

GREATER PORTLAND HEALTH

CARING FOR THE WHOLE COMMUNITY

PATIENT HANDBOOK



P. (207) 874-2141 | F. (207) 874-2164

GREATERPORTLANDHEALTH.ORG



LOCATIONS & HOURS

180 Park Avenue Portland, 04102

Monday, Wednesday, Thursday | 8 A.M. – 7 P.M.

Tuesday & Friday | 8 A.M. – 5 P.M.

Saturday | 8 A.M. – Noon

100 Brick Hill Avenue, South Portland, 04106

Monday – Friday | 8 A.M. – 5 P.M.

63 Preble Street, Portland, 04101

Healthcare for the Homeless

Monday – Friday | 7:45 A.M. – 3 P.M.

59 Riverton Drive, Portland, 04103

Monday, Tuesday, Thursday & Friday | 8 A.M. – 5 P.M.

Franklin Towers: 211 Cumberland Avenue

Portland, 04101

Tuesday, Wednesday, & Thursday | 1 – 5 P.M.

Portland High School

Casco Bay High School

Deering High School

King Middle School

TABLE OF CONTENTS

Welcome Letter	2
Health Care Services	4
Patient-Centered Medical Home	5
Insurance & Payment Information	6
What Happens at Your Appointment	7
Patient Empowerment	8
Primary Care vs. Hospital Emergency Department	9
Frequently Asked Questions	10
Community Resources	11
Patient Rights	12
References	13

WELCOME TO GREATER PORTLAND HEALTH

Welcome to **Greater Portland Health**. We are thrilled that you have chosen to receive your health care from our medical, behavioral health and oral health team. Our mission is to provide high quality patient-centered healthcare that is accessible, affordable, and culturally sensitive.

We encourage you to actively engage and participate in your health care. We will address your concerns and answer your questions. Our clinical team is here to support you. We also offer patient access through our portal. Please ask a staff member how to sign up for this service.

Greater Portland Health accepts all insurance plans. If you don't have insurance, we will have you meet with our financial assistance team to work with you to identify insurance options or our sliding fee discount program.

Greater Portland Health operates with the following foundational *Core Values*:

Respect—We treat all people as equal and uphold the dignity of every person in our interactions and our communication. We honor the right to self-determination, and believe that wellness and healing is best facilitated in connection with one's family, community, and culture.

Compassion—We provide an accepting and non-judgmental environment and practice in partnership with our patients. We accept people as they are, appreciating their strengths and recognizing that every person is doing the best they can in their particular situation.



Accountability—We act with integrity and honesty in all our work. We manage resources in a responsible and cost-effective manner to assure that our patients and their families have access to available appropriate services. We hold ourselves and one another directly accountable to our patients and to the community.

Access—We believe that all people should have timely and affordable access to quality health care services. We provide preventive and primary care to all ages and socio-economic levels, with special attention to the needs of medically underserved, refugees and immigrants, homeless, and indigent.

Excellence—We hold ourselves to the highest standards of care and are dedicated to continually improving our practice and outcomes for our patients. We are committed to continuing education of our staff, patients, families, and community board.



As a level three recognized patient centered medical home practice by The National Committee for Quality Assurance, we provide high quality, integrated and compassionate care. Your satisfaction is of utmost importance to us as we are always open to feedback so that we can provide the best care possible.

Welcome again, we look forward to seeing you!

Sincerely,

The Staff at Greater Portland Health

HEALTH CARE SERVICES

Primary Care

- ✓ Pediatrics
- ✓ Adults
- ✓ Older Adults
- ✓ Women's Health
- ✓ Physicals & Exams
- ✓ Sick Visits
- ✓ Osteopathic Manipulative Medicine
- ✓ Lab Work
- ✓ LGBT

Counseling & Education

- ✓ Mental Health
- ✓ Recovery Groups
- ✓ Substance Use
- ✓ Health Education
- ✓ Health & Wellness Coaching
- ✓ Support & Education Groups

Chronic Disease Management

- ✓ Diabetes
- ✓ Asthma
- ✓ Hypertension & Heart Disease
- ✓ HIV/AIDS, TB, Hep C, Infectious Disease
- ✓ Chronic Obstructive Pulmonary Disease (COPD)

Healthcare Support

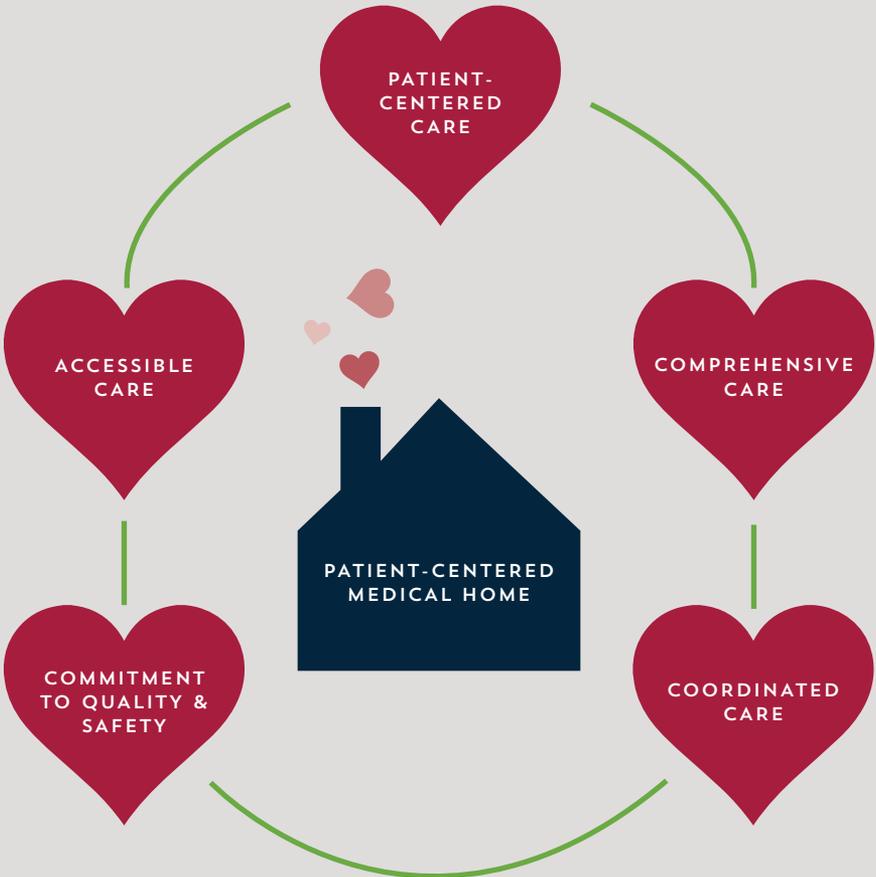
- ✓ Health Insurance Marketplace Assistance
- ✓ Case Management
- ✓ Care Coordination
- ✓ Oral Health
- ✓ Peer Support
- ✓ Financial Assistance Counseling



Note: Specialty care may be provided through our community partners, including NorDx, Maine Medical Center and Mercy.

WHAT IS A PATIENT-CENTERED MEDICAL HOME?

The patient-centered medical home is a way of organizing primary care that emphasizes care coordination and communication, transforming it into “what patients want it to be” (NCQA 2015). At Greater Portland Health, we are a patient-centered medical home and we provide the highest quality care.



Greater Portland Health is a level 3 Patient-Centered Medical Home recognized by the National Committee for Quality Assurance.

INSURANCE & PAYMENT INFORMATION



We provide high-quality, affordable healthcare for all.

- ✔ Greater Portland Health accepts private insurance, MaineCare, and Medicare.
- ✔ For those without insurance, we offer a sliding-scale fee based on income.
- ✔ We also offer payment plans.

You are responsible for payment for your care, and we will work with you to help make your health care affordable. Please tell us at your next appointment if you have gained or lost insurance. If you lose insurance coverage, we may be able to help you obtain new insurance and adjust your fee if you qualify for our sliding-scale fee program. Prompt payments help Greater Portland Health stay financially strong so that we will be here to help others.

Please note that refusal to pay your agreed upon fee may result in discharge from service. A \$20 fee will be added to an account for a returned check. Staff will address any questions you may have on the policies and will encourage you to pay in full at the time of visit. Financial Assistance Counselors are here to help.

Copies of medical records can be requested at the front desk. Fees may apply.

WHAT HAPPENS AT YOUR APPOINTMENT?

When you first come into Greater Portland Health, you will meet members of your health care team. On your first appointment, please plan to arrive early so we can help you complete new-patient paperwork.



You will be asked about:

- ✓ Your complete health history, including your family medical history, your medications, other providers, and past hospitalizations;
- ✓ Information about your current health; and
- ✓ Your family situation, including where you live, work, and how much stress you experience, since that can affect your health.

This information allows us to see a complete picture of your health and to work with you to make a plan tailored just for you.

PATIENT EMPOWERMENT

TAKE CHARGE OF YOUR HEALTH CARE.

Before you come to your appointment at Greater Portland Health:

- ✓ Make a list of your questions and concerns.
- ✓ Bring a list of all the medications you are taking to give to your provider.
- ✓ Call before your visit to tell us if you have special needs. Ask for an interpreter if you do not speak or understand English well.
- ✓ Ask a friend or family member to come with you, if you think it will be helpful. This person can listen, take notes and offer support.



When you are here at Greater Portland Health:

- ✓ Go over your list of questions or concerns with your medical provider.
- ✓ Tell your provider how you feel, including things that may seem unimportant or embarrassing.
- ✓ Take notes.
- ✓ If you don't understand something, ask us questions until you do understand.
- ✓ Tell us if you are being treated by other health providers, including mental health professionals.
- ✓ Schedule a follow-up appointment (if necessary) before you leave the health center. Your provider's medical assistant can do this for you.
- ✓ Don't wait until you get home; you might forget.

PRIMARY CARE VS. HOSPITAL EMERGENCY DEPARTMENT

Seeing your provider at Greater Portland Health is the best option for common illness, minor injuries, and for routine health exams.

We offer same-day appointments when you are sick or have a minor medical problem.

You should go to the emergency department with very serious or life-threatening problems.

Greater Portland Health	ED at Mercy or Maine Medical Center
<ul style="list-style-type: none">❑ Annual wellness visits❑ Common illness, such as colds, flus, ear aches, sore throats, migraines, fever and rashes❑ Routine care of chronic conditions, such as diabetes, high blood pressure and depression❑ Vaccinations❑ A health problem where you need advice, such as frequent headaches❑ Greater Portland Health has coverage for your questions 24 hours a day, 7 days a week. If you have questions after hours, call 874-2141 and a medical professional will talk with you.	<ul style="list-style-type: none">❑ Symptoms of a heart attack, including: chest pain, difficulty breathing or shortness of breath❑ Symptoms of a stroke, including: sudden blurred vision, sudden dizziness, weakness or loss of coordination/balance❑ Severe abdominal pain❑ Coughing or vomiting blood❑ Seizures❑ Any other condition you believe is life-threatening❑ Call 911

FREQUENTLY ASKED QUESTIONS

1. What should I do when the office is closed?

If you have a non-urgent medical issue, please call us during our open hours. If you have an urgent need when our office is closed, please call our regular office number **(207) 874-2141**; press option 1 to be connected to our after-hours nurse line. The after-hours nurse line will help take care of your medical needs. If you feel your condition is truly a critical emergency, please call 911 or go to your local emergency department.

2. How do I refill my prescription?

We ask that prescriptions be refilled during your office visit whenever possible. To refill your prescription over the phone, you may call our main number **(207) 874-2141**; then press option 2 to reach a Medical Assistant. Please have your name and date of birth, the name and dose of your medicine, and the name of your pharmacy ready when you call. Please allow 48 hours to refill prescriptions. You may also request refills through the patient portal.

3. Who do I call if I am sick or have a medical question?

You may call the main line, **(207) 874-2141**. Press option 3 to speak with a Medical Assistant who will help you. You may also send a message through the patient portal.

4. If I receive a bill and have questions about it, whom can I call for assistance?

Greater Portland Health uses Community Health Center Financial Solutions to manage billing and payments. They can be reached at **1 (888) 662-9141**. If you need additional support, our financial counselors are ready to help you. Please call the main line, **(207) 874-2141**, to request an appointment or to speak with a financial counselor.

5. Will someone call to remind me about my scheduled appointment?

Yes, a Patient Service Representative will call two days in advance of your appointment with a reminder call.

COMMUNITY RESOURCES

211 Maine Area Resource Directory 211

Crisis and Support Resources:

Mental Health Hotline | 5 Monument Sq 4th Floor (207) 774-HELP

Family Crisis Services: Hotline & Emergency Shelter (207) 874-1973

Sexual Assault Response Services of Southern Maine 1 (800) 871-7741

SPURWINK: Mental Health Counseling and Psychiatry (207) 871-1200

Maine Behavioral Healthcare Substance Recovery Resources:

Catholic Charities of Maine: Mental Health
and Substance Abuse Counseling (207) 775-5671

AA (Alcoholic Anonymous) 1 (800) 737-6237

NA (Narcotics Anonymous) Maine 1 (800) 974-0062

Portland Community Recovery Center (207) 553-2575

Food Assistance Resources:

Front Street Food Pantry (207) 450-3579

Preble Street Resource Center:

Food Pantry, Lunch & Dinner Served (207) 775-0026

Project Feed Inc. (207) 761-3920

Sacred Heart/St. Dominic Food Pantry (207) 773-7746

Salvation Army Food Pantry (207) 774-6304

WIC Nutrition Program (207) 287-3991

Immigrant/Refugee Resources:

Maine Access Immigrant Network (207) 552-1800

Immigrant Legal Advocacy Project (207) 780-1593

Multilingual Office (Portland Public Schools) (207) 874-8135

Transportation:

Logisticare: Transportation Service
for MaineCare Members 1 (855) 608-5178

Greater Portland METRO Bus (207) 774-0351

RTP (207) 774-2666

Financial & Additional Resources:

Southern Maine Agency on Aging (207) 396-6500

PATIENT RIGHTS

Policy | Greater Portland Health requires that all patients be treated non-judgmentally, with consideration, respect, and full recognition of their dignity and individuality. Their need and desire for privacy in treatment and in the care of their personal needs is the highest priority. The needs and requests of patients within the framework of our mission, policies, and the laws and regulations by which we are governed, remain an overriding objective.

Patient rights include: access to accurate information, choice of healthcare provider, coordinated care, participation in decision making, respect and non-discrimination, confidential communication, confidentiality of health records, and free expression of concerns. If patients have questions, need clarification about Patient Rights or would like to receive a copy of the full text, they may contact us by calling (207) 874-2141, or by making a request at their next visit.

Patient Complaints or Grievances | We seek always to improve the way we care for you. You are encouraged to voice your concerns and seek resolution informally with health center staff. Please seek out a staff member if you would like to register a complaint. We will respond right away.

If you feel that a complaint was not satisfactorily resolved or a very serious incident occurred, you may ask a staff member for a formal grievance to be submitted. Grievances will be addressed by senior management through a formal process. You will receive a written response within 25 working days.





Sliding Fee Discount Program - Greater Portland Health accepts all insurance plans. If you don't have insurance, our Financial Assistance Counselors are available to meet with you. The financial assistance team will also assist with enrolling in an insurance plan or Greater Portland Health's sliding fee discount program. Please call 874-2141 to meet with our financial assistance team.

Greater Portland Health has coverage 24 hours a day, 7 days a week for any patient with an urgent medical question or concern. If you have an urgent medical need after hours, please call us at 874-2141, then dial 1 to be connected to our nurse triage line. Nurses offer advice over the phone, can connect you with a provider when necessary, and can advise you about whether a visit to the emergency room is necessary. For non-urgent medical questions or medication refills, please utilize our patient portal. These messages/requests will be returned during normal business hours.

References:

Page 5: NCQA. 2016. "Patient-Centered Medical Home Recognition."
Patient-Centered Medical Home (PCMH). Web.

WELCOME TO GREATER PORTLAND HEALTH!

Our Mission is to provide high quality, patient-centered health care that is accessible, affordable, and culturally sensitive.

Our Vision is a health community in which everyone has access to integrated, culturally inclusive, affordable and high-quality health care services promoting physical and emotional wellness.



P. (207) 874-2141 | F. (207) 874-2164
[GREATERPORTLANDHEALTH.ORG](https://www.greaterportlandhealth.org)



Greater Portland Health is a federally qualified health center, funded in part by the Department of Health and Human Services, Health Resources and Service Administration and the Bureau of Primary Care.