

New Patient Information

Mission Statement

To Deliver Innovative, Compassionate, Integrated Health Services And Support That Are Accessible To All In Our Community, Regardless Of Ability To Pay

www.GoodwinCH.org



311 Route 108, Somersworth, NH 03878
603-749-2346

For medical advice after hours please call our office at 603-749-2346 and press 4 to speak with a nurse.

Hours by appointment or walk-in:
Mon, Tues, Thurs 8am - 7pm
Wed, Fri, Sat 8am - 5pm
Pharmacy 8am - 5pm

Mental Health Bill of Rights:

This Mental Health Bill of Rights is provided by law to persons receiving mental health services in the State of New Hampshire. Its purpose is to protect the rights and enhance the well-being of clients, by informing them of key aspects of the clinical relationship. As a client of a NH Mental Health Practitioner, you have, without asking, the right:

- (1) To be treated in a professional, respectful, competent and ethical manner consistent with all applicable state laws and the following professional ethical standards:
 - A. For psychologists, the American Psychological Association;
 - B. For independent clinical social workers; the National Association of Social Workers;
 - C. For pastoral psychotherapists; the American Association of Pastoral Counselors
 - D. For clinical mental health counselors; the American Mental Health Counselors Association;
 - E. For marriage and family therapists; The American Association for Marriage and Family Therapists
- (2) To receive full information about your treatment provider's knowledge, skills, experience and credentials.
- (3) To have the information you disclose to your mental health provider kept confidential within the limits of state and federal law. Communications between mental health providers and clients are typically confidential, unless the law requires their disclosure. Mental health providers will inform you of the legal exceptions to confidentiality, and should such an exception arise, will share only such information as required by law. Examples of such exceptions include but are not limited to: abuse of a child, abuse of an incapacitated adult, Health Information Portability and Accountability Act (HIPAA) regulation compliance, certain rights you may have waived when contracting for third party financial coverage. Contracting for third party financial coverage, orders of the court and significant threats to self, others or property.
- (4) To a safe setting and to know that the services provided are effective and of a quality consistent with the standard of care within each profession and to know that sexual relations between a mental health provider and a client or former client are a violation of the law (RSA 330-A:36).
- (5) To obtain information, as allowed by law, pertaining to the mental health provider's assessment procedures and mental health diagnoses (RSA 330-A:2VI)
- (6) To participate meaningfully in the planning, implementation and termination or referral of your treatment.
- (7) To documented informed consent: to be informed of the risks and benefits of the proposed treatment, the risks and benefits of alternative the risks and benefits of alternative treatments and the risks and benefits of no treatment. When obtaining informed consent for

treatment for which safety and effectiveness have not been established, therapists will inform their clients of this and of the voluntary nature of their participation. In addition, clients have the right to be informed of their rights and responsibilities, and of the mental health provider's practice policies regarding confidentiality, office hours, fees, missed appointments, billing policies, Electronic communications, managed care issues, record management, and other relevant matters except as otherwise provided by law.

- (8) To obtain information regarding the provision(s) for emergency coverage.
- (9) To receive a copy of your mental health record within 30 days upon request (except as otherwise provided by law), by paying a nominal fee designed to defray the administrative costs of reproducing the record.
- (10) To know that your mental health provider is licensed by the State of NH to provide mental health services.
 - A. You have the right to obtain information about mental health practice in NH. You may contact the Board of Mental Health Practice for a list of names, addresses, phone numbers and websites of state and national professional associations listed in Mhp 502.02 (a)(1) (a-e).
 - B. You have the rights to discuss concerns about the mental health services you receive with your provider.
 - C. You have the right to file a complaint with the Board of Mental Health Practice.
 - D. A licensee shall post a copy of the above mental health bill of rights in a prominent location in the office and provide a copy upon request.
 - E. A licensee shall provide a copy of the mental health bill of rights to the client and/or agency if the assessment, consultation or intervention is provided outside the office.

Confidentiality of Personal Health Information

Under NH law, communications between you and your licensed provider are privileged (confidential) and may not be disclosed without your specific authorization or the parent or legal guardian of the minor client, except under specific, limited circumstances. For example, patient information may be shared with others only with your written permission, through a court order, or when otherwise required by law to be disclosed. Records may also be subject to audit by regulatory authorities. We also may disclose your personal health information as minimally necessary for your treatment and to process payment for your treatment, such as to submit necessary information to insurance companies.

Among the exceptions to confidentiality are NH reporting laws, which require licensed providers to report to the appropriate authorities certain types of conduct. For example, any person who suspects a child or incapacitated adult has been abused, neglected or exploited must report to state authorities.

Licensed providers are required to warn the police or likely victims of a client's "serious threat of physical violence" to a person or property. There are also other reporting laws.

Additionally, there are some situations where providers are permitted or required to disclose information without either your consent or authorization:

- A court order: If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order me to disclose information.
- If a government agency is requesting the information for health oversight activities.
- If a patient files a complaint or lawsuit, information may be provided for defense of the provider.

We may occasionally also find it helpful to consult other health and mental health professionals about your case to obtain an independent decision. During a consultation of this type, patient identity is not disclosed. The other professionals are also legally bound to keep the information confidential.

Federal Confidentiality Laws for Drug and Alcohol Treatment

In addition to state laws and HIPAA regulations, confidentiality of alcohol and drug abuse records afford certain protections if you are treated by any provider who specializes in alcohol and drug problems at GCH. A provider of this type is considered a "program" and subject to these regulations. Generally, the program may not say to a person out-side the program that a patient attends the program, or dis-close any information identifying a patient as an alcohol or drug abuser *unless*:

- a) The patient consents in writing;
- b) The disclosure is allowed by a court order; or
- c) The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities. Under the Federal Confidentiality Law, 42 CFR Part 2, a child who is twelve (12) years old or older has the same rights to confidentiality as an adult.

Please ask your provider if you have any questions about this law.

(see 42 U.S.C. 290dd-3 and 42 U.S.C 290ee-3 for Federal laws and 42 CFR part 2 for Federal regulations)

A Warm Welcome

From Janet Laatsch, CEO

49 Years and Still Growing!



Welcome to Goodwin Community Health. We are grateful you have entrusted us with your health. At Goodwin Community Health, we are committed to improving your wellness through our integrated approach to medical, behavioral and oral health care. Our staff strives for excellence in all we do to

provide an individualized approach to your care.

To make sure we are doing our best in putting patients first, 51% of our Board of Directors are patients here, like you! This keeps us close and current with your needs and guides us in providing effective and efficient care for the people we serve in the greater Strafford County area.

Thank you for choosing us.

Janet Laatsch, CEO

Thank You For Making Goodwin Your MEDICAL HOME

A Patient Centered Medical Home is a team based approach to providing comprehensive primary care for children, youth and adults which will allow better access to health care, increase satisfaction with care, and improve health outcomes. It is a "whole person" approach which means you will be an active partner in your health care.

We want to provide you the highest quality services at an affordable cost. By choosing Goodwin Community Health, you are making a commitment to do your part to improve your health and we commit to helping you feel better and live healthier. Goodwin offers a wide variety of health care, nutritional and wellness programs and services. We encourage you to ask your provider about the many ways we can improve your well-being and to explore www.GoodwinCH.org to learn more about our many services.

Please make sure to read all of the policies and procedures explained in this brochure. It is your responsibility to read and follow the information outlined here.

Patient advocates and our online Patient Portal are also available to assist you with making or canceling appointments, refilling prescriptions, dropping-off or picking-up paperwork, WIC questions, or if you just want to learn more about a service.

Patient Advocates will also help you to determine your best approach to payment for Goodwin Services. You are required to show proof of income to be eligible for our sliding scale fee. Upon receiving proof of income, our Patient Advocates will advise you of your discount.

Patient Financial Policies and Procedures

Payment is expected at the time of service. We welcome most types of insurance. All insured patients must present their current insurance card at the time of the visit.

- Co-payment and coinsurance amounts **must** be paid at the time of your appointment or the visit may be rescheduled.
- As an insured patient, you have signed a contract with your insurance company and it is your responsibility to provide accurate information to Goodwin Community Health.
- Our office will submit your claim to your insurance company; however, it is your responsibility to work directly with your insurance company regarding any denial of payment because of coverage issues.
- If our physicians are not listed as your primary care physician with your insurance company, you will be responsible for the bill in full.

Medical Self-Pay Patients

All medical self-pay patients **must pay a \$30.00 deposit** at the time of visit.

- If you arrive for your appointment without the deposit, your appointment may need to be rescheduled.
- Should the balance of your visit be higher than \$30.00, the final payment balance is expected at the completion of your appointment.

Dental Self-Pay Patients

- You will be informed of the estimated cost of your visit prior to your scheduled appointment time.
- All dental self-pay patients are required to pay at the time of your visit.
- You are required to pay for any additional costs incurred during the visit within 30 days, if not paid at the time of visit.
- If you arrive for your appointment without payment, it may need to be rescheduled.

Also, all dental self-pay patients receiving services to include root canals, crowns and bridges and any prosthetics will be required to pay your fees before the first appointment will be scheduled for treatment.

Goodwin Community Health Payment Plans

- Payment plans are accepted. Our staff will work with you on an affordable payment plan if you are not able to pay your bill.
- However, if you do not send in your payment as arranged, you may be subject to collection in full prior to further service.

Collections

Patient accounts that are 120 days overdue will be sent to a collection agency. You can avoid being sent to collections by making a payment plan for any balance due. Contact the billing department to make these arrangements or any questions you might have.

General No Show / Late Cancel Policy

As your Medical Home partner, we cannot provide good care if you fail to make and keep your necessary appointments.

When patients miss an appointment or cancel less than four hours before their appointment, we lose a time slot that could have been used to help another patient.

Definition: You are considered a "NO SHOW" when you do not show up for your scheduled appointment or you cancel less than 4 hours prior to your scheduled appointment.

Policy:

- Any **NEW** patient that no shows or late cancels, will not be allowed into the practice for one year.
- Any patient who no shows or late cancels any scheduled (primary care, dental or mental health) appointment three times, within a 12 month period, will be discharged from the practice.

Should you be discharged from the practice, your provider will determine if you are eligible to be given 30 days' worth of prescriptions and you will need to seek care elsewhere.

Patient Rights and Responsibilities

You have the right to:

- Receive considerate, respectful, and timely care at Goodwin.
- Receive an explanation of your diagnosis, treatment, and prognosis in terms you can understand.
- Receive the necessary information to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
- Expect that your personal privacy will be respected by all Goodwin staff members.
- Expect that your medical records will be kept confidential and will be released only with your written consent, in cases of medical emergencies, or in response to court orders. (Confidentiality can be breached if the individual poses a significant threat of harm to self or others.)
- Know the names and positions of people involved in your care by official nametag or personal introduction.
- Ask and receive an explanation of any charges made by Goodwin, even if they are covered by insurance.
- Obtain another medical opinion prior to any procedure.
- Review and receive a copy of any medical records created and maintained by Goodwin regarding your care and treatment.
- Effective pain management and to be informed by staff about available measures.
- Be made aware of advance directives and to know how this organization will respond to such advance directives.
- Care that takes into consideration your psychosocial, spiritual, and cultural values.

You are responsible for:

- Providing accurate information about your past health history.
- Asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions.
- Recognizing the effect of your lifestyle on your personal health.
- Providing the necessary information to complete your file and providing updates as information changes.
- Any charges billed to you.
- Following the rules and regulations posted with Goodwin and available in the new patient guidelines.
- Providing your practitioner with at least 48 hours' notice when you or your family are in need of medications or a prescription
- Arriving on time for your appointment.
- Calling at least 4 hours in advance of your appointment to cancel and/or reschedule