

HOPEHEALTH

Patient Handbook

Patient Name _____

Primary Care Provider _____

Primary Care Phone _____

Specialty Provider _____

Specialty Provider _____

Specialty Provider _____

Healow Username _____

Temporary Password _____

For more information | (843) 667-9414 | *hope-health.org*

How are we doing?

Leave us a review on  or  at ***hope-health.org/review*** or scan the QR code below.





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Our Mission:

HopeHealth is committed to excellence through service that exemplifies love for people and passion for their well-being.



Welcome to HopeHealth

Thank you for choosing HopeHealth as your health care home. We are dedicated to providing quality, affordable health care for all.

We believe it is essential for our patients to be actively involved in their health care and are committed to providing you with excellent care through our integrated model.

Because of our commitment, we must emphasize how important it is for you to take responsibility for your health care needs. Please review the information in this booklet, and at any time during your care at HopeHealth, do not hesitate to ask your provider or other team members questions about any diagnosis, instructions, medications, or treatment.

We look forward to serving you!

Sincerely,

Edward M. Behling, MD
Chief Medical Officer, HopeHealth

Patient-Centered Care

Each year, HopeHealth is audited and recognized as a Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA). This recognition means that we organize your care in a way that puts you at the center of everything we do. PCMHs build better relationships between you and your clinical care team.

Why Does It Matter?

Being recognized as a PCMH means better communication, less confusion, more support between visits, and care tailored to your personal needs.

What Does It Mean For You?

A Team-Based Approach: The provider, nurse, behavioral health counselors, and others work together for you.

Whole Person Care: The team looks at your physical health, mental health, and lifestyle.

Coordinated Care: We help manage specialist visits, hospitals, labs, and more for you.

Same-Day Appointments: These provide more ways to get care when you need it.

Patient Involvement: You help make decisions about your care plan.

With HopeHealth as your medical home, you are part of a team that includes health care professionals, trusted friends or family members (if you wish), and most importantly, you.

Patient Portal



The HopeHealth Patient Portal is a desktop / mobile tool that enables you to communicate more efficiently with your provider and your care team. Using Patient Portal, you can easily:

Send a message to your provider

Request prescription refills

View current prescriptions

Request an appointment

Cancel appointments

View immunization history

Contact your care team

To take advantage of this tool:

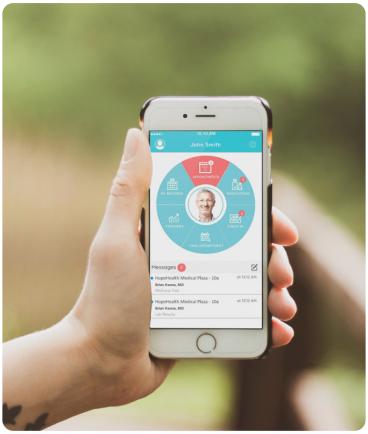
Ask your care team to enroll you

Click the link in the email you receive

Follow the directions to complete your account

To access the Patient Portal on your desktop / laptop once your care team enables your account, visit hope-health.org and click on the gray **Patient Portal** button.

Patient Portal



If you'd like to use this tool on your smartphone / tablet, download the Healow app, find us using our unique practice code (BHIEAD), and use your Patient Portal login information to sign in.

healow
Health and Online Wellness

Available on the App Store

GET IT ON Google Play

Appointment Policies

It is important for you to take responsibility for your health care needs. The first step is showing up and being punctual for your appointments.

If you arrive more than 15 minutes late for your appointment, you may have to be worked in or be asked to reschedule for another time.

Missed appointments affect our ability to provide you and others with quality care. **If you must miss an appointment for any reason, please try to notify us at least 24 hours in advance.** Repeatedly missing appointments may result in your discharge as a patient from our practice.

We will make every effort to provide an appointment time that is convenient for you. If there are unforeseen changes in our schedule that impact your appointment with our office, we will notify you as soon as possible by telephone, secure portal message, or mail. Please tell our staff right away if your contact information changes, as it is critical that your provider is able to communicate with you regarding your health.

Before Your Appointment

- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions most important to you at the top of your list.
- If needed, ask a family member or trusted friend to go to your appointment with you.
- Create a list of your other health care providers. Include their names, phone numbers, and the reason you visited them.
- Bring all of your medications to your appointment in their original containers. Be sure to include over-the-counter medications, natural and herbal medicines, and vitamins.
- Bring your insurance card or other insurance information and identification card. If you are interested in applying for our benefits programs (see page 16), also bring your household income verification.
- Enroll in the Healow App Patient Portal to facilitate communication with your provider and care team. (See page 6 for instructions)

During Your Appointment

- Add the names of your care team members to the list in the front of this booklet.
- Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you remember what still needs to be addressed.
- Your provider will take the time to get to know you as a whole person and will make an effort to develop a strong relationship with you.
- Your provider wants to make sure you understand your plan of care and treatment options and will clearly discuss the associated risks and benefits for each.
- A member of your care team will assess any barriers to care (e.g. language, cultural, literacy, etc.) and provide resources to ensure you understand the information provided to you.
- Ask questions to make sure you understand your treatment plan and next steps. Use your own words to repeat back what was discussed.
- Sign up for our patient portal to view your medical history, visit summaries, lab results, and appointment information, request medication refills, access educational materials, and more.
- HopeHealth partners with several educational institutions, and health care professional students may participate in your care during your visit. Having clinical learners participate in your care not only helps to equip future health care professionals, but can also provide a more thorough experience for our patients. Please inform a member of your care team if you prefer not to have a student observe or participate in your care.

After Your Appointment

- Your medical records will be available to you via the patient portal or hard copy upon request.
- We will provide educational materials about your medical conditions. You may request additional information using our secure patient portal.
- If you need to communicate with your provider during regular office hours, you may send a secure message through the patient portal, or contact our office by telephone by calling 843-667-9414. You may be asked to leave a message for your provider's nurse, but you should expect a call back within 24 hours.
- If it is necessary to speak to a provider before or after normal business hours, call our office and follow the prompts to speak to an answering service representative who will promptly get your message to the on-call provider. **It is important that you are available to answer your telephone as your call will be returned by a provider or call center representative in a timely manner.**
- Please do not contact members of your care team via social media. Staff are requested not to respond to friend requests or other social media contact from patients.
- If you need refills prior to your appointment, you can make the request via telephone or patient portal. Please notify us at least **5 days** prior to running out of your medication. Some refill requests may require a face-to-face appointment with your provider.

Patient Bill of Rights

You have the right to:

1. Receive care regardless of your ability to pay.
2. Receive considerate and respectful care regardless of your sex, age, race, religion, national origin, sexual orientation, or any other personal characteristics, including the primary source of payment for your care.
3. Be treated with consideration of your emotional, spiritual, and cultural needs.
4. Be fully informed of the services available to you at HopeHealth, including after hours and emergency care as well as the fees for all services.
5. Expect reasonable continuity of care and have a medical provider who is responsible for coordinating your care.
6. Request a second opinion when you believe it is necessary.
7. Know the names and positions of the people involved in your care by official name tag or personal introduction.
8. Seek assistance, such as a wheelchair or interpreter, which makes obtaining medical care easier.
9. Receive the necessary information you need about your health and medical conditions in a way you can understand, to participate in decisions about your care, and to give your informed consent before any diagnostic or therapeutic procedure is performed.
10. Participate in the decision-making process regarding your care. You may have parents, guardians, family members, or other individuals of your choosing to be involved.

Patient Bill of Rights

11. Refuse a recommended treatment, to the extent permitted by law, and be informed of the risks associated with refusing treatment.
12. Review the records pertaining to your medical care and have the information explained to you, except when restricted by law.
13. Expect that your medical record will be kept confidential. For more information about your right to privacy, please carefully review HopeHealth's Health Insurance Portability and Accountability Act and Notice of Privacy statements that are available to you in print and electronic formats.
14. Ask for and receive an explanation of any charges made by HopeHealth, even if they are covered by insurance.
15. Ask about and be told of the existence of business relationships between HopeHealth, educational institutions, other health care providers, or payors that may affect your treatment and care.
16. Consent to or decline to be in proposed research studies, tests affecting care and treatment, or tests requiring direct patient involvement.
17. Be told of HopeHealth policies and procedures that relate to patient care, treatment, and responsibilities.
18. Complete an Advance Directive (e.g. a living will). Please let a member of your health care team know if you are interested in learning more.
19. Express any complaints or concerns to your HopeHealth practice administrator or the director or manager of guest experience services staff. You may also submit complaints or concerns via our website: **hope-health.org/contact-us.**

Patient Responsibilities

In order to provide you with the best care possible, please assume the following responsibilities:

1. Participate in care decisions and management in a respectful, courteous manner and follow the care plan. If you have any questions, just ask.
2. Give full, honest information on all forms and in conversations. Report any changes to your general condition, symptoms, allergies, etc. Inform your care team of all providers participating in your health care.
3. Bring all of your medications to your appointment in the original containers.
4. Ask for refills needed during your scheduled appointment. If you need refills prior to your appointment, you can make the request via telephone or patient portal. Please give at least 5 days' notice.
5. Inspect all medications received from HopeHealth or any of our pharmacy partners before you leave the facility and any time you get a refill. If there is an error, please report it immediately to the pharmacy and your health care provider.
6. Notify a member of your care team of any hospitalizations, emergency room visits, or procedures.
7. Keep your appointments and be on time. If you must miss your appointment, please call at least 24 hours in advance to reschedule.

Patient Responsibilities

8. Treat our staff and other patients with respect.
9. Bring insurance information if applicable. If your coverage or company changes, bring the updated information to your appointment.
10. Provide your insurance card (including Medicaid and Medicare cards) when you check in for your appointment.
11. Report any changes to your address or phone number as soon as possible.
12. If applicable, provide current documentation of your household income so we can determine your eligibility for assistance. No patient will be denied health care services due to an inability to pay.
13. If you have questions about your care or your rights and responsibilities, please contact your provider's practice administrator.
14. Express any complaints or concerns to your HopeHealth practice administrator or the guest experience staff. You may also submit complaints or concerns via our website: **hope-health.org/contact-us.**

Patient Benefit Programs

HopeHealth provides services to all patients, regardless of insurance status or ability to pay. We accept all forms of insurance, including private insurance, Medicaid, and Medicare. As a community health center, we are dedicated to helping make health care affordable for everyone. If you do not have adequate insurance coverage, you may be eligible for our sliding fee scale program.

To determine eligibility for the sliding fee scale program, you will need to provide information about your household income and size. This may include:

- One month of most recent paycheck stubs or other income verification
- Tax returns to show income and household size

Patient Benefits Counselors

HopeHealth's patient benefits counselors help patients enroll in services and financial assistance programs. These counselors will determine if you qualify for Medicaid, the Affordable Care Act, the Drug Assistance Program, and/or our sliding fee scale program.

Drug Assistance Program

If you cannot afford your medications, the Drug Assistance Program may be able to help. Ask to meet with one of our benefits counselors.

Patient Navigation Services

Life can be challenging, but you don't have to manage your care alone. Our dedicated staff are here to help you overcome obstacles such as transportation, food, and other challenges, ensuring you stay connected to the care and support you need.

HopeHealth Services

HopeHealth provides a wide range of services to our patients. A team of multi-disciplinary providers customize individual plans for each patient in order to best achieve health and wellness goals.

Please contact a member of your care team if you would like to be referred to one of our special programs.

Our Services:

Primary Care
Internal Medicine
Pediatric Care
Family Medicine
Women's Health
Chronic Disease Care
Diabetes & Nutrition
Rheumatology
Endocrinology
Dental Health
Pharmacy
HIV/AIDS Services
Behavioral Health
Psychiatry
Chiropractic Care
Senior Health
Lab Services
Radiology
Substance Use Disorder Treatment
Pain Management
Infectious Diseases
School-Based Services
Hepatitis Services
TeleHealth

For more information on any of our educational classes, visit **hope-health.org/events**.

If you are interested in becoming a volunteer, visit **hope-health.org/volunteer**.

HopeHealth Locations

Florence County

HopeHealth Medical Plaza
360 North Irby Street
Florence, SC 29501
(843) 667-9414

HopeHealth on Palmetto Street
600 East Palmetto Street
Florence, SC 29506
(843) 667-9414

HopeHealth School-Based Clinic in Lake City
Lake City High School
652 North Matthews Road
Lake City, SC 29560
(843) 432-3677

HopeHealth at FMU
121 South Evander Drive
Florence, SC 29506
(843) 432-2935

HopeHealth in Lake City
148 Sauls Street | Suite A
Lake City, SC 29560
(843) 394-1051

HopeHealth Pediatrics in Florence
1920 2nd Loop Road
Florence, SC 29501
(843) 432-3700

HopeHealth School-Based Clinic in Timmonsville
Brockington Elementary School
304 Kemper Street
Timmonsville, SC 29161
(843) 432-3677

HopeHealth in Timmonsville
210 East Market Street
Timmonsville, SC 29161
(843) 346-3730

HopeHealth on Pine Needles Road
3380 Pine Needles Road
Florence, SC 29501
(843) 432-3670

HopeHealth at The Manor
2100 Twin Church Road
Florence, SC 29501
(843) 656-0381

If you need additional information about any of our services or sites, please visit our website at **hope-health.org**.

Aiken County

HopeHealth in Aiken
150 University Parkway
Aiken, SC 29801
(803) 643-1977

Clarendon County

HopeHealth in Manning
12 West South Street
Manning, SC 29102
(803) 433-4321

HopeHealth Pediatrics in Manning
12 West South Street
Manning, SC 29102
(803) 433-4124

Darlington County

HopeHealth at Bethea
157 Home Ave.
Darlington, SC 29532
(843) 432-2960

Orangeburg County

HopeHealth in Orangeburg
1857 Joe S. Jeffords Highway
Orangeburg, SC 29115
(803) 535-2272

Williamsburg County

HopeHealth in Kingstree
520 Thurgood Marshall Boulevard
Kingstree, SC 29556
(843) 355-5628

HopeHealth in Greeleyville
86 North Main Street
Greeleyville, SC 29056
(843) 426-2335

HopeHealth in Hemingway
2266 Hemingway Highway
Hemingway, SC 29554
(843) 896-5896

HOPEHEALTH PHARMACY

At HopeHealth we CARE about your pharmacy needs. Here are a few exclusive benefits to using the HopeHealth Pharmacy:

Convenience | HopeHealth Pharmacy makes it convenient for patients to receive their medications at the same location they receive their health care services. Additional convenience is provided through free mail and courier delivery options, as well as the Rx Local mobile app.

Access | HopeHealth Pharmacy provides access to affordable medications. Medication assistance is also available for qualifying patients.

Reinvestment | Proceeds from HopeHealth Pharmacy are reinvested back into our patients by helping those struggling to afford medical care and broadening access to specialty services.

Expertise | HopeHealth Pharmacy is staffed by pharmacists with expertise in serving patients with chronic conditions by assisting providers and patients with medication management.

To join the HopeHealth Pharmacy, call (843) 656-0343

Pharmacy Locations

HopeHealth Medical Plaza | 360 N. Irby St., Florence, SC

HopeHealth on Pine Needles Road | 3380 Pine Needles Rd., Florence SC

HopeHealth in Orangeburg | 1857 Joe S. Jeffords Hwy., Orangeburg, SC

HopeHealth in Manning | 12 W. South St., Manning, SC

Williamsburg Pharmacy | 411 Thurgood Marshall Hwy., Kingstree, SC

HopeHealth Pharmacy Greeleyville | 215 Varner Ave., Greeleyville, SC