



J. C. LEWIS
PRIMARY HEALTH CARE
CENTER

125 Fahm Street
Savannah, GA 31401
(912) 495-8887
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Primary Care Out-Patient Services Orientation

Welcome to the J.C. Lewis Primary Health Care Center, Inc. The following information will help make you familiar with the rules of the facility, your rights as a consumer of services, and what services are offered here at the Center.

Registration:

- Consumers may enter the facility twenty minutes prior to the clinic start time or appointment time. In the event of bad weather consumers may be permitted to enter earlier.
- A sign in sheet is located at the front desk for clinics being offered that day. Please sign your name and information on the sheet.
- You will be asked to complete personal, medical, substance abuse and mental health information prior to your visit. You must also provide a homeless verification and proof of income (i.e.: check stub, letter from case manager, etc.)
- The reception phone is not available for consumer use. A pay phone is located at the bus station. If you need to call for a ride the Medical Office Assistant at the front desk will make the call for you.

Hours of Operation:

Business Hours for the JCLPHCC: Monday – Thursday 8am-5pm and Friday 8am-12pm
Clinic Hours for the JCLPHCC: Monday through Wednesday 7am-7pm, Thursday 8am-5pm, Friday and Saturday 8am-12pm
Salvation Army Hours: Wednesday 2pm-5pm
Old Savannah City Mission Hours: Tuesday 1pm-6pm
JCLPHCC may be closed at other times for holidays or staff meetings, dates and times will be posted on the front door.

Services:

- *Primary Health Care Services and Behavioral Health Services* are provided during clinic hours. Medication, including over-the-counter medications, will be provided to consumers only with an assessment by a primary care provider at the JCLPHCC. Medications ordered at JCLPHCC at a previous visit may be picked up at the Medication Room during clinic hours. All consumers are referred for an initial Behavioral Health assessment and further services are available through appointment.
- *Health Education programs and screenings* are also provided through referral from your health care provider or see the J.C. Lewis Primary Health Care Center, Inc. information bulletin board located in the lobby for dates and information on upcoming events. Please sign up for events with the Medical Office Assistant at the front desk.
- *Specialty clinics* such as the women's clinic, eye, foot, and orthopedic clinics are periodically scheduled. You must be referred to the specialty clinic and clinics are available by appointment only. Please see your health care provider for information and appointments.
- *Dental Services* are also available by appointment only. Please ask to speak with the Dental Clinic at 912.544-0867 to schedule an appointment and discuss your dental needs and services for which you are eligible.

If you have an emergency situation after hours you should go to the nearest emergency room or call 911.

Fees:

JCLHC accepts Medicaid, Wellcare, Amerigroup, Peach Care for Kids, and cash payments. Picture identification and health insurance cards (as applicable) are required. A sliding fee scale is available with proper documentation for all consumers and is based on the income and household size. To qualify for the sliding fee, proof of income is required; if homeless, homeless verification is required. There may be separate fees for office visits, medications and

laboratory or diagnostic tests. You will be notified of your fees or co-payments before services are provided. Payment is expected at the time of service; JCLPHCC must refuse services to anyone not providing proper documentation.

Smoking Policy:

This is a non-smoking facility. Smoking and tobacco use are only permitted in the gazebo located outside the chapel door next to the parking lot. You may not smoke in front of the facility or on the back porch. Cigarettes must be thrown out in ashtrays, not on the ground.

Drugs and/or Alcohol:

Drugs and/or alcohol are not permitted on the premises. Consumers under the influence of drugs or alcohol will not be permitted at the facility. Prescription and nonprescription drugs must be their original containers when brought to your health care visit.

Violent, Disruptive, or Disrespectful Behavior:

No violent, disruptive, or disrespectful behaviors will be permitted. Examples of such behaviors include: fighting, threatening a staff member, swearing, refusing to follow orders or instructions, stealing, lying, etc. No weapons of any kind are permitted in the facility. Significant or persistent violations of program rules and expected behaviors will result in short-term or permanent banning from the facility. You are free to leave the premises at any time, seclusion and restraints are not used in the program.

Physical and/or Sexual Behavior:

Physical and/or sexual relations are not permitted in or on the grounds of the facility and are grounds for discharge.

Personal Items/Valuables:

The J.C. Lewis Primary Health Care Center, Inc. is not responsible for any patient's lost or stolen property. Please do not leave your valuables unattended. Any items left at the Health Center for over 7 days will be given to Goodwill.

Fire/Safety Information:

Exit Plans are located throughout the facility and in the lobby. These plan shows exit routes from all areas of the building and the location of the fire extinguishers. If you need any assistance in reading the plan, please see a staff member to assist you. Fire evacuation drills are held regularly at different times during the day. All occupants of the facility are required to follow evacuation procedures during these drills.

Consumer Rights / Grievances / Satisfaction Surveys:

- You have the right to confidentiality, upon registration a Privacy Notice and your Consumer Rights will be given to you and we ask that you sign verifying your understanding of these rights.
- If at any time you feel your rights have been violated or you are not satisfied with your treatment you may complete a Consumer Grievance form. These forms are located in the front lobby. Please complete this form and for an envelope. The grievance should be placed in the lock box on the wall in the main lobby. The Operations Coordinator will follow-up on all grievance.
- Consumer Satisfaction Surveys are located in the lobby. Please complete a survey at each visit to the clinic. Satisfaction Surveys are reviewed as received and assist the JCLPHCC in improving services.
- If you are unable to locate or complete these forms, please ask a staff member to assist you.

Code of Ethics Statement

All staff employed in positions at J.C. Lewis Primary Health Care Center, Inc. are bound by our Code of Ethics and Statement of Standards and Professionals Ethics. The Code of Ethics and Standards requires that the highest moral principles be maintained and that the behavior of the staff be beyond reproach to insure that the integrity and welfare of clients, staff, and the program are maintained. The complete Code of Ethics and Statement of Standards and Professionals Ethics are available upon request.