

WELCOME TO CHI YOUR MEDICAL HOME

On behalf of the Board of Directors, President/Chief Executive Officer and Staff of Community Health of South Florida, Inc (CHI), we welcome you to your Medical Home. Our goal is to provide excellent care that will exceed your expectations.

Now a few things you may need to know about CHI. CHI was established in 1971 to meet the health care needs of our community. We are accredited by The Joint Commission, the same accreditation agency that accredits hospitals, and committed to providing superior, quality, evidence-based and accessible care to everyone, including those with insurance, uninsured or underinsured. We have grown over the years to a large organization with over 600 staff, 60 Practitioners and over 35 sites.

To help us provide the best possible and safe care for you, we would like you to know about the following information on your Medical Home as well as some helpful safety tips.

MEDICAL HOME

A Medical Home is a model for delivery of healthcare where you have a personal relationship with your Care Team at our healthcare facility. Your Care Team includes the Doctor or Health Care Practitioner, Nursing Staff, Patient Financial Services Specialists and Care Coordinators. In addition, your Care Team may be supported by other CHI health care professionals, such as nutritionists, pharmacists, social workers, and interpreters. The goal of this team is to provide you with the best possible care and facilitate your health care needs, thereby establishing a relationship with you and ensuring you are a patient at any time. We are committed to providing you with the following information:

1. We will make every effort to ensure all your appointments and care needs are met by your assigned Care Team. We will need your help here. Please schedule all your appointments with the same Team and ask to see them even when you come in without an appointment. You are certainly welcome to schedule an appointment with a different Care Team if you so desire.

2. The Care Team is responsible for your visits, referrals to specialists and for tests, prescription refills, responses to your questions and completion of forms.

3. To schedule an appointment with your Care Team, call 305-252-4820 during regular business hours, or you may leave a message with our Answering Service after-hours, weekends and holidays. Staff will call you back the next business day to schedule the appointment. You may also schedule a next day appointment or a same day appointment with your provider.

4. You may call us 24 hours a day, 7 days a week with any care concerns or issues you may have, for prescription requests, and for urgent appointment requests, by calling your primary site, or by dialing 305-253-5100 after hours. You may also contact us through our website (www.chisouthfl.org) for requests that are not emergencies. You will be connected to your Care Team or to another one of our excellent Practitioners covering for us.

5. You may call us 24 hours a day, 7 days a week with any care concerns or issues you may have, for prescription requests, and for urgent appointment requests, by calling your primary site, or by dialing 305-253-5100 after hours. You may also contact us through our website (www.chisouthfl.org) for requests that are not emergencies. You will be connected to your Care Team or to another one of our excellent Practitioners covering for us.

6. You may call us 24 hours a day, 7 days a week with any care concerns or issues you may have, for prescription requests, and for urgent appointment requests, by calling your primary site, or by dialing 305-253-5100 after hours. You may also contact us through our website (www.chisouthfl.org) for requests that are not emergencies. You will be connected to your Care Team or to another one of our excellent Practitioners covering for us.

7. You may have some problems or concerns that we may not be able to address in CHI. To ensure that we address all your care needs, we

may occasionally need to refer you elsewhere to see Specialists or for tests and procedures. We aim to process all routine referrals to Specialists and for procedures within 7 working days. If you do not receive any information on a referral within 2 weeks, please contact us at 305-278-6427. Urgent referrals are processed in less than 3 days. It is important to ensure that you follow up with us after all your referrals. If we have not specifically discussed your referral results with you and a plan of care for that, please do not assume that the results were normal.

8. Your Care Team will also be responsible for ordering lab tests and medication refills. Again, please do not assume results are normal unless you have discussed them with us.

9. We make every effort to engage you and your family or significant others in your care and care decisions and in the development of your treatment plan.

10. We have staff that speak multiple languages and have significant experience with different cultures. We also have access to others who can help us with professional translation services if none of us can speak or understand your language.

SAFETY TIPS

Your health and safety are VERY IMPORTANT TO US. You, as the patient, can play a role in helping to make sure your care is safe by actively participating in your care.

We want you to feel comfortable doing all the following:

1. Ensure that our staff has your accurate phone numbers and address so that we can reach you in an emergency, for example, when you have abnormal test results that must be addressed before your next visit.

2. Make sure the doctors and nursing staff confirm your identity using two different identifiers i.e... Your name and date of birth when they meet you and prior to giving you any treatment or performing a test or procedure. You may have been a patient of ours for many years, but it is important that we confirm your identity during your visit.

3. Do not hesitate to tell a member of our staff if you think he/she has confused you with another patient.

4. Carefully read all forms and consents for procedures and make sure you understand them before signing. If you do not understand, ask your doctor or a member of our staff to explain them.

5. Expect our clinical staff to wash their hands. Feel free to ask them when the last time was, they washed their hands.

6. Please provide us with any or all information needed to help us provide the best care for you. For example, please ensure that you give us a complete and accurate personal and family history, as well as the names of any prescribed or over-the counter medications you take.

7. Ask us about your diagnosis and planned treatments or surgical procedures. If you were not given written information and you would like some, please ask.

8. Ask about the purpose of any medications or prescriptions you are given, including possible side effects. Make sure you have the most current medication list. If not, please ask us.

9. Before you leave our office, make sure you understand all our instructions and have made your follow-up appointment or know when your doctor expects to see you next.

Please SPEAK UP if you have questions or concerns. If you do not understand, ask again. Do not be afraid to ask about safety. Tell any member of our team if something does not seem quite right. If your concerns are not addressed, please ask to speak to a Patient Advocate, someone in administration or you may call 305 252 4853. As an accredited organization, we are also required to inform you that you may contact the Joint Commission if we do not adequately address your safety concerns.