

HJAHC

HENRY J. AUSTIN HEALTH CENTER

Quality Care Close to Home



Patient Handbook

www.henryjaustin.org



Our Vision

Henry J. Austin Health Center will improve the quality of life through superior healthcare outcomes for the greater Trenton community as their medical home of choice.

Our Mission

The Henry J. Austin Health Center provides patient-centered, comprehensive, accessible, efficient, quality primary care, mental health and substance abuse treatment services to the culturally diverse greater Trenton community. Our exceptional, dedicated, well-trained team delivers best practice healthcare, working with community partners to provide extraordinary customer service and quality outcomes.

Hours of Operation

Monday - Friday: 8:00am — 5:00pm

Saturday: 9:00am — 1:00pm

Additional evening and weekend hours available at Bellevue site

www.henryjaustin.org

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Contact Us:

FOR A LIFE-THREATENING EMERGENCY: CALL 9-1-1

To Contact Us:

Call our main number **(609) 278-5900**
and you may choose from the following menu options:

To continue in Spanish, press “1”

For Monument Pharmacy, please call: **(609) 278-4100**

To make or change an appointment with any of our
clinical departments, press “2”

For a prescription refill, press “3”

To reach the referral department, press “4”

If calling from a hospital or doctor’s office, press “5”

For all other questions, press “6”

For After-Hours Emergencies:

In the event of a real, life-threatening emergency, call 911.

If you have a non-life-threatening emergency, you may call
our main number **(609) 278-5900** (from 5:00pm to 8:00am).
You will reach our answering service, who will put you
in contact with a Provider.



Services

- Primary Care for Adults
- Women’s Health
- Primary Care for Children
- Dental Services
- Nutrition Services
- HIV Treatment and Testing
- Laboratory Services
- Social Services Support
- Pharmacy Services
- Eye Care
- Podiatry (Foot Care)
- Mental and Behavioral Healthcare
- Drug and Alcohol Abuse Counseling

**Not all services provided at all sites*



Your Healthcare Team

The decisions you make in your daily life affect your overall health. Your Henry J. Austin Healthcare Team can offer you the treatment and support you need to get the most from your healthcare experience. At HJAHC, we believe in working together with our patients to help them reach their healthcare goals.

Your Provider (MD, APN, PA) treats patients for common problems (cold, flu, etc.), medical conditions, preventive care and screening for more advanced diseases. At HJAHC you can select a family medicine provider, adult medicine provider or pediatric provider with whom you feel comfortable and are able to build a relationship over time.



Your Healthcare Team

Your HJAHC healthcare team will consist of a: Receptionist, Medical Assistant, Nurse (RN or LPN), and Provider (Doctor, Nurse Practitioner, or Physician Assistant)

Triage Nurse

If you need to speak to a nurse during weekday business hours, you may call our Triage Nurse for: medication refills, sick day advice, and same-day appointments if necessary.

Call the Triage Nurse at:
(609) 278-5900

Medical Home Model

Henry J. Austin Health Center is actively pursuing accreditation as a “Patient-Centered Medical Home” (PCMH) through the National Committee on Quality Assurance (NCQA). HJAHC is dedicated to providing a higher level of care for our patients. As a potential PCMH, we aim to provide a model of primary care that will offer:

Patient-Centered Care

Your care is all about you: engaging patients and families, developing relationship-based, personal care, and accommodating the diverse needs, cultures, and values of our patients

Comprehensive Care

Treating every part of you: meeting both physical and mental healthcare needs by utilizing a diverse team of care providers including: Primary Care, Women’s Health, Behavioral and Mental Health, Dental services

Coordinated Care

Your care providers working together: establishing communication between families, patients, and healthcare professionals, within teams of healthcare providers, and across teams and settings

Accessible Services

Making it easy for you to get treated: providing same-day access, around-the-clock telephone or electronic access to providers, and shortening wait times for urgent care

Quality and Safety

Always using the most up-to-date information and resources for your care: evaluating and responding to patient experience data, committing to continuous quality improvement, and integrating health information technology to facilitate care

Your Appointment Experience

Your Registration appointment will be 15 minutes **before** your Medical appointment, (**30 minutes** for New Patients).

What To Bring

- Your Insurance Card
- A Legal Photo I.D. (License, State-Issued I.D., or Passport), mandatory for ALL NEW PATIENTS
- Any Necessary Referrals
- Any Co-pays
- Bring completed forms and/or be ready to complete all necessary paperwork. Our staff can help you if you need assistance filling out paperwork.

What To Expect

- You will be checked in by a Registration staff member at the Front Desk. Your photo will be taken for your Medical Record.
- Next, you will visit your Provider's clinical department where a Receptionist will mark your arrival.
- Once the clinic team is ready for you, a Medical Assistant will check your weight, height, blood pressure and pulse.
- Your Provider will ask you about your medical history and examine you, as will your clinical nurse. You may also visit the lab for blood tests.
- If necessary, your Provider will refer you to a Social Worker or Health Educator to help with your care.

Billing Information

Billing Statements and Balances

HJAHC collects co-pays and sliding scale fees at the time of your visit, however, you may also receive a bill or statement from us after your visit. We will send you a bill if your insurance tells us that you are financially responsible for more costs from your visits such as: co-insurance, deductibles, and non-covered services. Please contact your insurance company directly for explanations on costs they will not cover. If you are on a sliding fee scale, your up-front charge is based on a medium-level visit. In the case where you have a more complex visit or have extra tests or shots, your total bill may be more than what you paid up-front. Your sliding fee scale will stay the same, but the total charge for all the services may be higher. Please call HJAHC's billing department if you have any questions about your bill.

Sliding Scale Fee

Patients who are uninsured may be eligible for a discounted fee for services. If you apply, the amount you will pay is based on your gross household income and household size and is calculated using federal guidelines. To qualify, your total household income must fall within 250% of the Federal Poverty Guidelines.

You may apply by completing the fee scale application form and turning it in at the registration desk with the required proof of income and family size. The following documents are acceptable proof of income:

- Paycheck
- Disability Benefits
- Unemployment Benefits
- Income Tax Return
- Letter from Employer on letterhead
- W-2s
- Foster Care Benefit
- Child Support Payment



FOR MORE INFORMATION, SPEAK WITH A PATIENT REPRESENTATIVE

What To Do When You're Sick

If you are having a medical/mental health emergency, **call 911** or go to the nearest Emergency Department.



When HJAHC is Open

If you are an HJAHC patient and you are feeling sick or have an urgent (not life-threatening) medical problem, call **(609) 278-5900**. You will be connected to our Triage Nurse, who is able to answer your questions, provide medical information, or schedule an appointment. If needed, the nurse will get in touch with your Provider. We have same-day appointments for sick/urgent matters, but you must call before coming in.

When HJAHC is Closed

We are available after business hours through an answering service. If your problem cannot wait until we open again, call our main phone line: **(609) 278-5900**. Our answering service will connect you with the appropriate Provider.

Choosing a Provider

One of the most important things to do as a new member is to select your Provider. Depending on your health insurance plan and where you live, you may choose a Provider who practices at one of our convenient locations. Choosing a Henry J. Austin Provider gives you the full benefit of our Medical Home model of coordinated, patient-centered care.

A strong relationship with your healthcare Provider and their clinical team is at the heart of Henry J. Austin Health Center's model of care. Your clinical team knows you and your medical history, and works with you to take charge of your health care, whether you're focused on: preventive care, experiencing a temporary illness or injury, or managing a life-long illness such as diabetes or asthma. They can help you decide what treatment options are best for you and can help coordinate your medical care.

Change Your Doctor at Any Time

You can change your Provider at any time for any reason. Simply notify us of your request and we will do our best to help you.

Be Prepared for Your Visit

If you haven't been feeling well, make a list of what is bothering you, to tell your Provider. Be sure to bring your medications to each visit.

Write down any questions or concerns that you would like to discuss with the clinical team. If you don't understand something the Provider/nurse has told you, please let them know.

Make sure your Provider is aware of any medications you are taking as well as vitamins, herbs or any supplements. Bring with you any recent test results, visits to specialists, or information regarding recent Emergency Department or hospital visits. If it makes you feel more comfortable, bring a family member or friend with you.

Primary Care for Adults

Henry J. Austin Health Center is your partner in wellness. Your medical team (provider, nurse, and medical assistant) will help you stay healthy, and care for any illness or injury that you may have.

HJAHC's Primary Care Includes:

- **Preventive Care:** annual check-ups, immunizations, and screenings
- **Sick Visits:** diagnose and treat acute illnesses and diseases
- **Diagnostic Screenings:** including STD and HIV Counseling, Screening, and Treatment
- **Life-Long Disease Care:** for conditions such as Asthma, Diabetes, and High Blood Pressure
- **Referrals:** to the appropriate Specialists/Facilities
- **Guidance:** review Specialist's recommendations and test results; assist you in making the right health care decisions

All adult HJAHC patients are screened annually for substance abuse as part of our new "Screening, Brief Intervention and Referral to Treatment" (SBIRT) program. Our Health Educators are readily available to offer support as needed.

Your care doesn't end when you leave our office.

If you are ever hospitalized, please call us, or have a family member or friend call our office to let us know. Ask for the Triage Nurse in the Call Center. We will make sure your primary care provider is notified when you go to the Emergency Department or hospital. Please inform the Hospital that HJAHC is your medical home and after you're discharged, our Triage Nurse will follow up with you.

HJAHC Practices "Trauma Informed Care"

Trauma occurs when a person is overwhelmed by events or circumstances and responds with intense fear, horror, and helplessness. Extreme stress brought on by experiencing traumatic events such as physical or sexual abuse, or witnessing violence, can overwhelm a person's capacity to cope. Research has found that there is a direct relationship between past trauma and physical health problems such as: diabetes, COPD, heart disease, cancer, and high blood pressure. The HJAHC staff members are trained to address these issues, so make your Healthcare Team aware if you have experienced such trauma.

Women's Health

Henry J. Austin offers comprehensive gynecological (GYN) services to our patients. On-site services include, but are not limited to:



- Annual Gynecological Exams
- Contraception
- Pap Smears (Cervical Cancer Screens)
- IUD removal and insertion
- Colposcopy — diagnostic examination of the cervix and vagina
- Endometrial Biopsy
- Referral for Mammogram

Primary Care for Children

IN A BABY'S FIRST YEAR, HE/SHE MAY

- Triple his/her birth weight
- Grow 50% taller than his/her birth length
- Develop up to eight teeth

What will the next 17 years bring?

We provide family centered care for busy, growing babies, children, teenagers and their families.

HJAHC's Pediatric Services Include:

- Newborn, Infant, and Well-baby visits
- Routine immunizations
- Well-child Check-ups
- Same-Day or Next-Day Sick visits
- Sports and back-to-school physicals
- Treatment of common diseases, like Asthma
- Referrals to Nutrition, and Dental Services
- Diet and Activity Education
- "Reach Out and Read" program



“READ
TO YOUR
CHILD”

Dental Services

Did you know that:

Good tooth and gum care helps to control sugar levels in diabetics?

1 in 3 people have untreated tooth decay?

HJAHC offers complete dental care to make sure your smile stays healthy. Our gentle, expert dental Providers offer care for both adults and children.

HJAHC's Dental Services include:

- X-Rays, Check-ups, and Cleanings
- Sealants, Fluoride and Extractions
- Fillings (Silver and White)
- Gum Treatment
- Full and Partial Dentures



Nutrition

To make an appointment, call **(609) 278-5900**, and press option “**2**”

Our Nutrition Services include both assessments and education. People who may benefit from our services include those with:

- Weight concerns, either overweight or underweight
- HIV or Hepatitis C
- Diabetes
- Hypertension (high blood pressure)
- Families with Children

HIV Counseling & Testing

- Free, confidential/anonymous
- This service is not limited to just HJAHC patients
- These services are **not** offered all days/times. For availability, please call ahead to arrange your testing at: **(609) 278-5946**
- If we can not accommodate you, we can refer you to one of the local Emergency Departments

HIV Treatment Services

If you've been diagnosed with HIV/AIDS, you can still live a long and enjoyable life. Our team provides you with more than just treatment for the disease; we partner with you to help you stay healthy and happy. To begin treatment, call **(609) 278-5945**

- Primary Medical Care teamed with Case Management
- Nutrition consultations and guidance to help you maintain a healthy weight.
- Behavioral Health Services including support groups
- Medication Support Team and effective medications to fight HIV/AIDS
- Referral to other services such as: Dental, Pharmacy, and Substance Abuse treatment
- Transportation

Laboratory Services

To learn more and for hours of operation, call **(609) 278-5900**, and press option "2"

Routine Lab Testing

All HJAHC locations now offer convenient, on-site lab services to provide you with most routine testing. Costs of lab testing are dependent upon your insurance. Or, if you are on an HJAHC sliding fee scale, you will be responsible for part of your bill for lab tests. Please call ahead if you want information on prices for individual tests.

For Results: Check with your Provider about how and when you will get your test results.

Additional Services at HJAHC-Warren

Monument Pharmacy

(609) 278-4100
Pharmacy On-Site at Warren

Foot Health Centers, PA

(609) 278-5928
Podiatric Medicine and Surgery

Campus Eye Group

(609) 587-2020
Comprehensive Eye Care



Social Service Support

HJAHC's social workers help with referrals, advocacy, and developing and maintaining a manageable healthcare plan.

Our Social Service Support Includes:

- Insurance and Pharmacy coverage
- Income Entitlement Programs
- Job training and education programs
- Housing
- Transportation
- Emergency and financial assistance
- Substance abuse programs
- Mental health support
- Living essentials such as: food, clothing, eyeglasses, and medically necessary items
- Securing health insurance through the Marketplace

We have Certified Applications Counselors available to help you understand, apply and enroll in healthcare coverage through the Marketplace.

For more information, call: (609) 278-5900



Health Connections

Health Connections is a team of volunteers with the common goal of connecting you to the resources you need. They are specially trained to be able to assist you in accessing resources that are vital to your health.

When you visit HJAHC you may be referred by your Provider or choose to visit the Health Connections desk as an opportunity to address non-medical issues that have a large impact on your health.

This is a free service! Our volunteers will talk to you about your resource needs and connect you to the appropriate services related to: food, housing, transportation, shut-off notices, literacy programs, ESL programs, and some legal matters.

Medication Assistance

HJAHC has a network of support available to help you get the medications you need as a part of your treatment.

There are many different ways we might be able to help you get your medications if they are too expensive, just speak to one of our social workers or your nurse.

When you need refills, please call **(609) 278-5900** (option "3") at least five days ahead of time.



Patients' Rights & Responsibilities

Henry J. Austin Health Center is committed to providing high quality care that is fair, responsive, and accountable to the needs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate healthcare and related services, but also to address

any concerns they may have regarding such services. We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their relationships with our healthcare providers.

Every Patient Has A Right To:

1. Receive high quality care based on professional standards of practice, regardless of his/her (or his/her family's) ability to pay for such services
2. Obtain services without discrimination on the basis of: race, ethnicity, national origin, sex, age, religion, physical or mental disability, sexual orientation or preference, marital status, socio-economic status, or diagnosis/condition
3. Be treated with courtesy, consideration and respect by all HJAHC staff at all times and under all circumstances, in a manner that respects his/her dignity and privacy
4. Be informed of the HJAHC Privacy Policies and Procedures, as the policies relate to individually identifiable health information
5. Expect that HJAHC will keep all medical records confidential and will release such information only with his/her written authorization, in response to court order or subpoenas, or as otherwise permitted or required by law
6. Access, review, and/or copy his/her medical records upon request at a mutually designated time (or, as appropriate, have a legal custodian access, review, and/or copy such records) and request amendment to such records
7. Know the name and qualifications of all individuals responsible for his/her healthcare and be informed of how to contact these individuals
8. Request a different healthcare provider if he/she is dissatisfied with the person assigned to him/her by HJAHC.
9. Receive a complete, accurate, easily understood, culturally and linguistically competent explanation of (and, as necessary, other information regarding) any diagnosis, treatment, prognosis and/or planned course of treatment, alternatives (including no treatment), and associated risks/benefits
10. Receive information regarding the availability of support services, including: translation/interpretation, transportation, and education services
11. Receive sufficient information to participate fully in decisions related to his/her healthcare and to provide informed consent prior to any diagnostic or therapeutic procedure (except in emergencies). If a patient is unable to participate fully, he/she has the right to be represented by parents, guardians, family members or other designated surrogates
12. Ask questions (at any time before, during, or after receiving services) regarding any diagnosis, treatment, prognosis and/or planned course of treatment, alternatives and risks, and receive understandable answers to such questions
13. Refuse any treatment (except as prohibited by law), be informed of the alternatives and/or consequences of refusing treatment, which may include HJAHC having to inform the appropriate authorities of this decision, and express preferences regarding any future treatments
14. Obtain another medical opinion prior to any procedure
15. Be informed if any treatment is for purposes of research or is experimental in nature, and be given the opportunity to provide his/her informed consent before such research or experiment will begin (unless such consent is otherwise waived)
16. Develop advance directives and be assured that all healthcare providers will comply with those directives in accordance with law
17. Designate a surrogate to make healthcare decisions if he/she is or becomes incapacitated
18. Ask for and receive information regarding his/her financial responsibility for the services.
19. Receive an itemized copy of the bill for his/her services, an explanation of charges, and description of the services that will be charged to his/her insurance
20. Request any additional assistance necessary to understand and/or comply with HJAHC's administrative procedures and rules, access healthcare and related services, participate in treatments, or satisfy payment obligations
21. File and grievance or complaint about HJAHC or its staff without fear of discrimination or retaliation and have it resolved in a fair, efficient and timely manner

Every Patient Is Responsible For:

1. Providing accurate personal, financial, insurance, and medical information (including all current treatments and medications) prior to receiving services from HJAHC and our healthcare Providers
2. Following all administrative and operational rules and procedures posted within HJAHC facilities
3. Behaving at all times in a polite, courteous, considerate, and respectful manner to all HJAHC staff and patients, including respecting the privacy and dignity of other patients
4. Supervising his/her children while at HJAHC
5. Refraining from abusive, harmful, threatening, or rude conduct towards other patients and HJAHC staff
6. Not carrying any type of weapon or explosive into HJAHC
7. Keeping all scheduled appointments and arriving on time
8. Notifying HJAHC no less than 24 hours (or as soon as possible within 24 hours) prior to an appointment that he/she cannot keep as scheduled. For an explanation of our “Did Not Keep Appointment” Policy, please refer to [page 25](#) of this handbook
9. Participating in and following the treatment plan recommended by his/her healthcare providers, to the extent he/she is able, and working with providers to achieve desired health outcomes
10. Asking questions if her or she does not understand the explanation of (or information regarding) his/her diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives or associated risks/benefits, or any other information provided to him/her regarding services
11. Providing an explanation to his/her healthcare providers if refusing to (or unable to) participate in treatment, to the extent he/she is able, and clearly communicating wants and needs
12. Informing his/her healthcare providers of any changes or reactions to medication and/or treatment
13. Familiarizing himself or herself with his/her health benefits and any exclusions, deductibles, co-payments, and treatment costs
14. As applicable, making a good faith effort to meet financial obligations, including promptly paying for services provided
15. Advising HJAHC of any concerns, problems, or dissatisfaction with services provided or the manner in which (or by whom) they are furnished
16. Utilizing all services, including grievance and complaint procedures, in a responsible, non-abusive manner, consistent with the rules and procedures of HJAHC (including being aware of HJAHC’s obligation to treat all patients in an efficient and equitable manner)

These **Patients’ Rights and Responsibilities** are consistent with those set forth by the **National Association of Community Health Centers (NACHC)**



Confidentiality

Your privacy is a very important part of the care you receive at HJAHC. None of your information will be released to anyone outside of this organization without your permission, unless: HJAHC is required by law or court order, or to the appropriate person(s) in an emergency.

Your privacy is always being protected:

If someone asks for information about you, we cannot tell him/her anything without your consent. **This includes family members and friends.**

- If there is someone you would like us to give information to or share information with, such as a partner or family member, you first need to sign a “release” form giving us permission to do so.
- If an HJAHC staff member sees you outside our offices, he/she will not react to seeing you, unless you do so first. This way you do not have to explain to anyone how you know a staff member; it is up to you if you would like to speak to the HJAHC staff member.
- If at any time you do not believe that a staff member has not kept your information private, please let that staff member know. If you do not feel comfortable talking to that staff member, tell your provider or a supervisor. We want to provide the best possible service and your comfort is important.

Requesting Your Medical Records

Your health records are available to you. Please complete a “Release of Information” (ROI) form at one of our convenient locations. There may be a fee for your records. Please ask our staff for details on cost. We will transfer your records to specialty providers and other health care providers free of charge. Records will be available within (5) business days of your request.

Did Not Keep Appointment Policy

HJAHC is committed to keeping a strict Did Not Keep Appointment (DNKA) Policy for all patients. We want to work with you to make sure you are able to keep your scheduled appointments. **To reschedule your appointment please contact our call center 24 hours before your scheduled visit.** By doing this you are helping us to maintain clinical efficiency and make as many appointment choices available for as many of our patients as possible.

Each patient is permitted **2 missed appointments within the last 12 months** prior to the current date. After a patient’s third missed appointment, he/she is placed on our DNKA list. While a patient is on the DNKA list, he/she may only make an appointment for the **same day or next day.**

If you have any questions regarding our policy or your status with regard to the DNKA list, please speak with one of our Registration or Reception staff members

Same Day Access

Henry J. Austin Health Center now offers Same-Day (and Next-Day) Appointments. In most cases, depending on the level of care you need and the time of the day you call, we will be able to schedule you to see a Provider **that same day.**

In order to maximize our opportunity to see you for a Same-Day appointment, **PLEASE CALL** between 8am-10am.



Get the care you need, when you need it!

“Speak Up” For Safety

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them.

Medicine errors are the most common health care mistakes.

Please bring your medications to every visit.



HJAHC encourages the use of hospitals, health centers, surgery centers, or other types of healthcare organizations that have been carefully reviewed for excellence in quality care.

The Joint Commission inspects hospitals to ensure healthcare facilities are meeting quality standards.



The Joint Commission.
The Gold Standard of Approval

The Henry J. Austin Health Center is accredited by The Joint Commission.

Accreditation ensures that the healthcare organization works by certain guidelines to help make sure patient safety and quality standards are followed.

We would like to address any concerns that you may have about your care, treatment, or services. Please speak to any staff member for assistance and if they can not address your issue, they will find a supervisor who can.

You can contact The Joint Commission at (800) 994-6610, if you feel a concern has not been satisfied at HJAHC.

HENRY J. AUSTIN HEALTH CENTER

FAMILY OF LOCATIONS:



Warren Street

321 North Warren Street
Trenton, New Jersey 08618
Phone (609) 278-5900



Bellevue Avenue

433 Bellevue Avenue
Trenton, NJ 08618
Phone (609) 278-5900



Chambers Street

317 Chambers Street
Trenton, New Jersey 08609
Phone (609) 278-5900



Ewing Street

112 Ewing Street
Trenton, New Jersey 08609
Phone (609) 278-5900

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