

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of First Flight Health Centers you have the following rights:

- ❖ To be treated with respect, compassion and consideration without regard to race, gender or ability to pay
- ❖ To quality health care
- ❖ To a timely response to requests for health care services
- ❖ To know the name and qualifications of staff members providing care
- ❖ To privacy of your medical and financial records
- ❖ To make informed decisions regarding your medical treatment including the right to refuse treatment
- ❖ To request a consultation
- ❖ To see and obtain a copy of your medical records
- ❖ To request financial information regarding your account
- ❖ To designate a guardian or Power of Attorney (POA) to act on your behalf
- ❖ To an interpreter

As a patient of First Flight Health Centers you have the following responsibilities:

- ❖ To maintain healthy habits
- ❖ To be respectful to all physicians, nurse practitioners, and staff members.
- ❖ To provide complete and accurate information to your physician or nurse practitioner.
- ❖ To provide a complete list of all medications you are currently taking including dosage
- ❖ To adhere to all treatment plans including correct use of prescriptions
- ❖ To contact the office for an appointment when you pick up the last refill on your prescription
- ❖ To arrive for all appointments on time and to contact the office at least 24 hours in advance if you are unable to make it
- ❖ To keep all appointments scheduled for ancillary tests or to a consulting physician
- ❖ To provide us with current and accurate information regarding your insurance carrier
- ❖ To notify your insurance carrier of any change in primary care provider
- ❖ To provide us with a copy of all insurance cards
- ❖ To complete a sliding fee scale application and to provide documentation of household income
- ❖ To notify us of any change in your income status as it relates to your sliding scale status.
- ❖ To pay all copayments and sliding scale nominal fees at time of service
- ❖ To complete a patient registration form, sliding fee scale application and associated signatures on an annual basis.
- ❖ To notify us of any change in insurance, address, telephone number, marital status

I, as a patient of the FIRST FLIGHT HEALTH CENTERS, agree to the above patient rights and responsibilities.

Patient Name

Date

Signature of Patient or Guardian (if patient is a minor)

Date



WELCOME TO OUR PRACTICE

Scheduling Line: 937-461-6869 M-F 7:30 am to 5:30 pm

Please use this number to make all appointments. Also use this to cancel or reschedule any appointments.

First Flight Health Centers (FFHC) is a nonprofit organization founded in 2007 to improve access to high-quality, affordable primary health care in the region. We currently operate five locations: Alex Central Health Center, Chambersburg Health Center, Charles Drew Health Center, Corwin Nixon Health Center, and East Dayton Health Center.

Our Mission: Improving lives by providing quality primary and preventative healthcare services to those in need, regardless of ability to pay.

In order to assure that we submit the charges for your services to the correct insurance carrier, we ask that you present your insurance card and picture ID at each visit. If you are unsure which card is correct, please bring all cards and our staff members will assist you. **We do not accept Bureau of Workers Compensation claims.**

All patients are asked to complete a Sliding Fee Discount Application to assist us with determining if you are eligible for a fee discount and to meet our Federal Funding Guidelines.

You will be assigned a physician or nurse practitioner that will be your primary provider for every visit. It is our goal to be the Patient Centered Medical Home (PCMH) for all of your health care needs – this includes your urgent needs. Please contact us first for your urgent health care needs as they come up. If your assigned provider is unavailable, one of our other providers may be able to take care of your needs for that day. To reach a provider after hours, please call the center and the message will provide instructions for reaching the provider on-call.

We may at times have health professional students in our practice participating in your care. If you would prefer that students not participate in your care, please inform a member of our staff. New patients may not request prescriptions for controlled substances on their first visit and these medications will not be routinely refilled over the phone.

Our health care providers do not provide chronic pain management; but may refer you to a health care provider specializing in these medical problems.

When you arrive for a visit, tell the medical assistant exactly why you need to see your physician or nurse practitioner and what medication refills you will need. Please bring all medications with you to your visit. When calling in to receive medication refills, it can take between twenty-four (24) and seventy-two (72) hours to complete the entire process.

**Thank you for choosing First Flight Health Centers.
We look forward to becoming your Patient Centered Medical Home.**