



PATIENT HANDBOOK

Best Practice Healthcare • Extraordinary Customer Service • Quality Outcomes

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Welcome to Henry J. Austin Health Center!

Thank you for trusting us with your care. Since our doors opened more than 50 years ago, we’ve continued to deliver person-centered and high-quality health care for patients and families in the greater Trenton area.

Working with our community partners, our exceptional team will provide trauma-informed, holistic care to maximize individuals’ strengths and abilities to achieve optimal health and well-being. Services provided by HJAHC include Primary Care (Adult, Pediatrics, Women, Centering Families), Whole Health (Behavioral Health, Chiropractic, Dental, Nutrition, Pharmacy, Podiatry), and Special Services (AIM, HIV Counseling and Testing, ACCESS, Senior Program). We are proud to be the center for wellness and inspire our community to attain their highest quality of life. Please know that your health and well-being are our top priorities. We want your experience to be as safe, comfortable, and positive as possible. You are an important part of your health care team. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs.

This patient and family handbook was created by HJAHC staff members to anticipate your concerns. Use it to help guide you through your health journey. If you have any questions about our services, policies, or other information in this guide, please don’t hesitate to ask one of your caregivers. Thank you again for choosing Henry J. Austin Health Center for your medical needs.

Sincerely,

Dr. Kemi Alli
Chief Executive Officer
Henry J. Austin Health Center

Dr. Rachel Evans
Chief Medical Officer
Henry J. Austin Health Center

Henry J. Austin Health Center Locations



Warren Street

Warren Street

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

Hours of Operation

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

Bellevue Avenue

433 Bellevue Avenue
Trenton, New Jersey 08618
Phone: (609) 278-5900

Hours of Operation

Monday - Friday: 8:00am — 5:00pm

All Access Mental Health (AAMH): 819 Alexander Road, Princeton
Catholic Charities: 10 Southard Street, Trenton
Oaks Integrated Care: 314-316 E. State Street, Trenton
Rescue Mission: 98 Carroll Street, Trenton

Chambers Street

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

Hours of Operation

Monday - Friday: 8:00am — 5:00pm

Ewing Street

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

Hours of Operation

Monday - Friday: 8:00am — 5:00pm

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

What I Need to Know About My HJAHC Provider and Healthcare Team

Choosing a Provider

One of the most important things to do as a new member is to choose your provider. You may choose a provider who practices at one of our many nearby locations based on your health insurance plan and where you live. Choosing a HJAHC provider gives you the full benefit of our Patient Centered Medical Home model of coordinated, patient-centered care.

Types of Providers:

HJAHC providers are doctors, nurse practioners (NP's) and physician assistants (PA's).

- A doctor is a person licensed to practice medicine.
- A nurse practitioner is a nurse who is licensed to treat certain medical conditions without the direct guidance of a doctor and may serve as your main healthcare provider.
- A physician assistant is a licensed medical provider who treats patients and their medical conditions under the guidance of a doctor and may serve as your main healthcare provider.

You can change your provider at any time for any reason. If you wish to do so, let us know when you schedule your next visit, and we will assist you.

Your Healthcare Team

A strong connection with your healthcare provider and healthcare team is at the heart of our model of care. Your team knows you and your medical history and will work with you to take charge of your health care whether you're focused on preventive care, a brief illness or injury, or you are taking care of a life-long illness such as diabetes or asthma. Our team of providers can help you decide which treatment options are best for you and can help manage your medical care.

- 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.
- The choices you make every day can 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.



Patient Centered Medical Home

HJAHC has been committed to providing the best care possible for 50 years. We are a certified Patient-Centered Medical Home since 2013. We hope to engage patients and families, developing relationship-based personal care, and meet the diverse needs, cultures, and values of all our patients.

Comprehensive Care:

- Treating every part of you: meeting both physical and mental healthcare needs by having a diverse team of care providers.

Coordinated Care:

- Your care providers working together: building communication between families, patients, and healthcare professionals, within teams of healthcare providers, and across teams and setting.

Accessible Services:

- Making it easy for you to get treated: providing same-day access, around-the-clock telephone or electronic access to providers and decreasing 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.

Before My Appointment

Going to my 1st appointment

- New patients should arrive 30 minutes before their appointment time. This will allow time to sign in and fill out any needed paperwork.
- If you prefer, you may go to the HJAC website at Henry J. Austin Health Center: The Center for Wellness (henryjaustin.org) to download and fill out your forms ahead of time. Our staff is also available to help you with your paperwork when you arrive.

All returning patients

Please arrive 15 minutes before your appointment to sign in.

Getting to your appointment

- If you need help getting to your HJAHC appointment, we can provide a free ride through a ride sharing service. If you call to make your appointment, you can ask to speak with a social worker to arrange a ride.
- 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 a ride to and from your appointment.



Interpreter Services- Your Preferred Language

HJAHC can meet all your language needs. Our staff will offer free interpreter services so you and your provider can speak about your health care plan and treatment in your preferred language.

What to bring to my appointment

- 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 when you arrive.
- Any referrals that you have for this appointment.
- Any co-pays or deductibles you may need to pay. Please call your insurance company before you arrive if you are not sure of the cost.
- Any paperwork you have already filled out from the HJAHC website.

How I can prepare for my visit

- If you have not been feeling well, make a list of what is bothering you to tell your provider.
- Be sure to bring all your medications to each visit. Include all medicines you are taking such as vitamins, herbs or supplements.
- Write down any questions or concerns that you want to discuss with the clinical team. Bring any recent test results, information about any visits to specialists or recent emergency room or hospital visits.
- If you do not understand something the provider has told you, please let them know.
- It's always a good idea to bring a family member or friend with you to take notes or help you remember what was said.

During Your Appointment

What I can expect when I arrive

- When you arrive at the front desk a staff member will check you in. If your visit is a telehealth visit, you will be checked in over the phone or online.
- You will then go to your Provider's area where a receptionist will sign you in.
- You will be given a tablet to answer a few important health questions before you see your provider. Once the clinic team is ready for you, a Medical Assistant may see you. Your weight, height, blood pressure and pulse may be checked.
- Your Provider and a nurse will ask you about your medical history and examine you.
- Your Provider may refer you to other services like a Behavioral Health Counselor, Clinical Pharmacist or Nutritionist if needed to help with your care.



SPEAK UP™ About Your Care

Speak Up About Your Care is a program by The Joint Commission that encourages patients to speak up and be active partners in their health care. HJAHC supports the use of hospitals, health centers, surgery centers, or other types of healthcare organizations that have been carefully reviewed for excellence in quality care.

- Speak up... if you have any questions, speak or read another language and would like an interpreter or if you don't understand.
- Pay attention! Always check the ID badges worn by doctors and nurses and don't be afraid to remind your healthcare team to wash their hands. It is also okay for you to speak up and ask your provider questions at any time.
- Educate yourself... so you can make the best decisions about your care.
- Ask... a trusted family member or friend to be your advocate ("health care partner").
- Know about your medicines... ask about side effects and why you take them. Medication errors are among the most common health care mistake people make.
- Use a health care facility which has met quality standards.
- Participate in all decisions about your care... You are the center of the health care team. Discuss each step of care along the way.

If you would like to learn more about the SPEAK UP™ program, please visit: [jointcommission.org/speakup.aspx](https://www.jointcommission.org/speakup.aspx). There are free videos and materials in English and Spanish.

How to Contact Us After You Appointment

For a medical or mental health emergency

Call 911 or go to the nearest Emergency Room

For spanish speaking patients

Call 609-278-5900 and then press “1” to talk in Spanish

For urgent medical concerns (not emergencies)

- We have same-day appointments for sick or urgent problems, Monday through Friday between 8:00 a.m – 5:00 p.m.
- You must call **609-278-5900** if you are feeling sick or have an urgent medical problem that is not an emergency before coming in.
- You will speak with a Triage Nurse who will answer your questions, provide medical information or schedule a same day appointment. If needed, the nurse will get in touch with your Provider.
- Weekends and After Hours: If you call **609-278-5900** weekdays before 8:00 a.m. or after 5:00 p.m. or anytime on the weekend, you will be connected to an answering service. If your medical concern cannot wait until we are open again, the answering service will connect you with a Provider who is on call.

Our Retail Pharmacy

- At HJAHC retail pharmacy we prepare and dispense medications, advise patients 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.



About Your Bill

- HJAHC collects co-pays, deductibles and sliding scale fees at the time of your visit. You may pay for your visit either before the visit or after the visit. If you do not pay, you may get a bill or statement from us afterward.
- We may send you a bill if your insurance tells us that you are financially responsible for certain costs from your visit such as: co-insurance, deductibles and services that are not covered by insurance. Please contact your insurance company directly for explanations on costs that the insurance company will not cover.
- If 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 and ask for the billing department if you have any questions about a bill that you received.

Help Paying Your Bill

At HJAHC, patients will never be turned away because they cannot pay for their care. We have patient discount or sliding scale programs that may provide financial support for patients that meet certain measures.

- You may apply for any of these discount programs by filling out the fee scale application form and hand it in at the registration desk.
- The form can also be downloaded from: henryjaustin.org/sliding-fee-discount-program/
- Once filled out, you can email the form to: mrecords@henryjaustin.org with the required proof of income, family size and proof of address.

Documents for proof of income:

- Paycheck
- Disability Benefits
- Unemployment Benefits
- Income Tax Return
- Letter from employer on company letterhead
- W-2s
- Foster Care Benefit
- Child Support Payment
- You can complete a form stating that you have no income

Documents for 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.

Discount or Sliding Fee Program



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 program is based on your family size and gross household income. To see if this is a fit for you, your total household income must fall within 200% of the Federal Poverty Guidelines.

State Funded Uncompensated Care Discount Program

This is a state discount program for patients that live in New Jersey and do not have health insurance. The amount you will pay in this program is based on your gross household income and family size.

Title X Discount Program

This Title X discount program is for patients that may need support for family planning services that are received at HJAHC. The price you pay in this program is based on personal income on the Title X Slide.

304B Pharmacy Discount Program

This Pharmacy discount program is to help support patient copays, deductibles or other medication costs. The amount you will pay in this program is based on your gross household income and family size and is decided using federal guidelines.

The New Jersey Cancer Education Early Detection (NJCEED) Program

The NJCEED program assists qualified patients that have no insurance with receiving cancer screenings at no cost. It is open to those patients that earn up to 250% of the Federal Poverty Guidelines.

Henry J. Austin Health Center (HJAHC) Services

Trauma Informed Interprofessional Collaborative Care

- Our 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.
- Every site at HJAHC has a Licensed Clinical Social Worker (LCSW) or a Behavioral Health Counselor (BHC) and a Clinical Pharmacist who is part of your health care team.
- If you have any worries that may prevent you from being your best self a BHC can meet with you to develop a plan to feel better.
- You can ask to speak with the BHC or you can ask your provider to get them involved in your care. 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

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

Primary Care for Adults includes:

- Preventive care such as once a year 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
- Blood draw (lab work)
- Same Day or next day appointments
- Many other services in the adult health care department

Women's Health

We believe that women often represent the cornerstone of a family's overall health. When women have access to quality care, the health of their children and family often improves. We have a department just for the special health care needs for the women in our community. We are proud to provide complete family planning and preventive health services as a Title X partner agency.

Women's Health Care includes:

- Well Woman Care such as screenings for breast and cervical cancer
- Procedures to prevent and treat cervical cancer
- Family planning services that help you choose the right family planning method or services to delay or prevent pregnancy at reduced rates
- Many other services are offered

Pediatrics

Access to health care is important to children, their families, and their community. Quality healthcare can shape a child’s physical and emotional health and their growth and development. Pediatric care is provided from newborn through the teenage years. Children also have mental and behavioral health needs. All children over 13 years of age are screened for mental and behavioral health issues.

Our pediatricians (doctors that care for children) and nurse practitioners work in teams that include social workers, clinical pharmacists, nurses, certified medical assistants, community health workers, nutritionists, unit receptionists, and all work together to support the needs of our young patients.

Pediatric Services include:

- Routine check-ups, sick visits, immunizations, and physicals
- Lead poisoning screening and treatment
- Asthma care through our “Asthma Improves with Management” (AIM) Program
- Referrals for nutrition, diet and activity education
- Dental Services
- Reach Out and Read Program
- Same day or next day visits are offered

Centering Families Program

Our Centering Families program is based on a group care model from the Centering Healthcare Institute (CHI). This program focuses on both the baby and mom’s health. In a group setting, moms explore their own health goals and explore topics such as stress management, nutrition and weight and family planning.

Centering Families Program includes:

- Combined one-on-one child health assessments, interactive learning and community building in a group setting with other moms.
- The groups bring together 5 to 6 moms with their babies who are all around the same age.
- They meet together over 9 shared visits starting at the 2-month-old well baby checkup.
- The group clinician will provide well childcare and also support the health and safety issues of the mothers.

Behavioral Health

Each of our medical providers has a behavioral health team member to help their patients feel healthy no matter their age or condition. You will be asked questions about sadness, worries, sleep, alcohol use, drug use and trauma as part of your care as they can have an impact upon your health and well-being. The Behavioral Health team can also help with other hurdles that may make it hard for you to be healthy. They are able to help with social service needs and make the best referral for you. Those needs may include transportation, paying for medicine, food pantries, and much more.

The Behavioral Health Department includes:

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

Pharmacy

Our clinical pharmacy services include clinical pharmacists as part of the healthcare team at most HJAH locations. A dispensing clinical pharmacy is located at the Warren Street location of the Henry J. Austin Pharmacy Department. You do not need to be a patient to use this Pharmacy. It is open for everyone.

Clinical Pharmacy services includes:

- Free delivery for Trenton Residents
- Prescription (Rx) local app and patient portal for video counseling services
- Medication information on each of your prescriptions
- Personal meetings with the pharmacist for counseling and education
- Pharmacotherapy management through collaborative practice
- Medication refill and renewal services; appointment-based model
- Complete medication reviews; Medication Therapy Management
- Medication management; compliance packaging
- Goal setting for healthy lifestyle changes



Dental

We provide patient focused dental care to generations of families from children to adults in a warm, friendly, stress-free setting with new, state-of-the-art, dental equipment. All of our dentists are certified by both the Northeast 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 your income.

Dental services include:

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

Nutrition Counseling

- Our Registered Dietitian Nutritionist offers personally tailored advice to assist in setting goals and planning for wellness focused on healthy eating.
- A Registered Dietitian Nutritionist is a food and nutrition expert who explains the science of nutrition in a healthy, real-world way.

Asthma Improves with Management (AIM)

- The AIM program provides patients and families with personal asthma management education by a Certified Asthma Educator (AE-C).
- The AIM staff are educators and advocates for the patient and their families. They work with HJAHC providers, programs and services and also partner with community agencies and organizations to help improve the quality of life for the patient and their family.

Chiropractic Care

- Chiropractic care focuses on illnesses that affect your muscles, bones and nerves and the effects of these illnesses on your health and wellbeing. Chiropractors are trained medical professionals who use their hands to relieve pain in the spine and other areas of the body.
- Chiropractic care is used most often to treat common muscle and skeletal (bone) issues, like back pain, neck pain, pain in the joints of the arms or legs, and headaches. Through their whole-person, patient-centered approach, chiropractors raise the health and wellness of their patients so they can live a full and active life.

HIV Prevention, Counseling and Testing

Our HIV Counseling and Testing team ensures fair access to care and supportive services for all of our patients.

HIV Prevention, Counseling and Testing Services include:

- 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

Austin Center for Comprehensive Early Intervention and Support Services (ACCESS) is a program for people with Hepatitis C or those impacted by or infected with HIV. Our team members each have a special interest and knowledge of HIV. They include an infectious disease doctor, a nurse practitioner, nurses, case managers, behavioral health providers, a nutritionist, a community health worker and a care coordinator.

Podiatry

Podiatrists are medical specialists who help with problems that affect your feet or lower legs. They treat injuries and problems from ongoing health issues like diabetes.

A podiatrist can help with:

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

Senior Program

We educate the senior population of Mercer County about healthy lifestyles and prevention, with a special focus on those that have the most medical needs and the least amount of resources. The Senior Program directs those who are in need of services to one of our health centers and the many services that they can use.

Senior Health Services offered include:

- Stanford University developed programs for both Chronic Disease Self-Management and Diabetes Self-Management
- Both programs are Title111D, which is an approved evidence-based health promotion and disease prevention program.

Laboratory Services

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

Your Rights as a Patient

The Patients' Rights and Responsibilities is also known as the Patient's Bill of Rights. HJAHC provides high quality care that is fair, responsive, and accountable to the needs of our patients and their families. We are focused on providing you with appropriate healthcare and related services and will address any concerns you may have about such services. We encourage all of our patients to be aware of their rights and responsibilities and to be active partners in their care.

Every Patient Has the Right to:

1. Receive high quality care by competent staff despite the ability to pay for such care.
2. Receive care without regard to race, color, national origin, sex, age, religion, physical or mental disability, sexual orientation or preference, diagnosis or condition, marital status, or ability to pay.
3. Be treated with courtesy, consideration, dignity, respect and privacy by all HJAHC staff.
4. Be informed of all HJAHC Privacy Policies and Procedures, as the policies relate to your protected health information.
5. Have your medical record treated as confidential and read only by people with a need to know. Your medical record will be released only with permission from you or as required by law.
6. Access, review, or copy all information in your medical record within an agreed upon timeframe (or, as applicable, have a legal custodian access, review, or copy such records) and request changes to such records.
7. Know the names and jobs of your caregivers and be informed of how to contact them.
8. Request a different healthcare provider if you are unhappy with the care being provided.
9. Receive complete, correct information that you are able to understand and that meets your cultural and language needs about your diagnosis, prognosis, planned course of treatment, other options (including no treatment) and the risks and benefits of all. This may not be possible in an emergency.
10. Receive information about the availability of support services, such as transportation, education and translation services. If you do not speak English or are hearing or speech impaired, you have the right to an interpreter when possible.
11. Receive complete information to be able to make decisions related to your healthcare and to provide informed consent before any procedures (except in an emergency). If you are unable to fully participate, you have the right to include parents, guardians, family members or other people to help with your decision making.
12. Ask questions at any time about your diagnosis, treatment, prognosis or planned course of care, alternatives and risks, and get answers to your questions in a way that you understand.

13. Refuse any treatment to the extent allowed by law after hearing the medical outcomes (or results) of refusing such treatment. This may include HJAHC having to inform the needed authorities of this decision, and express preferences regarding any future treatments.
14. Get another medical opinion before any treatment or procedure.
15. Be told if your treatment is for purposes of research or is experimental and be given complete information so that you can provide informed consent before such research will begin. If you choose to take part in research, you have the right to stop at any time. If you decide not to take part in the research program, it will not affect your access to care.
16. Make advance directives and be certain that all healthcare providers will follow your directives to the extent of the law.
17. Have people or agencies help make healthcare decisions and act on your behalf if you become unable to do so.
18. Ask for and receive information about your financial responsibilities.
19. Receive a detailed bill for your services and have the bill explained to you.
20. Ask for help if needed to understand or follow HJAHC's procedures and rules, access healthcare and related services, take part in treatments, or fulfill payments due.
21. File a complaint about HJAHC or its staff without fear of discrimination or revenge and have the complaint resolved in a fair, efficient and timely manner.



Every Patient is Responsible to:

1. Provide correct and complete personal, financial, insurance, and medical information (including all current treatments and medications) before receiving services from HJAHC.
2. Follow all rules and procedures posted within HJAHC's facilities.
3. Treat others in a polite, courteous, considerate, and respectful manner and respect the privacy and dignity of all patients.
4. Watch over your children while at HJAHC.
5. Refrain from abusive, harmful, threatening, or rude conduct towards other patients and HJAHC staff.
6. Never carry any type of weapon or explosive into HJAHC.
7. Keep all scheduled appointments and come on time.
8. Tell HJAHC when you cannot keep your appointment at least 24 hours in advance of the scheduled appointment time. (or as soon as possible within 24 hours). For an explanation of our "Did Not Keep Appointment" Policy, please refer to page xx of this handbook.
9. Partner and follow the treatment plan advised by your healthcare providers, to the extent you are able, and work with providers to reach desired health outcomes.
10. Ask questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or planned course of treatment, alternatives or associated risks and benefits, or any other information provided to you about services.

11. Provide an explanation to your healthcare providers if you are unable to or refuse to take part in treatment, to the extent you are able, and communicate your wants and needs.
12. Inform your healthcare providers of any changes or reactions to medication or treatment.
13. Become familiar with your health benefits and any exclusions, deductibles, co-payments, and treatment costs.
14. Make a good faith effort to meet financial agreements, including paying for your services on time.
15. Advise HJAHC of any concerns, problems, or unhappiness with services provided or the manner in which they are provided.
16. Use 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 fair manner)

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

Confidentiality

- HJAHC is overseen by the rules and regulations established under the Health Insurance Portability and Accountability Act (HIPAA) 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.
- Your information will not be released to anyone outside of this organization without your permission, unless required by law or court order, or to the appropriate persons (in an emergency).
- Your privacy is protected. If someone asks for information about you, we cannot share anything without your consent. This includes family members and friends. If there is someone that you would like us to give information to, such as a partner or family member, you will need to sign a "release" form giving us permission to do so.
- If an HJAHC staff member sees you outside our offices, he or 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 always up to you if you would like to speak to the HJAHC staff member.
- If at any time you feel 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 to us.

Requesting Your Medical Records

- You can have access to your health records. Please ask our staff for details about cost as there may be a fee.
- Please complete a “Release of Information” (ROI) form at one of our locations or download the form from our website at <https://henryjaustin.org/patient-guide/medical-records/>.
- We will transfer your records to any providers free of charge.
- Your medical 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 share your personal health information (PHI) with each other in a secure, timely manner through their electronic medical record (EMR).
- This health information could include reports about your illnesses, injuries, allergies, medicines, and test results. This allows HJAHC providers know what care you received in the hospital, and it allows hospital providers know what care you received at HJAHC.
- If you do not want your providers to have access to your records, you will need to “opt out”. To Opt-out of the HIE (Medicaid ACO Patient Opt-Out Information) complete and sign the Trenton HIE Opt-Out form. It can be faxed to 609-256-4554 or mailed to:

Trenton HIE Administrator
c/o Trenton Health Team
1 West State Street, 4th Fl.
Trenton, NJ 08608

The Joint Commission

- The Joint Commission inspects hospitals and healthcare facilities to ensure they meet quality standards.
- We are proud to share that HJAHC has been Joint Commission accredited since 1999.
- Accreditation ensures that the healthcare organization follows 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 your concern has not been met at HJAHC.

Federal Tort Claims Act

- The Federal Tort Claims Act (FTCA) is a law that allows specific types of lawsuits to be tried 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 providers and other persons authorized to provide medical or other professional health care services within the range of their duties.
- HJAHC receives Department of Health and Human Services 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).
- For more information on FTCA visit the Federal Tort Claims Act website at [Federal Tort Claims Act \(opm.gov\)](http://FederalTortClaimsAct.opm.gov).

PATIENT CONCERN LINE:

609-278-6363

OR VISIT

<https://henryjaustin.org/grievances/>

