

FQHCs and YOU:

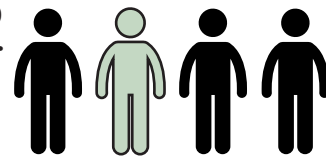
CHC is one of 1,400 Federally Qualified Health Centers (FQHC) nationwide. FQHCs provide comprehensive primary and preventive care, including medical, dental, and psychiatric/mental health services to persons of all ages, regardless of their ability to pay or life circumstance.

FQHCS IN VERMONT:

There is a powerful alliance of 12 FQHCs, with 73 total sites, across Vermont. CHC currently operates nine of them in Chittenden and southern Grand Isle Counties.



1 in 4 Vermonters come to an FQHC – that equals over 184,000 FQHC patients in the State of Vermont.



Care Checklist:

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

- I've requested transfer for my medical records to CHC.
- I've reviewed the Patient Bill of Rights and Responsibilities and Notice of Privacy Practice brochures.
- I've loaded CHC phone numbers to my contacts.
- I've reviewed my options for pharmacy services including the onsite CHC - Pharmacy or receiving mail order prescriptions through the Community Health Pharmacy.
- I've applied for the Sliding-Fee Scale to make my care affordable.
- I've notified my insurance carrier of my new Primary Care Provider.
- I've enrolled in the Patient Portal to request prescription refills, receive lab results, and pay bills online.
- 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.

CHC Locations:

CHC - Riverside

617 Riverside Avenue
Burlington(802) 864-6309

CHC - Safe Harbor

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

CHC - Pearl Street

179 Pearl Street
Burlington(802) 652-1080

CHC - School-Based Dental Center

(Integrated Arts Academy)
6 Archibald Street
Burlington(802) 652-1050

CHC - Champlain Islands

52 Community Lane
South Hero(802) 372-4687

CHC - South End

789 Pine Street
Burlington(802) 864-0693

CHC - Good Health

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

CHC - Winooski

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

CHC - Essex

87 Main Street
Essex(802) 404-1350

Dental Centers

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

Please visit www.chcb.org for up-to-date hours for specific CHC locations.



Welcome!

The mission of the Community Health Centers (CHC) 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



Patient Feedback Line
(802) 540-8253



Facebook
facebook.com/vtchcb



Twitter
@chcbvt



YouTube
VTCHCB

- **CHC is SMOKE & VAPE FREE at all locations.**
- **Service animals are welcome.**

CHC is recognized by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home (PCMH). The NCQA PCMH standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement. CHC's recognition is a reflection of our commitment to improving the health of 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 well-being.



The Community Health Centers of Burlington (CHCB) 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 (HHS) 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). This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

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 note, this visit is **not a physical**.

- 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. Please refer to your specific location:

CHC - Riverside(802) 864-6309
CHC - South End(802) 864-0693
CHC - Good Health(802) 860-1441
CHC - Winooski(802) 655-4422
CHC - Champlain Islands(802) 372-4687
CHC - Pearl Street(802) 652-1080
CHC - Safe Harbor(802) 860-4310
CHC - Essex(802) 404-1350
Dental Centers(802) 652-1050

Saturday appointments are available at CHC - South End.

CHC - PHARMACY



An onsite pharmacy is available at CHC - Riverside. Pharmacy services are offered to all CHC patients, regardless of your preferred location.

Questions? Call (802) 318-4191.

MAIL ORDER PRESCRIPTIONS

Whether or not you have insurance, Community Health Pharmacy (separate from CHC - 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.

Rx REFILLS

Please call 48 hours in advance to ensure that your perscription refill can be done before you need it. If enrolled, you can also request refills online using CHC's patient portal.

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.

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 CHC services based on income and household size. 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
- View and receive your lab results
- View and pay your bill online
- Learn more about your health using our online research center

Please call your preferred CHC location to enroll in the patient portal.

Accessing Your Care

INTERPRETER SERVICES

We are committed to providing barrier-free care to all our patients based on their unique health and language needs. CHC provides free interpreter services to any patient whose primary language is not English, people who are deaf, hard of hearing and those who are blind or have low vision. We rely on qualified local and external interpreters to provide interpreter services to all patients and their families by telephone, video, and American Sign Language (ASL). Our website, www.chcb.org, is able to be translated into other languages by clicking the green button with a flag at the bottom of the webpage.

How to Request an Interpreter at CHC:

- Step 1:** Please call your preferred CHC location.
- Step 2:** PRESS 0 (zero) to reach our interpreter agency.
- Step 3:** Follow the prompts to request the language of the interpreter you need.
- Step 4:** Wait on the phone with the interpreter for a CHC staff member to assist you.

NON-DISCRIMINATION STATEMENT

CHC complies with all applicable state and federal civil rights laws. CHC does not discriminate or deny health services to any patients based on race, color, religion, marital status, age, language, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental disability, ancestry, place of birth, HIV status, national origin, veteran status, or any other legally protected categories. Any form of discrimination or denial of services will be investigated by the Community Health Centers. Those who are directly affected by such incident will be informed of the appropriate decisions or actions being taken in accordance with our values, mission, policies, privacy, and transparency.