



COUNTRY DOCTOR
COMMUNITY CLINIC



CAROLYN DOWNS
FAMILY MEDICAL CENTER



AFTER HOURS
CLINIC

COUNTRY DOCTOR COMMUNITY HEALTH CENTERS

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Patient Handbook

Last Revised January 2021

This handbook provides useful information to help patients and family to better access the clinics and provided services

Country Doctor Community Health Centers

Patient Handbook

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Our Clinics Welcome You

Thank you for choosing Country Doctor Community Health Centers (CDCHC). If you are new to us, we welcome you and your family. If you have used our clinics before, we are happy that you have decided to continue your care with us. The staff at Carolyn Downs Family Medical Center (CDFMC), Country Doctor Community Clinic (CDCC), After-Hours Clinic (AHC), and Dental Clinic look forward to providing you and your family with the best health care services possible.

Country Doctor Community Health Centers has two primary care clinics, Carolyn Downs Family Medical Center located in the Central Area, and Country Doctor Community Clinic located on Capitol Hill. Our primary care clinics are accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). Both clinics provide a full range of family services with caring, skilled and knowledgeable staff who will make every effort to make sure you get the care you need right here in your own community. Country Doctor Community Health Centers also offers dental services. Our modern, state-of-the-art dental clinic serves both individuals and families through scheduled and walk-in services.

Our two primary care sites incorporate the “patient centered medical home model”. The medical home model puts you, the patient, at the center of your healthcare. The relationship we build together is at the core of our ability to organize the best care for you. Your primary care provider works with an interdisciplinary care team including nurses, medical assistants, call center staff, finance and administration to provide you with access to care, affordability, information, and support in helping you achieve your best health outcomes.

CDCHC charges uninsured patients on a sliding scale based on family size and income. We accept Medicaid (Apple Health), Medicare, and most private insurance. We also contract to provide managed care services with Community Health Plan, Molina, Coordinated Care, Amerigroup and United.

Everyone is welcome. CDCHC promotes an environment that respects and supports patients' rights including patients' cultural, psychosocial, and personal values.

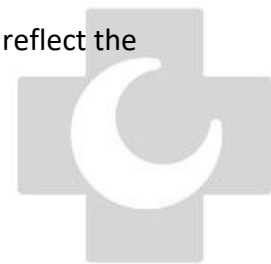


Our Mission

The mission of Country Doctor Community Health Centers is to improve the health of our community by providing high quality, caring, culturally appropriate primary health care that addresses the needs of people regardless of their ability to pay.

To accomplish this mission in ways that are consistent with the values of the organization, programs and policies must be established that:

- ◆ Respect the dignity of patients, Board and staff members
- ◆ Determined and implemented by board and staff members who reflect the communities served
- ◆ Allow us to employ highly competent professional staff
- ◆ Responsive to the community
- ◆ Developed to conform to standards of integrity and justice
- ◆ Encourage an atmosphere of openness and honesty
- ◆ Establish a compassionate and trusting workplace
- ◆ Attract, empower, and retain staff
- ◆ Support the education and training of a future community health center workforce
- ◆ Have a positive impact on the community
- ◆ Take into consideration non-financial barriers to care
- ◆ Promote quality of care and good service
- ◆ Established through a deliberative process
- ◆ Exemplify the organization's commitment to the diverse communities we serve
- ◆ Cost effective
- ◆ Delivered in a humane, caring environment
- ◆ Maintain a commitment to patient advocacy and social justice



Our Services

Our health centers provide a full range of health care services for all ages from newborns to seniors. These include:

- ◆ Comprehensive and preventive care and services with virtual visit option
- ◆ Wellness check-up with immunizations for newborns, pediatrics, adolescents, adults, and seniors against vaccine preventable diseases
- ◆ Family planning service, prenatal care and maternity support services
- ◆ Gender health services
- ◆ HIV and PREP care
- ◆ Behavioral health care
- ◆ Care for substance use disorder and hepatitis treatment services available at the primary care clinics and our Seattle STEP Clinic
- ◆ Reentry (post incarceration) services
- ◆ Partnership with Bastyr for naturopathic services
- ◆ Onsite pharmacy and lab services
- ◆ Onsite, video and phone interpretation services
- ◆ Referrals for specialty medical care
- ◆ General and individualized health and diabetes education
- ◆ Nutrition education and WIC (*Women, Infant and Children*) services
- ◆ Nursing services including care management and health education
- ◆ Management of chronic health conditions
- ◆ Treatment of acute illnesses/injuries
- ◆ Urgent care services at the After-Hours Clinic
- ◆ Comprehensive Dental Services with routine, preventive, urgent and walk-in care
- ◆ Health care for the homeless services
- ◆ Health care and services at community School Based Health and Wellness Centers

Interpretation Services

Many of our staff at Country Doctor Community Clinic or Carolyn Downs Family Medical Center or Country Doctor Dental Clinic are bilingual (English/Spanish). Clinic Staff will arrange for interpretation of other languages as needed.

The hearing and speech impaired may make appointments for both clinics by calling Washington State TDD Relay Service by dialing 1-800-833-6388. There is no charge to use the relay service.

Pharmacy Services

The pharmacies at Carolyn Downs Family Medical Center and Country Doctor Community Clinic are licensed by the State of Washington and staffed by licensed pharmacists. Our pharmacies stock medications most commonly needed by our patients.

We strive to make medications accessible and affordable for all patients. When we cannot supply your prescribed medication, you will need to use an outside pharmacy. At this time, we are able to bill most insurance(s), including Washington Medicaid, Medicare Part D and private commercial plans. We also offer mail delivery and curbside pickup on select medications and as needed basis. Please contact the pharmacy for detailed information including a specific insurance plan and any available pharmacy assistance programs.

Medication Refill Requests

Our pharmacies strive to provide your prescriptions as quickly and as safely as possible. It is important that you do not run out of medication. To prevent this, please plan ahead.

If you get your medication from our pharmacies and you need a refill:

- ◆ Please call **Carolyn Downs Family Medical Center (206) 299-1935** or **Country Doctor Community Clinic (206) 299-1618**
- ◆ You may leave a voicemail message
- ◆ We will need to know your NAME, TELEPHONE NUMBER, DATE OF BIRTH, PRESCRIPTION NUMBER and the MEDICATION NAME
- ◆ Your refill may be picked up after three (3) business days during pharmacy hours. You will only be called if there is a question or problem.
- ◆ If there are no authorized refills on your prescription, the pharmacist will get your provider's approval. This can take up to 5 business days.

For outside pharmacy refills:

- ◆ Please call the pharmacy where you filled your medication and request a refill
- ◆ The pharmacy you called will contact Country Doctor or Carolyn Downs to get an approval, if needed
- ◆ To obtain status of your refill request and if your refill is ready, please call your pharmacy.

IMPORTANT: If you have questions or experience any reactions to your medication, please call **Carolyn Downs Family Medical Center (206) 299-1900** or **Country Doctor Community Clinic (206) 299-1600**

Important Numbers and Hours of Operations

Carolyn Downs Family Medical Center (CDFMC)

CDFMC is located in the Central Area Health Care Center on the corner of 21st and East Yesler Way. Patient parking is available.

Visit Us Online

<https://countrydoctor.org/carolyn-downs-fmc/>

Clinic and Mailing Address

2101 East Yesler Way
Seattle, WA 98122

Hours

Monday 9:00 – 5:00 pm
Tuesday 9:00 – 5:00 pm
Wednesday 9:00 – 8:30 pm
Thursday 9:00 – 5:00 pm
Friday 9:00 – 5:00 pm

Medical

(206) 299-1900

Medical Records

(206) 299-1921

Eligibility Specialist

(206) 299-1947

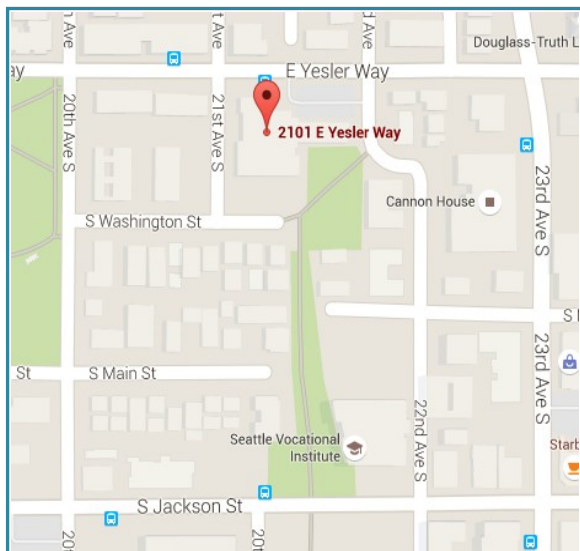
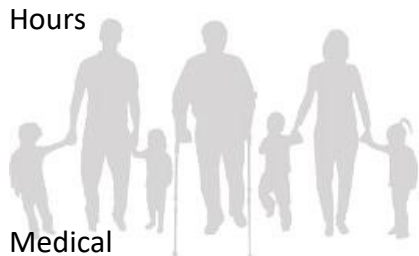
(assistance with insurance and Apple Health applications)

Pharmacy

(206) 299-1935

Pharmacy Hours

- Monday, Tuesday, Wednesday & Friday
9:30am – 1:00pm & 2:00 – 5:15pm
- Thursday 10:30am – 1:00pm & 2:00 – 5:15pm



The following METRO bus routes provide service to the clinic: #27 (via Yesler), #48, #8, #4 (via 23rd) and #14 (via Jackson).

Country Doctor Community Clinic (CDCC)

CDCC is located on Capitol Hill at 19th Avenue East and East Republican. Street parking is available.

Visit Us Online

<https://countrydoctor.org/country-doctor-community-clinic/>

Clinic and Mailing Address

500 19th Ave. East
Seattle, WA 98112

Hours

Monday 9:00 – 5:00 pm
Tuesday 9:00 – 8:30 pm
Wednesday 9:00 – 8:30 pm
Thursday 9:00 – 5:00 pm
Friday 9:00 – 5:00 pm

Medical
Medical Records
Eligibility Specialist

(206) 299-1600
(206) 299-1670
(206) 299-1627

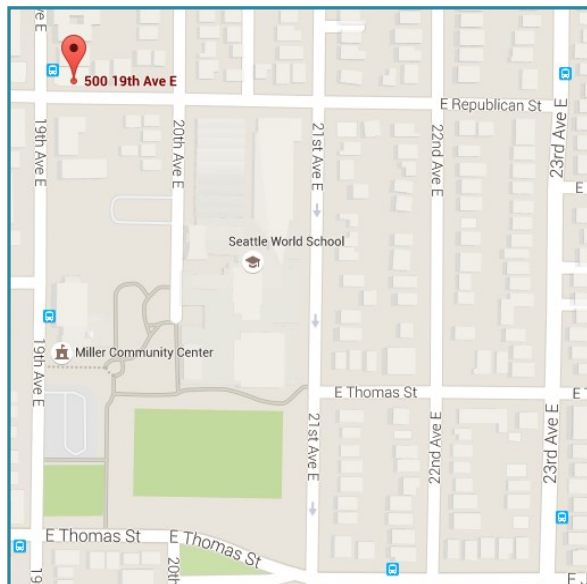
(assistance with insurance and Apple Health applications)

Pharmacy

(206) 299-1618

Pharmacy Hours

- Monday, Tuesday, & Friday
9:30am – 1:00pm & 2:00 – 5:15pm
- Wednesday & Thursday
10:30am – 1:00pm & 2:00 – 5:15pm



The following METRO bus routes provide service to the clinic: #12 (via 19th Ave. E.), #48 and #43 (via 23rd), #43 and #8 (via E. Thomas) and not pictured is the #10 (via 15th Ave. E.).

Country Doctor Dental Clinic (CDDC)

CDDC is located on Capitol Hill at 19th Avenue East and East Republican. Street parking is available.

Visit Us Online

<https://countrydoctor.org/dental/>

Clinic and Mailing Address

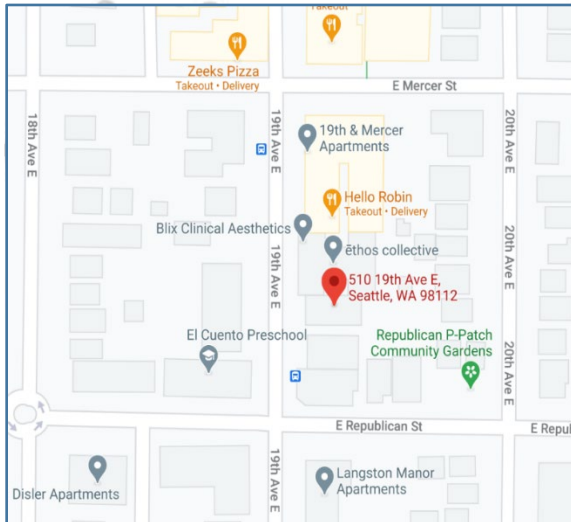
510 19th Ave. East
Seattle, WA 98112

Dental

(206) 299-1611

Hours

Monday – Friday 8:00 – 5:00 pm



The following METRO bus routes provide service to the clinic: #12 (via 19th Ave E), #48 and #43 (via 23rd), #43 and #8 (via E Thomas), and not pictured is the #10 (via 15th Ave E)

COMMUNITY HEALTH CENTERS

Other Important Numbers/Information



All clinics are ADA accessible. For specific accommodation needs, please call the clinics.

Metro (Bus) Routes

(206) 553-3000

<https://kingcounty.gov/depts/transportation/metro.aspx>

Poison Control Center

(800) 222-1222

<https://www.poison.org/>

Crisis Line

(800) 273-8255

<https://suicidepreventionlifeline.org/>

The Washington State TDD Relay Service

(800) 833-6388 or 711

<https://www.dshs.wa.gov/altsa/odhh/telecommunication-relay-services>

After Hours Clinic (AHC)

CDFMC is located in the Central Area Health Care Center on the corner of 21st and East Yesler Way. Patient parking is available.

Visit Us Online

<https://countrydoctor.org/after-hours-clinic/>

Clinic and Mailing Address

2101 East Yesler Way
Seattle, WA 98122

During Open Hours

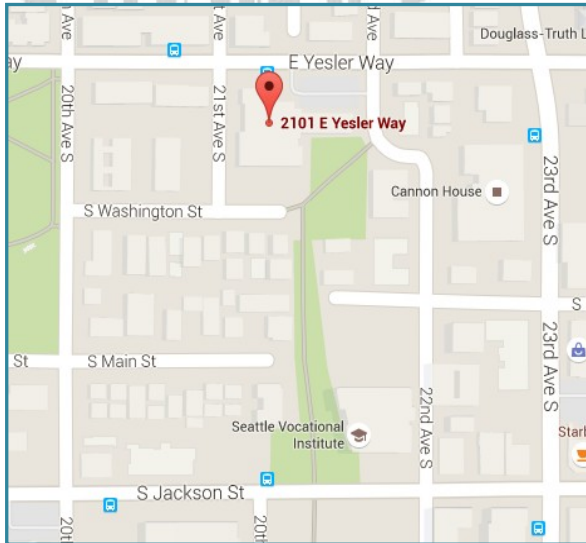
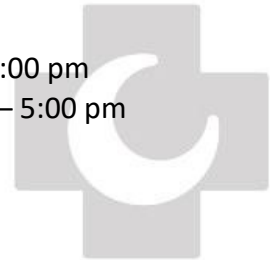
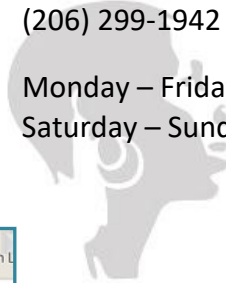
(206) 709-7199

Billing Questions

(206) 299-1942

Hours

Monday – Friday 6:00 pm – 9:00 pm
Saturday – Sunday 11:00 am – 5:00 pm



OLYN DOWNS AFTER HOURS

The following METRO bus routes provide service to the clinic: #27 (via Yesler), #48, #8, #4 (via 23rd) and #14 (via Jackson).

COMMUNITY HEALTH CENTERS

For the most current clinic and pharmacy hours including holidays, inclement weather and other emergency closures, please call the clinic or visit our website at www.CDCHC.org

Making an Appointment

Please call ahead and make an appointment before you come into the clinic. We may be able to schedule you to be seen the same day you call. Call your clinic and give the receptionist a brief explanation of the reason for your visit and the name of your primary provider. It is always best to schedule your appointment in advance. If you walk in, we may not be able to see you that day. Your convenience is important to us.

- ◆ If you are late for your appointment, we may ask you to reschedule your appointment for another day or ask you to wait.
- ◆ Please let us know at least 24 hours in advance if you need to cancel an appointment so another patient can be seen.

What to bring to your appointment:

- ◆ Previous medical/dental records
- ◆ Provider One Cards
- ◆ Insurance cards
- ◆ Immunization records
- ◆ Current address and phone number



Parents and Guardians

A parent or guardian must accompany any patient under 18 with the following exceptions:

- ◆ A child of any age can be seen without a parent for birth control and pregnancy-related conditions,
 - ◆ A child age 14+ can be seen without a parent for sexually transmitted diseases (STDs) including HIV,
 - ◆ A child age 13+ can be seen without a parent for mental health or substance abuse.
- These visits are confidential. However, we do encourage communication with parents.

If it is not possible for you to accompany your child and he or she is an established patient, we will accept a note that you send in, giving us permission to provide care, on a one-time basis. For on-going situations like this, talk to our staff who can give you information about signing an advance consent form.

When you have concerns & the Clinics are Closed

Life Threatening Emergencies 911

An emergency is a medical condition that requires immediate care and means you cannot wait for a telephone call from your provider without you or your child/family member being in danger.

If any of the following situations happen to you or your family, either call 911 or go directly to the nearest emergency room:

- ◆ You have been in a serious accident
- ◆ Chest pain with sweating and nausea
- ◆ Severe cuts or burns
- ◆ Severe bleeding that cannot be stopped
- ◆ Broken bones
- ◆ Gunshot or serious knife wounds
- ◆ Loss of consciousness (*will not wake up*)
- ◆ A sudden injury that makes you unable to stand or walk
- ◆ Convulsions or seizures
- ◆ Severe breathing problems (*not able to talk*)
- ◆ Poisoning = Call the Poison Center at 800-222-1222
- ◆ Thoughts of harming yourself or others = Call the Crisis Line at 800-273-8255
- ◆ Any situation that could cause permanent disability or endanger your life

Non-emergency concerns/needs for medical service

Please call the clinic. We have after hours answering service that can connect to the consulting nurse/on-call providers to help you determine your need for a medical appointment, urgent or emergency care.

When you call after hours, we need to know:

- ◆ What is wrong (*for example, fever, diarrhea, vomiting, etc.*)
- ◆ How long you or your child has been sick
- ◆ What you have done to try to feel better (*medications, home remedies, etc.*)
- ◆ If it's your child, their age, weight, and temperature
- ◆ The pharmacy you go to and the phone number

CDCHC After-Hours Clinic (AHC) is open to provide care weeknights and weekends. AHC service is made available for you and your family should you need non-emergency care but cannot wait.

If it is after hours, and you are advised to contact your clinic for a follow-up appointment, be sure to call Carolyn Downs Family Medical Center or Country Doctor Community Clinic or Country Doctor Dental Clinic the next business morning for an appointment or advice.

Staying Healthy

Talk to your provider. Learn how to stay as healthy as possible.

One way to stay healthy is to team up with your provider and always ask any questions you may have and share your concerns. Write down your questions or concerns on a list at home and bring that list with you to your appointment. Questions like:

- ◆ “How is my health?”
- ◆ “What should I know to stay healthy?”
- ◆ “What tests should I (or my children) have?”

A routine check-up may include:

- ◆ Cholesterol level check
- ◆ Diabetes screening
- ◆ Blood pressure screening
- ◆ Colorectal exam
- ◆ Pap smear
- ◆ Prostate and testicular exam
- ◆ Vaccinations
- ◆ Well child check-up/physical examinations
- ◆ Dental exam, cleaning and fluoride varnishes

Special Note About Pregnancy

If you are, or think you may be pregnant, see your provider right away. Learn all you can about being pregnant. Remember, what you eat and drink also affects your baby; drugs, smoking and alcohol do, too. Early and regular prenatal care will help you have a healthy baby.

Four Steps to Safer Health Care

1. **Speak up if you have questions or concerns**

Choose a provider who you feel comfortable talking with about your health and treatment. Take a relative or friend with you if this will help you ask questions and understand the answers. It is okay to ask questions and to expect answers you can understand.

2. **Keep a list of all the medicines you take**

Tell your provider and pharmacist about the medicines that you take, including over-the-counter medicines such as aspirin, ibuprofen and dietary supplements like vitamins and herbals. Tell them about any drug allergies you have. Ask the pharmacist about side effects and what foods or other things to avoid while taking the medicine. When you get your medicine, read the label, including warnings. Make sure it is what your doctor ordered and you know how to use it. If the medicine looks different than you expected, ask the pharmacist about it.

3. **Make sure you get the results of any test or procedure**

Ask your provider or nurse when and how you will get the results of tests or procedures. If you do not get them when expected — in person, on the phone, or in the mail — don't assume the results are fine. Call the clinic and ask for them.

4. **Talk with your provider about your options if you need hospital care**

Make sure you understand what will happen if you need surgery.

Advance Directives:

You may request Health Care Advance Directive or Living Will and Health Care Durable Power-of-Attorney forms from your provider. An appointment with your provider is necessary when completing these forms, as they are complex.

Identify Your Primary Care Provider

Primary care provider is one very important member of the Medical Home team. Your primary care provider (PCP) is the physician, nurse practitioner or physician assistant who provides your care on a regular basis. If you have not chosen a primary provider, please let us know who you would like that person to be. We have brochures available to help you make your choice.

Our professional staff wants to work closely with you to make sure that you, and your family, stay healthy. If you are new to our primary care clinics, get to know your provider and your children's provider. It is important that each member of your family has a primary care provider.

Request your PCP while scheduling an appointment and we will do our best to have you see the same health care provider at each visit. We also participate in a residency program with residents from the Swedish Cherry Hill Family Medicine residency program. Residents are licensed physicians, who are continuing their training through a three-year commitment at Carolyn Downs Family Medical Center. Medical students from the University of Washington and students from other health care training programs may also be involved in your care. This will never happen without your permission; if a student wishes to observe your visit you will be asked if that is okay with you.

In addition to the medical providers, our clinic support staff includes nurses, medical assistants, lab technicians, pharmacists, behavioral health counselors, case managers, and a nutritionist. Staff works as a team to provide you the best quality care possible.

If you have insurance coverage through a managed care program, you must get all your health care services through Carolyn Downs Family Medical Center or Country Doctor Community Clinic. Sometimes you may need a service we cannot provide at the clinic. If that happens, we will refer you to another provider for that service. For Hospitalization and labor and delivery services, we are partnered with Swedish Medical center.

Types of Primary Care Providers

Country Doctor Community Health Centers employs several different types of primary care providers. We have MDs, DDSs, DMDs, ARNPs and PAs. The designation is clearly displayed on their nametag. Listed below is a brief description of the training backgrounds for each type of provider. If you have questions, we encourage discussion of training and qualifications directly with your provider.

MD: Medical and Osteopathic Doctors have graduated from an accredited medical school. Our MDs and DO's are Board Certified in either Family Medicine or Internal Medicine. They have attended medical school for 4 years followed by at least 3 years of specialty residency training.

DDS: Doctors of Dental Medicine (DMD) and Doctors of Dental Surgery (DDS) have graduated from an accredited dental school. They have attended dental school for 4 years.

MD – Residents: These are Medical Doctors who have graduated from an accredited medical school and are completing their specialty residency training in family medicine. Carolyn Downs Family Medical Center is an advanced training site for six family medicine residents from the highly regarded Swedish Family Medicine, Cherry Hill Residency Program. Residents complete three years of training with us before going on to their own practices, or to complete fellowships in additional subspecialty areas.

ARNP: Nurse Practitioners have Master/Doctoral level education in nursing and are trained to perform physical examinations, order and interpret lab test, write prescriptions and manage most common problems encountered in primary care.

PA: Physician Assistants are graduates of accredited physician assistant programs. They are trained to perform physical exams, order lab tests, and make diagnoses, write prescriptions and manage most problems under the legal supervision of an on-site physician.

Fees and Insurance

Country Doctor Community Health Centers believes that quality health care should be available to anyone who needs it. Uninsured individuals are welcomed as are those with insurance including Medicaid and Medicare. You will never be denied care due to an inability to pay or citizenship status.

We gladly accept most insurance plans. All patients with health insurance (private or managed care) must present their insurance card at the time of check in. We ask that any co-payments required by your insurance or sliding fee amounts be paid at the time of the visit. If you have a question about whether or not we accept a specific insurance plan, please call our **Billing Department at (206) 299-1942**.

Every patient will be asked to pay a minimum fee unless you have Medicaid coverage or health insurance. The minimum fee is based on family size and income and starts at \$20.00 for medical services and \$50.00 for dental services (\$5 discount if paid at the time of your visit). If your health insurance requires a co-pay for office visits, you will be asked to pay the full amount of co-pay at the time of the visit.

If you lose your Medicaid or other insurance coverage and do not have medical/dental coverage, you can still be seen here. Your visit fee will be adjusted according to our sliding fee scale based on size and income of your household.

If you become insured, we hope you will allow us to continue to provide your health care. The more insured patients we see, the easier it is for us to maintain our mission of providing care to those without insurance.

Sliding Fee Discount

What is a sliding fee discount? The sliding fee discount is the amount we reduce our normal charge to a lower charge for services we provide. We are able to offer the sliding fee discount program because donations and grant funds support our non-profit organization. However, these grants cannot support the full cost of providing care to the uninsured. Therefore, CDCHC needs all our patients to partner with us by sharing the cost of providing care. If you are uninsured, the sliding fee discount payment you make is critically important.

How is a reduction in fee determined? The sliding fee discount is determined based on your income level and the number of members in your household (the number of people supported by your income). Using this information, our staff computes the amount of your discount based on Federal Poverty guidelines. Depending on the level of discount the payment may be more. This amount does not include outside lab and pharmacy fees. The discount can apply to all family members and last one year as long as there is documentation of income and there are no changes within that time period.

How can I qualify for a sliding fee discount? Anyone can apply for sliding fee discount. To qualify for a sliding fee discount, you must have no insurance or have insurance with a large deductible and you must earn less than 200% of the Federal Poverty Level. You must complete the Patient Financial Agreement form, along with 2 months of payroll information or your most recent tax return.

What happens if I don't complete the form? We will accept your word of income level and number of household members and compute your sliding fee discount based on your verbal statement for 30 days, starting with the day of your first visit. You will be asked to send us the completed Patient Financial Agreement. If you need a return visit to our clinic after 30 days and want to be charged based on the sliding fee discount, we will expect that financial documents be on file. If the required documents are not on file, you may be charged 100% of our usual charges for the services provided. However, you will never be denied service.

Protected Health Information

Country Doctor Community Health Centers respects your privacy. We understand that your personal health information is very sensitive. We will not disclose your information to others unless you tell us to do so, or unless the law authorizes or requires us to do so.

The law protects the privacy of the health information we create and obtain in providing our care and services to you. For example, your protected health information includes your symptoms, test results, diagnoses, and treatment, health information from other providers, and billing and payment information relating to these services. Federal and state law allows us to use and disclose your protected health information for the purpose of treatment, payment, and health care operations.

Except for the purposes listed above, we are required to:

- ◆ Keep your protected health information private
- ◆ Give you a Notice of Privacy Practices at the time of your first visit
- ◆ Follow the terms of this Notice

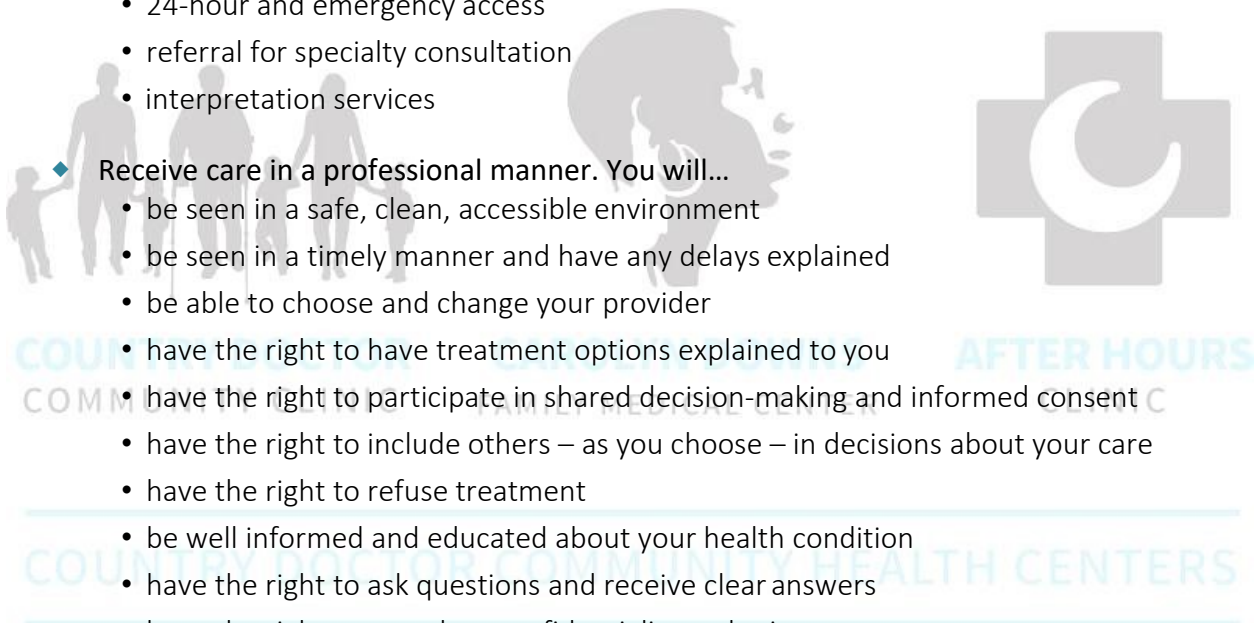
We have the right to change our practices regarding the protected health information we maintain. If we make changes, we will update this Notice. You may receive the most recent copy of this Notice by calling and asking for it or visiting our Medical Records Department to pick one up.

If you believe your privacy rights have been violated, you may discuss your concerns with a staff member. You may also send a written complaint by using our Patient Grievance form, available at the Front Desk. You may also file a complaint with the U.S. Secretary of Health and Human Services.

Patient Bill of Rights

As our patient you have the right to:

- ◆ Be treated with dignity, respect and compassion
- ◆ Receive necessary and appropriate care, including
 - support services
 - 24-hour and emergency access
 - referral for specialty consultation
 - interpretation services
- ◆ Receive care in a professional manner. You will...
 - be seen in a safe, clean, accessible environment
 - be seen in a timely manner and have any delays explained
 - be able to choose and change your provider
 - have the right to have treatment options explained to you
 - have the right to participate in shared decision-making and informed consent
 - have the right to include others – as you choose – in decisions about your care
 - have the right to refuse treatment
 - be well informed and educated about your health condition
 - have the right to ask questions and receive clear answers
 - have the right to complete confidentiality and privacy
 - have access to your medical records
 - have the right to complete a Living Will, which will be kept with your medical records
 - have your personal values, beliefs and preferences respected
 - have the right to appropriate assessment and management of pain
- ◆ Receive care regardless of race, gender, gender identity/expression, ethnicity, illness, sexual orientation, disabling condition, or ability to pay
- ◆ Respectfully express dissatisfaction with the care you receive through a patient grievance policy



Patient Responsibilities

As our patient you are responsible for:

- ◆ Showing consideration and respectful treatment toward other patients and clinic personnel
- ◆ Providing CDCHC with accurate and complete information regarding current medications and past medical information, as well as up to date contact information.
- ◆ Choosing a Primary Care Provider and you can expect to be seen by the provider whenever possible
- ◆ Notifying CDCHC staff when you do not understand information or instructions given to you
- ◆ Keeping appointments, complying with therapy and following treatment
- ◆ Accepting the health risk of refusing treatment or not complying with therapy, once the risks have been explained to you
- ◆ Informing your provider about any living will, medical power of attorney, or other directives that could affect your care
- ◆ Being on time for your appointments
- ◆ Fulfilling your financial obligations to the best of your ability



We want to hear from you

At Country Doctor Community Health Centers, we are committed to providing high quality care. We conduct quarterly patient satisfaction surveys to continuously improve our quality of care and customer service so as to meet your expectations.

At any time, should you or your family have any comment, feedback or concern, we want to hear from you. Please complete our Patient Comment card or let one of our staff members/clinic managers know. If you feel your expectations are not being met, our patient grievance process is available to you. Please ask a staff member to provide you the Patient Grievance form. Our Clinic Manager will follow up with you.

After the grievance is investigated, you will be contacted in writing, in person or by telephone. A summary of all grievances are forwarded to the Executive Director and reviewed by the Quality Improvement Committee and the Board of Directors.

CDCHC greatly appreciate all feedback and suggestions for improvement and take your concerns seriously.

Specific information should be included on Patient Grievance form:

- ◆ The date of the incident and your contact information
- ◆ The staff member(s) involved
- ◆ A description of the issue

If you feel your concerns have not been adequately resolved through CDCHC, you may contact the **Accreditation Association for Ambulatory Health Care (AAHC)** to report any concerns or register any complaints by calling them at **(847) 853-6060**, or by sending an email to feedback@aaahc.org



Your health and well-being are important to us.

We thank you for choosing Country Doctor Community Health Centers for your medical needs and for trusting us with your care.