



*Your Partner for Quality Care*

**CHCB**

COMMUNITY  
HEALTH CENTER OF BUFFALO, INC.

BUFFALO • NIAGARA FALLS • CHEEKTOWAGA • LOCKPORT

# Patient Handbook



## Table of Contents

Mission/Vision.....	1
Values.....	2
Our Services.....	3
- Specialty Care	
- Diagnostic Services	
- Support Services	
Visits to your Primary Care Provider .....	4
The Order Patients are Seen.....	5
- Total Time in the Office	
- Type of Visit	
Appointments & What is Required.....	6
Same Day Visits.....	7
Health Care Proxy .....	8
Tips to "Getting Through to CHCB".....	9
Hours of Operation and Locations.....	10
Fees & Insurance.....	11
Sliding Fee Scale Frequently Asked Questions .....	12

## **Mission**

The Community Health Center of Buffalo, Inc. (CHCB) will provide quality, culturally sensitive, preventive and primary health care to the underserved of our community through state of the art clinical and business practices in a clinical teaching environment in order to reduce health disparities.

## **Vision**

CHCB envisions a healthcare delivery system that is organized at the community level and ensures that all people have access to high quality care regardless of one's ability to pay.

CHCB will strive to become a model primary care provider within a virtually integrated healthcare system in order to provide quality, comprehensive and coordinated care to patients through:

- Developing greater clinical and operational effectiveness
- Being a market driven, culturally sensitive organization
- Strengthening Board and staff skills to continually improve operational performance
- Developing mutually beneficial relationships with community partners
- Developing relationships with healthcare providers to ensure continuity of care without duplication of services.

## **Values**

CHCB cares about people and believes that all people have the right to high quality healthcare.

### **CHCB is guided by:**

**Quality** – A commitment to quality and primary healthcare; the belief that high quality is achieved through openness, cooperation, partnerships and teamwork. Learning is an ongoing process, with a vow to continuously improve and innovate.

**Accountability** – Responsibility for actions and decisions and accountability as stewards of the public trust.

**Diversity** – Respect for everyone, their cultures and their ideas.

**Integrity** – Honesty and ethical business practice.

**Collaboration** - A commitment to meaningful partnerships with other agencies to best serve the community.

## **Our Services**

Primary Care	Adult Medicine
Dentistry	Family Medicine
Family Planning	Internal Medicine
Pediatrics	Gynecology

## **Specialty Care**

Infectious Diseases   Psychiatry   Behavioral Health/Social Work  
HIV Counseling/Testing/Treatment  
Occupational Therapy/Behavioral Health

## **Diagnostic Services**

Electrocardiograms Tuberculosis Testing	Laboratory Testing
Cervical, Breast and Colorectal Cancer Screenings	Radiology
	Lead Screening

## **Support Services**

Case Management	Language Translation Services
Health Insurance Enrollment	

## **Visits to your Primary Care Provider (PCP)**

Initial visit

### **Patient/Caretaker:**

- You will be given a patient registration packet to complete and be asked to sign a patient consent form. Present your photo identification and insurance card for verification. If you do not have health insurance or if your current insurance is invalid, you will be asked to meet with a managed care associate who will further assist you.
- The intake staff member will give you information about CHCB and copies of the Patient Bill of Rights, Health Care Proxy and Advance Directives.
- An appointment will be scheduled for your initial visit with your PCP.

### **Preparing to See the Provider**

There are several administrative and clinical tasks that must be completed at every visit before you can be seen by the physician; some are your responsibility and some must be performed by our office staff. We need your help to have all of these tasks completed so you can see the doctor at your scheduled appointment time. Our office staff will explain everything and ask that you arrive early. This will ensure that your visit will start at your scheduled time.

## **The Order Patients are Seen**

Our goal is to keep every patient as close to their scheduled appointment time as possible, and to inform the patient if we are experiencing any delays.

CHCB has a number of physicians, social work professionals, medical assistants, and nurses who provide service to our patients. Patients are here for a variety of reasons and are rarely "taken back" in the order in which they arrive.

## **Total Time in the Office**

The amount of time you should plan to be in our office depends on the reason you are here. In general, first-time patients and patients who are here for health assessment visits take more time. This table shows approximately what you can expect, based on visit types. Please allow this time for your schedule so we can provide the quality of healthcare you deserve.

<b>Type of Visit</b>	<b>Time in office</b>
General medical complaint	30-60 minutes
Basic health assessment	30-60 minutes
Refugee assessment	1hr 30 minutes
Follow-up visit	30-60 minutes
'New medical complaint'	45 -60 minutes



## **Appointments**

To schedule, cancel, or reschedule an appointment, please call 716-986-9199 and provide the representative with the required information needed to schedule your appointment. Staff will verify your information and assist you.

New patients should arrive approximately 30 minutes prior to the appointment. This time will be used to initiate your medical record, input/review your personal and insurance information, and sign necessary forms.

Please make sure that your insurance company is informed of your primary care physician and the address where you will be seen before you arrive.

Existing patients are required to notify the Center of any change to your name, address, phone numbers, change of employer, emergency contact name, or insurance information as soon as the change occurs. You should arrive 15 minutes prior to your appointment.

## **What should I bring with me to each visit?**

Picture ID

Insurance Card

Co-Payment

Proof of income and family size

The list of medications you are currently taking or the bottles of medications are also helpful to bring.

Please ensure that your CHCB Primary Care Physician is listed on your insurance card along with the correct address of the location you visit. Call your insurance company before your appointment if you need to make corrections.

## **Same Day Visits**

CHCB has same day appointments during regular hours that you can use for routine and acute medical conditions. You can call early in the morning on the day you want to be seen, and if available, request this appointment based on your needs.

## **What is a Health Care Proxy and How Do I Choose a Health Care Agent?**

A Health Care Agent is someone whom you can trust and is 18 years of age or older. Your health care agent is someone who knows your medical history and what medications you are on, can speak to doctors in the event that you cannot speak for yourself, and would be aware of your wishes in a life or death situation.

A Health Care Proxy is a document you complete identifying the name of your health care agent and your medical treatment preferences. Ask your provider for a form. You may give a completed copy to your provider so that it can be placed in your electronic medical record.

Completing a health proxy and choosing a health care agent is voluntary. If you wish to do so, you should discuss your choice of health care agent with your family members or other people whom you trust so that you make the right choice and the people who care about you are aware of your health care proxy and your choice of health care agent. You should keep your health care proxy with you at all times and give a copy to your health care agent to keep with him or her.

## Tips to “Getting Through to CHCB”

1. **By using the Patient Portal:** You can view upcoming appointments and/or request an appointment. The Customer Service staff will call you back to make an appointment, view lab results, make requests for refills and requests that your provider contact you.  
You can print your physicals.  
<https://CHCB.com/patientportal>
2. **By Selecting the “Healow” App** – You can download the Healow App. from the App store or Google Play, use practice code HDJFBA. Enter your web enabled username & temporary password. You can view upcoming appointments and/or request an appointment. The customer service staff will call you back to make an appointment, view lab results and physicals, make requests for refills and requests that your provider contact you.
3. **By Phone:** You can make appointments and/or leave a voicemail. In the case of a voicemail, the customer service staff will call you back.

## **Hours of Operation and Locations**

### **Community Health Center of Buffalo, Inc.**

34 Benwood Avenue

Buffalo, NY 14214

Hours: Monday through Thursday 8:00 am – 8:00 pm; Friday

8:00 am – 5:00 pm

Saturday 9:00 am – 5:00 pm

### **Lockport, NY 14094**

38 Heritage Court

Hours: Monday through Friday 8:00 am – 5:00 pm

### **Niagara Falls, NY 14305**

2715 Highland Avenue

Hours: Monday through Friday 8:00 am – 5:00 pm

### **Cheektowaga, NY 14225**

935 Cleveland Drive

Hours: Monday through Friday 8:00 am – 5:00 pm

## **After Hours On Call Coverage**

If you need medical care after hours, contact the CHCB 24-hour on call service on weekends, weekdays and holidays at 716-986- 9199, give the operator your name and tell them that you are a CHCB patient. The operator will contact the provider on call who will return your call as soon as possible. If you have a life-threatening emergency, call 911 for an ambulance and go to the ER.

## **Fees & Insurance**

No patient will be denied services based on their inability to pay. A Sliding Fee Scale of discounts is based on the Federal Poverty Income Guidelines and family size and available for patients with or without health insurance coverage.

**The Sliding Fee Program is based only on your household size and income. Once you apply and, if eligible, are approved, the discounted fees become effective immediately and apply to office visits three months prior to the approval of your application, and remain effective for one year. The discounted fees apply to CHCB services within the building, and does not apply to outside vendors.**

CHCB requires a \$15.00 nominal fee at each visit.

### **Insurance/Payments**

Co-pays are due at the time of visit.

Accepted Medical Insurance includes:

**Medicaid**

**Child Health Plus**

**Medicare**

**Family Health Plus Empire**

**Blue Cross/Blue Shield Independent**

**Health**

**Univera UnitedHealthcare**

**Group Fidelis**

## Sliding Fee Scale Frequently Asked Questions

1. Just what is the sliding fee scale? The sliding fee scale is a discount program the clinic offers through a federal grant for individuals and households who demonstrate financial need.
2. I have health insurance; can I still apply for the sliding scale? Yes. If you qualify, the discount will be applied to any balance that insurance doesn't cover.
3. Do I need to bring my paystubs when I come in for my appointment? Yes, all documents need to be presented at time of your appointment.
4. I applied for the sliding fee scale last summer when I was working here. Do I have to do it again this year? Yes, the sliding fee scale must be applied for every year even if your financial circumstances haven't changed. Once approved, the discount will be honored for 12 months after which time you must reapply.
5. I live with my boy/girlfriend. Do they and their income count as part of my "household"? It depends. Your household is defined as yourself, spouse, and your dependent family or all people in your residence with whom you are pooling resources and therefore would be recognized as a family.
6. I have roommates for the summer. Are they part of my household? No, you do not need to include them on your application.
7. I work 6 months out of the year. How is my income determined for the sliding fee scale? Income is determined by multiplying your gross monthly wages by the number of months you will be working. Or you can provide your prior year's tax return.
8. I am not a US citizen. Can I still apply for the sliding fee scale? Yes, anyone can apply.