



PATIENT HANDBOOK



Inspiring Patients • Holistic Healthcare • Committed Team

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

Henry J. Austin Health Center's vision as the center for wellness is to inspire our community to attain their highest quality of life.

Services

Primary Care Services

Adult Health Care
Centering Families Program
Pediatric Health Care
Women's Health Care

Whole Health Services

Behavioral Health & Social Services
Chiropractic Care
Dental Care
Nutrition Services
Pharmacy Services
Podiatry Services

Special Services

Asthma Improves with Management (AIM)
HIV Counseling & Testing
HIV and Hepatitis C Treatment Program – Project ACCESS
Senior Health & Disease Prevention Program
Laboratory Services

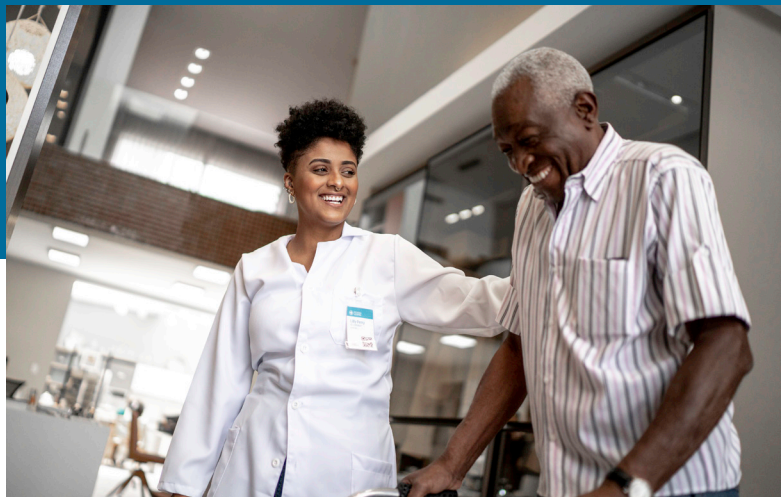
Hours of Operation

Monday - Friday: 8:00am – 5:00pm
Saturday: 9:00am – 1:00pm

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WHAT I NEED TO KNOW FOR MY FIRST VISIT



Your Appointment Experience

You should arrive 15 minutes before your appointment to register if you have been here before. If you are a new patient you should arrive 30 minutes before your scheduled appointment time so you have enough time to register before your appointment.

What to Bring

- Your insurance card
- A legal photo I.D. (License, State-Issued I.D., or Passport), if you do not have a photo ID we will take your picture on site when you arrive
- Any necessary referrals
- Any co-pays or deductibles you may need to pay; you can call your insurance company before you arrive if you are not sure how much to bring
- Bring completed forms which can be downloaded from the HJAHc website 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, over the phone or online
- Next, you will visit your Provider's clinical department where a receptionist will mark your arrival
- You will be given a tablet to answer some important health questions before your visit with the provider
- Once the clinic team is ready for you a Medical Assistant may check your weight, height, blood pressure and pulse depending on why you are at the center
- Your Provider will ask you about your medical history and examine you, as will your clinical nurse
- If necessary, your Provider will refer you to additional services like a Behavioral Health Counselor, Clinical Pharmacist or Nutritionist to help with your care

Billing

HJAHc collects co-pays, deductibles 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 may 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 that the insurance company will not cover. 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. Please call HJAHc Billing Department at 609-278-6376 if you have any questions about a bill if you get one.

Discount Programs

At HJAHc, we will never turn away a patient for inability to pay. We have six discount programs that you may be qualified for.

Federally Supported Sliding Fee Discount Program

Through this Federal discount program, you may be able to get support for copays, deductibles or others costs for your visit. The amount you will pay in this discount program is based on your gross household income and family size. To qualify, your total household income must fall within 200% of the Federal Poverty Guidelines.

State Funded Uncompensated Care Discount Program

This State discount program is if you do not have insurance and live in New Jersey. The amount you will pay in this discount program is based on your gross household income and family size.

Trenton City Supported Discount Program

Through this City discount program is to support you if you are a resident of Trenton, New Jersey. Through this discount program, you may be able to get support for copays, deductibles or others costs for your visit.

340B Pharmacy Discount Program

This Pharmacy discount program is to help support for copays, deductibles or others costs for your medications. The amount you will pay in this pharmacy discount program is based on your gross household income and family size and is calculated using federal guidelines.

Title X Discount Program

Through this Title X discount program, you may be able to get support for family planning services that you receive at HJAHc. The price you pay is based on personal income on the Title X Slide.

NJCEED Program

The New Jersey Cancer Education Early Detection (NJCEED) program assists eligible, uninsured patients with receiving cancer screenings at no cost to you and is open to those patients that earn up to 250% of the Federal Poverty Guidelines.



Applying for Discount Programs

You may apply for any of these discount programs by completing the fee scale application form and turning it in at the registration desk or email to mrecords@henryjastin.org with the required proof of income, family size and proof of address. The form can be downloaded at, henryjastin.org/sliding-fee-discount-program/.

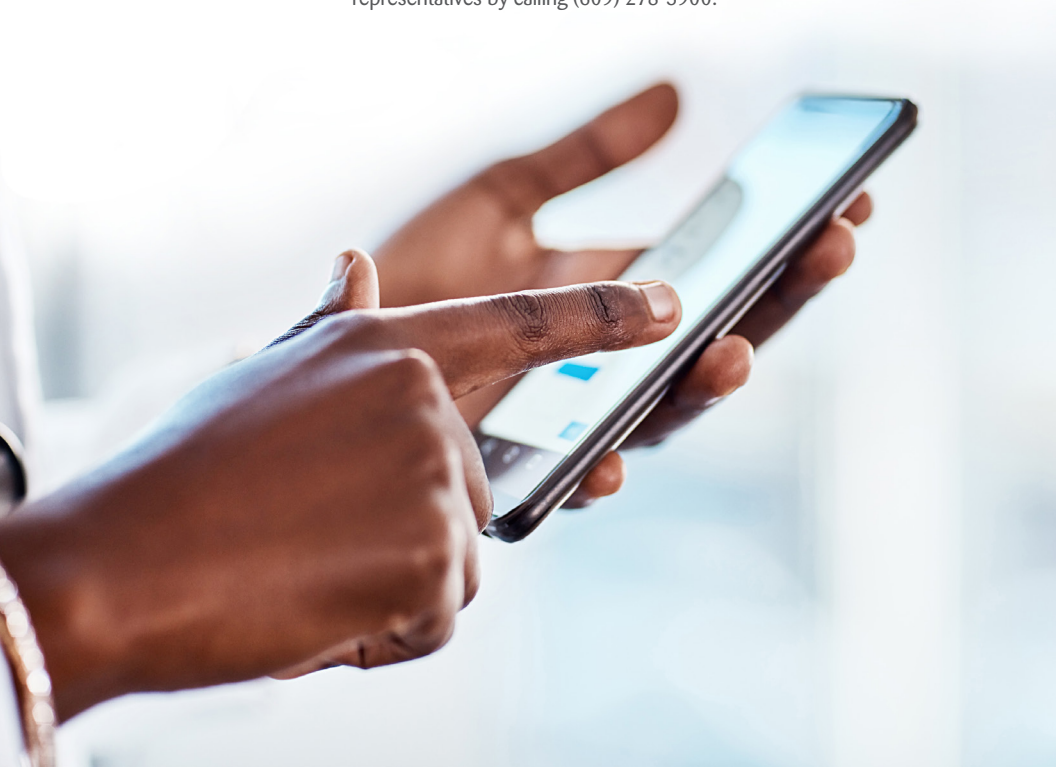
Acceptable Proof of Income:

- You can self-attest, that is you can complete a form that you have no income
- Paycheck
- Disability Benefits
- Unemployment Benefits
- Income Tax Return
- Letter from Employer on letterhead
- W-2s
- Foster Care Benefit
- Child Support Payment

Acceptable Proof of Address:

- Lease agreement
- Mortgage statement
- Deed
- Utility bill
- Notarized letter
- We will also accept as proof if it is on your paystub or identification

For more information, please ask to talk to one of our patient representatives by calling (609) 278-5900.



WHAT I NEED TO KNOW ABOUT MY HEALTHCARE TEAM



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 HJAHC provider gives you the full benefit of our Patient Centered Medical Home model of coordinated patient-centered care.

A strong relationship with your healthcare provider and the clinical team is at the heart of our 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, if you have a temporary illness or injury, or you are taking care of a life-long illness such as diabetes or asthma. The team of providers can help you decide what treatment options are best for you and can help coordinate your medical care.

Change Your Provider at Any Time

You can change your provider at any time for any reason. Just let us know when you schedule your next visit and we will do our best to help you.

Be Prepared for Your Visit

If you have not 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 want to discuss with the clinical team. If you do not understand something the provider or 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 about any recent Emergency Department or hospital visits. If it makes you feel more comfortable, bring a family member or friend with you.

Your Healthcare Team

The decisions you make in your daily life affect your overall health. Your HJAHC 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 treats patients for common problems, medical conditions, preventive care and screening for more advanced diseases. At HJAHC you can select a family or adult medicine provider or pediatric provider with whom you feel comfortable and are able to build a relationship over time.

HJAHC providers are physicians, nurse practitioners and physician assistants. A physician is a person qualified to practice medicine. A nurse practitioner is a nurse who is qualified to treat certain medical conditions without the direct supervision of a physician. A physician assistant is a medical provider who treats patients and their medical conditions under supervision of a physician and may serve as a patient's principal healthcare provider.

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). As part of integrated care, you also are screened and provided services in behavioral health, substance use conditions, family planning needs, clinical pharmacy and more.

Triage Nurse

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

Call (609) 278-5900 and ask to talk with the Triage Nurse.

Patient Centered Medical Home

HJAHC has been committed to providing the best care possible for the last five decades. We have been Joint Commission accredited since 1999 and we are a National Committee on Quality Assurance certified Patient-Centered Medical Home since 2013.

Your care is all about you: we hope to engage 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.

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.

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.

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.



SERVICES PROVIDED AT HENRY J. AUSTIN HEALTH CENTER



Trauma Informed Interprofessional Collaborative Care

Every site at HJAHc has a Licensed Clinical Social Worker, or a Behavioral Health Counselor (BHC), on-site who works directly and partners with your medical team. Clinical Pharmacists are also an important part of our interprofessional collaborative teams. The goal is to treat the whole person, body and mind. When you visit HJAHc you will always be asked questions about your emotional and mental well-being.

If there is anything bothering you or getting in the way of you being your healthiest self, the BHC will meet with you to develop a plan to feel better. If you want to speak with the BHC you can ask to talk with the BHC or you can also ask your provider to get them involved. The BHC will see you during the same visit you have with your medical provider. If you need more one on one support to manage your chronic illness or medications you may be referred to one of our clinical pharmacists.

Primary Care for Adults

At HJAHc our person-centered care is provided by fully licensed and board-certified providers. Our providers work in collaborative teams that includes social workers, clinical pharmacists, nurses, certified medical assistants, community health workers, nutritionists, unit receptionists, and others all working together to support the many needs of our patients.

Primary Care for Adults includes:

- Providing Preventive care including annual check-ups, immunizations, and health screenings
- Diagnoses and treatment of acute illnesses and diseases
- Chronic care management for conditions such as diabetes, asthma, and high blood pressure
- Referrals for patients to specialists and facilities as needed
- On-site blood draw
- Same Day or next Day appointments are available
- Many other services available in the adult health care department

Women's Health

At HJAHc, we believe that women often represent the cornerstone of a family's overall health, ensuring they have access to quality care can lead to improved health for children and families. We have a department focused on the unique health care needs for the women in our community. HJAHc is proud to provide individuals with comprehensive family planning and related preventive health services as a Title X partner agency.

Women's Health Care includes:

- Well Woman Care, including screenings for breast and cervical cancer
- Procedures such as colonoscopy and cryosurgery to prevent and treat cervical cancer
- Family planning services: our expert providers and counselors can help you choose the right family planning method for you at affordable rates
- Reduced cost of acceptable and effective family planning methods and services for delaying or preventing pregnancy
- Many other services are available

Pediatrics

Children's access to health care is important to children themselves, to their families, as well as to society at large. Healthcare can influence children's physical and emotional health, growth, and development and their capacity to reach their full potential as adults. HJAHc newborn care through adolescent years.

Children also have mental and behavioral health needs. Therefore, children over 13 are also screened for mental and behavioral health issues. Our Pediatricians and nurse practitioners work in collaborative teams that include social workers, clinical pharmacists, nurses, certified medical assistants, community health workers, nutritionists, unit receptionists, and others all working together to support the many needs of our young patients.

Pediatric services include:

- Routine check-ups, sick visits
- Immunizations
- School and camp physicals
- Lead poisoning screening and treatment
- Asthmatic care through our Asthma Improves with Management (AIM) Program
- Referrals to Nutrition, Diet and Activity Education as well as Dental Services
- Reach Out Read Program
- Same Day or Next Day visits are available

Centering Families

HJAHc's Centering Families program is based off of the CenteringParenting a group care model from the Centering Healthcare Institute (CHI). This program recognizes the importance of not only the baby's health but also the mom's. In group, moms monitor their own health goals and address key topics including stress management, nutrition and weight and family planning.

In HJAHc Centering Families program:

- The visits combine one on one child health assessments, interactive learning and community building in a group setting with other moms
- Babies are all the same age or very close to the same age in the groups with their moms
- These groups bring together 5 to 6 mom's and their babies
- They group will meet together over 9 shared visits starting at the 2 month-old well checkup for the babies
- The clinician for the group will provide well child care and also support the health and safety issues of the mothers as well

Behavioral Health

At HJAHC, each of our medical providers has a behavioral health team member dedicated to their patients to help them feel healthy no matter their age or circumstance. As part of the care you receive, you will be asked questions about sadness, worries, sleep, alcohol and drug use and trauma. These are examples of some issues that may impact your health and well-being.

The Behavioral Health team can also help with other hurdles that may make it difficult to be healthy. They are able to help identify social service needs and make the best referral for you. Those needs may include access to transportation, paying for medicine, food pantries, and much more.

The Behavioral Health Department provides the following services:

- Adult Behavioral Health
- Children and Adolescent Behavioral Health
- Social Services for all patients
- Addiction Services for adults including Medication Assisted Treatment (MAT) such as Suboxone and Vivitrol

Pharmacy

HJAHC provides clinical pharmacy services by embedding clinical pharmacists within the healthcare teams at most HJAHC locations as well as offering a dispensing clinical pharmacy, Henry J. Austin Pharmacy Department, at the Warren Street location.

Clinical pharmacy services include, but are not limited to:

- Rx local app and patient portal for video counseling services to review medication information
- Personal meetings with the pharmacist; counseling and education; goal-setting for healthy lifestyle changes
- Pharmacotherapy management through collaborative practice
- Medication refill and renewal services; appointment-based model
- Comprehensive medication reviews; Medication Therapy Management
- Medication synchronization; compliance packaging

Dental

We provide patient focused dental care to generations of families from children to adults in a warm, friendly, stress-free environment – and now with new, state-of-the-art, dental equipment. All of our dentists are certified by both the North East Regional and National Board of Dentistry. We provide integrated care in healthcare teams, as requested, and are the only Dental provider in Mercer County to accept payment on a sliding scale based on income.

Dental services include:

- Diagnostic and preventative care, such as X-rays, check-ups, cleanings, fluoride and sealants
- Scaling & Root Planing (deep cleanings)
- Place both composite (tooth-colored) and amalgam (silver) fillings
- Simple and surgical extractions
- Fabricate partial and full dentures
- Referrals (as needed) for oral surgery, orthodontics (braces, Invisalign),
- periodontics (advanced gum treatment), endodontics (root canals), crowns and implants

Nutrition

Nutrition counseling services are provided by our Registered Dietitian Nutritionist who offers personally tailored advice to assist in setting goals and planning for wellness in the area of healthy eating. A Registered Dietitian Nutritionist is a food and nutrition expert who explains the science of nutrition into healthy, real world solutions.

Our Registered Dietitian Nutritionist provides personally tailored advice to help with managing a variety of diseases and conditions in both adults and children including but not limited to diabetes, hypertension, cancer, gastrointestinal disorders, heart disease, hepatitis C, HIV and kidney disease, guidance and support on the journey of successful weight loss, assistance working with food intolerances, sensitivities and allergies as well as providing direction for local food resources.

Asthma Improves with Management (AIM)

The AIM program provides patients and families with individualized asthma management education by a Certified Asthma Educator (AE-C). The AIM staff are educators and advocates for the patient and their families. The AIM staff works with HJAHC providers, programs and services and also partners with community agencies and organizations to provide resources to help improve the quality of life for the patient and their family. This includes linking families to community programs that can provide healthy home assessments, transportation, and community education workshops at sites throughout the Trenton area.

Chiropractic

Chiropractic care focuses on illnesses of the muscles and skeletal system and the nervous system, and the effects of these illnesses on general health and wellbeing. Chiropractic care is used most often to treat common muscle and skeletal complaints, like back pain, neck pain, pain in the joints of the arms or legs, and headaches. Through their whole-person, patient-centered approach, doctors of chiropractic elevate the health and wellness of their communities by helping people of all ages live more fully and actively.

HIV Counseling and Testing

At HJAHC, we are aware that we are privileged to serve our community in the capacity we do and within the environment of HJAHC that fosters self-determination. By maximizing internal collaboration with the service providers across the spectrum of care within HJAHC we ensure equitable access to care and available supportive services for all our patients.

HIV Prevention, Counseling and Testing

Services offered:

- Bi-lingual HIV Prevention, Counseling and Testing services
- Linkage to HIV care and treatment
- Pre-exposure prophylaxis (PrEP)
- Linkage to Sexually Transmitted Disease services



HIV and Hepatitis C Treatment

ACCESS (Austin Center for Comprehensive Early Intervention and Support Services) is HJAH's program for those affected by or infected with HIV. Hepatitis C is also treated in this department. Our comprehensive team includes an infectious disease physician, nurse practitioner, nursing staff, case managers, behavioral health providers, a nutritionist, a community health worker and linkage to care coordinator – all with a special interest in and knowledge of HIV.

Podiatry

Podiatrists are medical specialists who help with problems that affect your feet or lower legs. They can treat injuries as well as complications from ongoing health issues like diabetes. A podiatrist can help with the following:

- Comprehensive care of problems of the foot and ankle including treatment of general foot conditions such as athlete's foot, blisters, toenail fungus, ingrown nails, cracked heels, foot odor, bunions, warts, corns and calluses
- Diabetic foot screening involves regularly checking the health of the feet in regard to circulation, ulcers, high pressure risk areas and nail care

Senior Program

We work to educate the senior population of Mercer County, particularly the medically underserved, regarding healthy life style choices and disease prevention. As a program of HJAH, this program is able to direct individuals who are in need of services to one of our health centers and the many departments that they can benefit from.

Senior Health Services offered* include program in the following areas:

- - Chronic Disease Self-Management, Stanford University developed program
- - Diabetes Self-Management, Stanford University developed program

*all Title111D, the highest level of evidence-based program.

Laboratory Services

All HJAH locations now offer convenient, on-site lab services to provide you with most routine testing and the Warren Street location offers a brand new Labcorp Patient Service Center. Costs of lab testing are dependent upon your insurance. Or, if you are on an HJAH sliding fee scale, you will be responsible for part of your bill for lab tests. For more information on Labcorp visit Labcorp.com or call 609-392-4929.



WHAT I NEED TO KNOW AFTER MY VISIT



When HJAH is Open

If you are an HJAH 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 or urgent matters, but you should call before coming in.

When HJAH is Closed

We are available in the evening and on the weekend 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. For after-hours emergencies, you may call our main number (609) 278-5900 (from 5:00 pm to 8:00 am) and you will reach our answering service, who will put you in contact with a Provider.

Contact Us

To contact us call our main number (609) 278-5900 and to continue in Spanish, press "1"
To make or change an appointment with any of our clinical departments, press "2"
If calling from a hospital or doctor's office, press "5"

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

Patients Rights and Responsibilities

HJAHC 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 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 and teams.

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

HJAHC is governed by the rules and regulations established under HIPAA, the Health Insurance Portability and Accountability Act of 1996 the privacy of all medical records and other individually identifiable health information must be protected at all times. 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 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 our convenient locations or download on our website at <https://henryjastin.org/patient-guide/medical-records/>. 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 five (5) business days of your request.

Trenton Health Information Exchange

A Health Information Exchange (HIE) allows your hospitals, doctors, and other healthcare providers to electronically share your personal health information (PHI) with each other in a secure, timely manner through their computer. This health information could include reports about your illnesses, injuries, allergies, medicines, and test results. This lets HJAHC providers know what happened in the hospital or it lets hospital providers know what happened at HJAHC.

To Opt-out of the HIE (Medicaid ACO Patient Opt-Out Information) complete and signed Trenton HIE Opt-Out form can be faxed to 609-256-4554 or mailed to:

Trenton HIE Administrator
c/o Trenton Health Team
218 North Broad Street
Trenton, NJ 08608

“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

The Joint Commission inspects hospitals and places like HJAHC to ensure healthcare facilities are meeting quality standards. HJAHC 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 cannot address your issue, please contact (609) 278-6363. You can also contact The Joint Commission at (800) 994-6610 if you feel a concern has not been satisfied at HJAHC.

Federal Tort Claims Act

The Federal Tort Claims Act (FTCA) is a law that allows specific types of lawsuits against a federal government entity and federal employees who have acted within the scope of employment while causing injuries, but certain strict rules must be followed. FTCA coverage applies to licensed, registered or certified health care clinicians and other persons authorized to provide medical or other professional health care services within the range of their duties.

HJAHC receives HHS funding and has federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. This health center 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).

Transportation

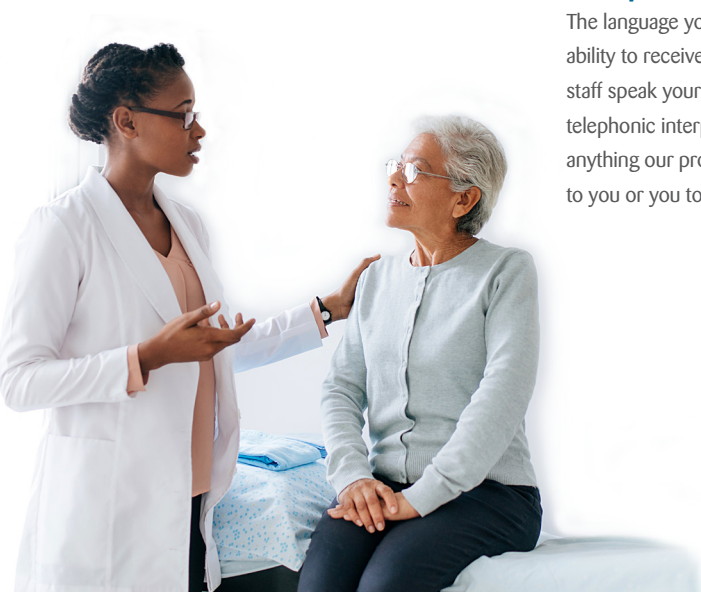
If you need assistance getting to your appointment at HJAHC we can help with providing you a no cost ride through a ride sharing service. If you make an appointment online, you can call (609) 278 – 5900 and ask to speak with a social worker that will help you arrange transportation to and from your appointment. If you call to make your appointment with us you can also ask to speak with a social worker to arrange transportation.

Retail Pharmacy

At HJAHC retail pharmacy we prepare and dispense medications, advise customers about how to use medications, offer free delivery services, offer select over the counter and dietary supplements, and more. Our pharmacists may consult with customers about over-the-counter medicines and general healthcare issues relating to their prescription medication. Anyone may use our pharmacy and you do not need to be a patient of HJAHC. If you want to set up free medication delivery, please contact the pharmacy at 609-278-5931.

Interpretation

The language you speak does not halt your ability to receive services from HJAHC. Our staff speak your language or will offer a telephonic interpretation line that will translate anything our providers want to communicate to you or you to them.



321 North Warren Street
Trenton, NJ 08618
609.278.5900

317 Chambers Street
Trenton, NJ 08609
609.278.5900

433 Bellevue Avenue
Trenton, NJ 08618
609.278.5900

112 Ewing Street
Trenton, NJ 08609
609.278.5900

Rescue Mission
98 Carroll Street
Trenton, NJ 08609
609.278.5900

Oaks Integrated Care
10 Southard Street
Trenton, NJ 08609
800.360.7711

AAMH
819 Alexander Road
Princeton, NJ 08540
609.452.2088

314-316
East State Street
Trenton, NJ 08608
609.278.5900