Welcome

Welcome and thank you for choosing Saint Joseph’s Family Health Center.

We are very pleased that you have chosen us to be your Medical Home. If you have never heard of a Medical Home before, here is some information that will explain what you can expect.

A Medical Home model of care means that all your health care needs are taken care of by your Care Team. The members of your Care Team will consist of a provider, nursing staff member and ancillary personnel to help arrange all your treatment needs.

Your Care Team will not only provide health care services when you visit our office, they will also coordinate and make arrangements with other providers or facilities as necessary to handle your total health care needs. We will work with your family members as well to ensure that they are involved in your care if that is your desire.

Scope of Services

Our board-certified family medicine physicians will provide full health care services to you and your family members. We treat patients of all ages and offer a prenatal program to give your baby the finest care right from the start, through care for our elderly patients with a focus on quality of life. In addition to private traditional visits with your physician, we also offer educational sessions and group visits for specific diseases.
Take care of your health
- Follow the medical advice you and your Care Team have talked about. Make sure you understand how to follow the Instructions. Once you begin to see results, you and your team can discuss adding new goals.

Talk openly with your team
- Tell your team if you are having trouble following their advice.
- Speak up if you have any questions. Tell your Care Team what is not working so we can work with you to make changes as needed.

Hours of Operation
<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8:00 a.m.–5:00 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:00 a.m.–8:00 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:00 a.m.–8:00 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>8:00 a.m.–5:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 a.m.–5:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:00 a.m.–4:00 p.m.</td>
</tr>
</tbody>
</table>

Insurance/Fees
We accept many commercial insurance programs, as well as the government-financed programs Medicare, Medicaid, Family Health Plus and Child Health Plus (see details below). We can also provide you with information about the New York Exchange Program so you may choose the insurance plan that best fits your needs.

For patients without insurance and inability to pay, we provide financial aid/charity care and can set fees based on each patient’s gross family income.

Child Health Plus, or Family Health Plus
Families with low incomes who do not qualify for Medicaid may qualify for low-cost health insurance through two New York State programs: Family Health Plus, which covers adults ages 19-64, and Child Health Plus, which covers children under age 19. The insurance covers immunizations as well ad medical care. For more information, please call Hudson Health Plan, Affinity or Fidelis and ask to speak to a Family Health Plus or Child Health Plus representative.

First Visit Information
At your first visit, we will ask you to choose a primary care physician who will coordinate your care and services. You will be assigned to a Care Team consisting of providers, nursing and administrative personnel who will be responsible for all your treatment needs. We will also provide you with our HIPAA Notice of Privacy Practices and other regulatory information. You will receive a patient satisfaction survey for you to complete about your experience, and we will show you the suggestion box that can be used for additional comments or feedback.

Transfer of Medical Records
We suggest you bring a copy of your medical records from your previous provider and we can help facilitate that by making the request for you. If necessary, we will provide you with a copy of your medical records from our facility. An Authorization to Release Medical Records will be needed for any transfer or exchange of information. Please ask your Patient Care Representative (PCR) on your Care Team, or see the PCR at our Information Window in the registration area.