



# **New Patient Information Guide**



Follow us



Like us



# Welcome to ONE Health Ohio

Thank you for choosing ONE Health Ohio to take care of your important health needs. You will be pleased with the variety of medical services that are available for you and your entire family. Your health will benefit from your decision in many ways:

- ◆ *Your care will be managed by board certified physicians.*
- ◆ *Health education services are available.*
- ◆ *Appointment scheduling is easier.*
- ◆ *For diabetics, nutritional counseling is available.*
- ◆ *For the uninsured, a sliding fee scale is available with proof of household income.*
- ◆ *Translation services are available.*
- ◆ *Pediatric immunizations are tracked on a statewide computerized system that is accessible to other health care providers.*
- ◆ *For females, computerized Pap and mammography tracking helps remind you when your next appointment is due.*
- ◆ *Complaints and suggestions for improvements in our center are confidential, easy to submit, and carefully reviewed by a committee.*
- ◆ *Your care is coordinated by a care team using the patient centered medical home model.*
- ◆ *Many times throughout the year you may be asked sensitive questions about your personal mental and physical health. This is commonly referred to by our staff as SBIRT. These questions help us provide you with the best care and treatment plan possible.*

# About ONE Health Ohio

ONE is a non-profit organization that is, in part, funded by a grant from the bureau of Primary Health Care. A variety of community health service programs are also supported through grants, donations, and gifts.

There are several locations in Trumbull, Mahoning and Stark counties. All of our modern health facilities are designated as Federally Qualified Health Centers (FQHC) and are strategically located to provide access to a variety of health care services.

Each center strives to provide prompt, courteous, affordable, and high quality comprehensive family health and dental care. A diverse team of health care professionals is available to deliver excellent diagnostic, treatment and support services. A special emphasis is placed on preventive health care and dental services through education and the promotion of lifestyle changes. This will help to eliminate health care disparities and improve the quality of life in our patients and the surrounding community based on the patient centered medical home model to provide comprehensive care to our patients.

## Expectations

Every facility has the patient bill of rights posted. We want to provide an environment that is clean, friendly, and safe that is conducive to providing the best care possible. To help us achieve that goal please note the following:

- Turn off cell phones when you are in the exam rooms.
- For your safety, no food or drink is allowed in exam rooms.
- Any visitor or employee exhibiting rude or aggressive behavior such as yelling, swearing, throwing things or any display of violence will be asked to leave the premises immediately. Depending on the situation, patients may be terminated from the practice for a period of at least one year.

# Available Services

The physicians and other healthcare professionals provide high quality, compassionate primary care by taking the time to listen to patients and by giving them the attention they deserve. All of our physicians are board certified in their area of expertise. The services and programs offered reflect a philosophy that recognizes the importance of life and protects the dignity of each person.

***Services may vary by location:***

- ◆ Primary Health Care for Adults
- ◆ Dental including cleanings, sealants, extractions, fillings, and X-rays
- ◆ Pediatrics & Adolescent Medicine
- ◆ Behavioral Health Screenings
- ◆ Health Screenings (Blood Pressure & Diabetes)
- ◆ OB-GYN including family planning services
- ◆ Well Baby Check-Ups and Child Care
- ◆ Family Planning
- ◆ Podiatry
- ◆ Diabetes Management
- ◆ Lab Testing
- ◆ Pharmacy
- ◆ School & Employment Physicals
- ◆ DOT physicals
- ◆ Vision Screenings

# Payment Information

Services are available to patients of all ages and cultural backgrounds regardless of ability to pay. ONE Health Ohio accepts Medicaid, Medicare and most private/commercial insurance plans. A sliding fee scale is available for the uninsured, based on household income and number of dependents in the household. ONE Health Ohio believes that no one should be denied care because of their inability to pay.

## Appointments



- If you are unable to keep an appointment, please cancel as soon as possible, so that someone else may be accommodated.
- Although appointments are preferred, every effort is made to accommodate walk-ins.
- If you have a problem with scheduling an appointment, please contact us or complete a patient comment form.
- Please remember to bring your insurance card to each office visit.
- It is very important to notify the receptionist of any changes in your name, address, phone number, income, or insurance status.

## Late Arrivals



*Please be aware that patients who arrive more than 15 minutes late for an appointment may only be seen at the discretion of the provider.*



*Patients who arrive more than 30 minutes late for their appointment may only be seen at the discretion of the provider and their visit will be counted as a “no-show”.*

## No-Shows

Patients who do not show up for their appointment will be considered a no-show. This is very disruptive to the smooth functioning of our facilities.

Patients will be put on probation after their 3rd no-show appointment. Patients on probation will not be allowed to schedule appointments. Instead, they will only be able to receive treatment by coming to designated access clinics to receive care during walk-in hours. Patients on probation who have an urgent health concern may be seen during regular office hours at the discretion of the provider. After a patient attends 3 access clinics, they may write a letter of apology to One Health Ohio to request having their scheduling privileges reinstated.

# How to Contact Us After Hours





Regular office hours are 8:30 am – 5:00 pm or 9:30 am – 6:00 pm and vary by day and site. (Please consult the back cover or our website at [OneHealthOhio.org](http://OneHealthOhio.org) for a current listing).



## **AFTER HOURS CONTACT NUMBER:**

Please Call our answering service  
“Answerlink Ohio”  
at 330-744-4040

### **Some important things to remember!**

-  In the event of an emergency such as severe pain, difficulty breathing, or other serious abnormal conditions, please go the nearest emergency room as soon as possible.
-  Prescription refills are only available during normal business hours. **NO EXCEPTIONS WILL BE MADE!**
-  Please remember to cancel or reschedule appointments during normal business hours. A 24 hour advance notice would be greatly appreciated.
-  Please be courteous when calling the physicians after hours. The after hours number should only be used for urgent matters that require immediate medical attention.

# Medical Patient Portal

One Health Ohio patients may now sign up at any medical front desk for free to access the new **Medical Patient Portal**. With portal access, you will be able to:



- Request medication refills
- Schedule appointments online
- View your health record
- View your next scheduled appointment
- Ask the medical staff questions

## Patient Centered Medical Home

A “**Patient-Centered Medical Home**” (PCMH) is how health care is delivered to patients. The medical team at One Health Ohio manages care and services for you. **PCMH** puts you, the patient, at the center of primary care that is Accessible, Continuous, Comprehensive, Family-Centered, Coordinated and Compassionate.



# Our PCMH Responsibilities to You

- ◆ To listen to your questions and concerns and to explain disease, treatment, and results in an easy-to-understand way.
- ◆ To coordinate your overall care, sending you to trusted specialists if needed.
- ◆ To provide you with same day appointments whenever possible.
- ◆ To provide instruction on how to access the care you need when the office is not open.
- ◆ To provide clear instructions about your treatment goals and future plans for every visit.

## Your Responsibilities in a PCMH

- ◆ To ask questions and be active in your care.
- ◆ To provide your health history, and other important information, including any changes in your health.
- ◆ To utilize the Medical Patient Portal to schedule appointments, request refills, view your health record, etc.
- ◆ To call our office first with your health concerns unless it is an emergency.
- ◆ To inform us whenever you utilize any other health system such as the emergency room or a self-referral to a specialist.
- ◆ To have a clear understanding about your treatment goals and future health goals.
- ◆ To remember to keep your appointment, or to please call to cancel if absolutely necessary.

# Records Release

A release form must be signed and dated.

There is no charge for transfer to another medical facility.

Records may be reviewed.

Inactive records are kept on site for a period of time varying by age and services received.

A minimal copying fee will be charged for records sent to attorneys or for your own personal use.

## How to Make Complaints or Suggestions

We highly value your decision to select our center for the health care needs of you and your family. Your input is very important to us; to make suggestions for improvements to our services or to voice concerns about the care you or a loved one has received. Please feel free to comment without fear of discrimination or reprisal. Every effort is made to ensure confidentiality of concerns. You may also speak with a management team member by simply asking.

A locked comment box is located in each reception area. The comments are reviewed monthly by the Continuous Quality Improvement Team and are then reported to the Board of Directors that includes 51% representation by patients. You may also contact the CEO by sending a letter to:

Dr. Ronald Dwinells, CEO  
Ohio North East Health Systems, Inc.  
726 Wick Avenue  
Youngstown, OH 44505

If you would like a response to your comment, please include your name and full address. All comments will be reviewed and responded to as appropriate.

# Donations

## Please help us fulfill our mission...

Federally Qualified Health Centers (FQHC) are very important assets to a community because of the provision of a medical home to the uninsured and underinsured populations. Across the United States, FQHCs have dramatically decreased the burden of health care costs to hospitals, businesses, and the community served through the reduction of unnecessary emergency room visits, lower hospital admission rates, and shorter lengths of hospital stays. Incidentally, infant mortality rates have also decreased because of earlier access to medical care and prenatal education.

In addition to receiving quality primary medical and dental care, health education with a focus on the importance of health prevention—is available. This service also includes counseling on diet, physical activity, smoking, drinking, drug use, and the prevention of STDs.

In our community, the unstable economy of the Mahoning Valley has affected a large portion of the population. Corporate downsizing and closure of numerous businesses have led many to endure hardships that have left them unemployed, homeless, and medically uninsured or underinsured. This has resulted in an increasingly fragile local economy.

To meet the growing demand of providing costly care to the uninsured, a fundraising campaign has been initiated. As a 501 (c) 3 not-for-profit organization, ONE Health Ohio is able to accept tax-deductible donations to provide primary health/dental care to the medically underserved. Accordingly, all donations are pooled into a special fund to increase the charitable impact that is afforded by this mission. To make a donation or for more information about ONE Health Ohio and available services, please contact our Administrative Manager at 330-747-2330.

# ONE Health Ohio Locations

## **YOUNGSTOWN COMMUNITY HEALTH CENTER**

726 Wick Avenue  
Youngstown, OH 44505  
(330) 747-9551  
*Hours: Mon, Wed & Fri 8:30-5  
Tues & Thurs 9:30-6*

## **LLOYD MCCOY HEALTH CENTER**

1977 Niles Road SE  
Warren, OH 44484  
(330) 393-6446  
*Hours: Mon, Wed & Fri 8:30-5  
Tues & Thurs 9:30-6*

## **WARREN WEST HEALTH CENTER**

716 Tod Avenue SW  
Warren, OH 44485  
(330) 373-0222  
*Hours: Mon - Fri 8:30-5*

## **GOOD SAMARITAN HEALTH CENTER**

1390 S. Arch Avenue  
Alliance, OH 44601  
(330) 821-3961  
*Hours: Mon, Tues, Wed & Fri 8:30-5  
Thurs 9:30-6*

## **EAST MARKET STREET PEDIATRICS**

1032 East Market Street  
Warren, OH 44483  
(330) 393-2585  
*Hours: Mon, Tues, Wed & Fri 8:30-5  
Thurs 9:30-6*

**We are expanding!**

(Please check our website for updated information on locations and hours.)

**[www.OneHealthOhio.org](http://www.OneHealthOhio.org)**