

# FQHC and YOU:

Being a patient at CHCB means you're a patient of a Federally Qualified Health Center. Here's more information!

## NATIONAL INFORMATION:

Federally Qualified Health Centers (FQHCs) provide comprehensive primary and preventive care, including medical, dental and psychiatric/-behavioral health services to persons of all ages, regardless of their ability to pay or life circumstance.



**1,200**

There are over 1,200 FQHCs serving over **24 million patients** nationally.

**\$24 Billion**

FQHCs are associated with lower health care costs and less acute care utilization. **FQHCs save \$24 billion annually**, nationally.



FQHCs' average **cost runs a dollar less per patient per day** compared to all physician settings, and often preventive care quality markers are higher, even with a denser population of patients with high health needs.

**24%**

A study of Medicaid claims 13 states, including Vermont, confirms **total cost of care** for health center patients was 24% lower.

## VERMONT INFORMATION:

There is a powerful alliance of **12 FQHCs in Vermont**, with 63 sites across 14 counties. CHCB currently operates eight sites in Chittenden County and southern Grand Isle County.



**1 in 4 Vermonters** come to an FQHC - that equals 182,000 FQHC patients in the State of Vermont.



### Riverside Health Center

617 Riverside Avenue  
Burlington ..... (802) 864-6309

### Dental Center

617 Riverside Avenue  
Burlington ..... (802) 652-1050  
789 Pine Street  
Burlington ..... (802) 652-1050

### Safe Harbor Health Center

184 So. Winooski Avenue  
Burlington ..... (802) 860-4310

### Pearl Street Youth Health Center

179 Pearl Street  
Burlington ..... (802) 652-1080

### School-Based Dental Center

(Integrated Arts Academy at H.O. Wheeler School)  
6 Archibald Street  
Burlington ..... (802) 652-1050

### Champlain Islands Health Center

260 Rt. 2, Suite 101  
South Hero ..... (802) 372-4687

### South End Health Center

789 Pine Street  
Burlington ..... (802) 864-0693

### GoodHEALTH Internal Medicine

368 Dorset Street, Suite 1  
South Burlington ..... (802) 860-1441

### Winooski Family Health

32B Malletts Bay Avenue  
Winooski ..... (802) 655-4422

Please visit [www.chcb.org](http://www.chcb.org) for up-to-date hours for specific CHCB locations.

# Welcome

The mission of the Community Health Centers of Burlington (CHCB) is to improve the health of all within the communities we serve. We are a non-profit organization dedicated to providing exceptional care with respect and compassion and with a commitment to serving people regardless of financial status or life circumstance.

## Connect With Us!



Find us on the web!  
[www.chcb.org](http://www.chcb.org)



Patient Feedback Line  
(802) 540-8253



Facebook  
[facebook.com/vtchcb](https://facebook.com/vtchcb)



Twitter  
@chcbvt



YouTube  
VTCHCB

CHCB is nationally accredited as a Patient-Centered Medical Home. Our accreditation a reflection of our commitment to the future of health care in our community. By managing and preventing chronic disease and promoting healthy lifestyles, we aim to empower our patients to take a proactive approach in managing their self-care and wellbeing.



**CHCB is SMOKE & VAPE FREE at all locations.** CHCB does not allow smoking, "spit tobacco" or vaping of any kind anywhere on our sites including the grounds, building interiors and parking areas, including the Riverside garage. This includes tobacco use and the use of tobacco substitutes (i.e. electronic cigarettes and any electronic or battery powered device that delivers nicotine or other substances to the body through inhaled vapor).

Service animals are welcome.

The Community Health Centers of Burlington is a 501(c)(3) non-profit and Federally Qualified Health Center funded in part through a grant from the U.S. Department of Health & Human Services and generous community support. CHCB 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).

# Starting Your Care

## NEW PATIENT?



Your first visit is very important. You and your provider will want to get to know each other and talk about your health history.

- Please complete the registration forms and return them to us before your first visit.
- Have copies of your medical/dental records sent to us as soon as possible. Your care may be limited until we receive them.

Medical Records Fax: (802) 860-4313

Dental Records Email: dentaltriage@chcb.org

## APPOINTMENTS



- Please bring your insurance card and any changes in your contact information.
- Please tell us at Check-In if this visit is for an injury related to work or an auto accident.
- Please call if you are running late. We set aside time just for you but may need to reschedule your appointment.
- Your time is important to us. We will try our best to let you know when a provider is running late, so you can choose to reschedule or wait.
- Your health is important to us. Please keep your scheduled appointments. We require 24 hours prior notice if you need to cancel or reschedule an appointment.
- Same-day appointments for urgent care are available at all sites. Calling ahead in advance is recommended.

# Receiving Your Care

## AFTER HOURS NUMBERS



During non-office hours, our on-call services are available:

On-Call Provider or Nurse. . . . . (802) 864-6309

On-Call Dental . . . . . (802) 652-1050

GoodHEALTH

On-Call Provider or Nurse. . . . . (802) 860-1441

Winooski Family Health

On-Call Provider or Nurse. . . . . (802) 655-4422

Saturday appointments are available at our Riverside location.



## Rx REFILLS

Please call 48 hours in advance to ensure that your prescription refill can be done before you need it. If enrolled, you can also request refills online using CHCB's Patient Portal.

## AFFORDABLE PRESCRIPTIONS

CHCB partners with a number of pharmacies to give our patients the lowest prescription costs possible. When you participate, there is no fee to you, and in most cases you will pay less for your medications. For a list of contracted pharmacies, please ask a Patient Services Representative.

### Community Health Pharmacy (mail order)

Whether or not you have insurance, Community Health Pharmacy can provide you with affordable medications with the ease of home delivery.

Ask for an easy sign-up brochure at your visit today, or contact CHP toll free at (888) 669-9017 or [www.communityhealthpharmacy.com](http://www.communityhealthpharmacy.com).

# Participating in Your Care

## PATIENT RIGHTS



As a patient, you should know your rights. For full documents about all of your rights for treatment and privacy, ask our front desk or visit [www.chcb.org/forms](http://www.chcb.org/forms).

## PAYMENT INFORMATION



We accept most insurances including Medicaid and Medicare. Medicare patients may be eligible for reduced or waived out-of-pocket expenses.

Regardless of insurance, you can talk to our Patient Support Services (PSS) to discuss all of your financial assistance options, including the Sliding-Fee Scale. This is a discount program for all CHCB services based on income and household size, made possible by the federal government. PSS can also help you find other discount programs you may be eligible for through community partner organizations such as the University of Vermont Medical Center.

Contact Patient Support Services at (802) 264-8124.

## PATIENT PORTAL



The Patient Portal helps you manage your health care on your schedule, 24 hours a day, 7 days a week. You can:

- Ask for an appointment and view upcoming appointments online
- Refill a prescription and request your preferred pharmacy
- Send secure messages to your medical provider/team
- View and receive your lab results
- View and pay your bill online
- Learn more about your health using our online research center

Please contact a CHCB Patient Services Representative at 802-864-6309 to enroll.

# Care Checklist

Here's a list to make accessing your care as easy as possible.

- I've requested transfer for my medical records to CHCB.
- I've reviewed the Patient Bill of Rights and Responsibilities and Notice of Privacy Practice brochures.
- I've loaded CHCB phone numbers to my contacts.
- I've loaded "After Hours" phone numbers to my contacts.
- I've notified my insurance carrier of my new Primary Care Provider.
- I've requested a brochure and signed up for discounts on prescriptions through the Community Health Pharmacy program.
- I've applied for the Sliding-Fee Scale to make my care affordable.
- I've enrolled in the Patient Portal to communicate with my medical provider/team, request prescription refills, receive lab results, and pay bills online.
- I've downloaded the Patient Portal mobile app by NextGen Healthcare. Available on Google Play and the App Store. 
- I've filled out a Release of Information form so that another person or organization that I choose may have access to my medical records.
- I've checked out the other services available to me on the website at: [www.chcb.org/services](http://www.chcb.org/services)