding fee discount program, and opportunities to get covered if you are uninsured.**