



Franklin
Primary
HEALTH CENTER Inc.



Accredited by the
Joint Commission

1303 Dr. Martin Luther King, Jr. Ave.
Mobile, AL 36603
(251) 432-4117

OUR PRIMARY CONCERN IS YOU!

Medical Home Patient Care Guide



Welcome To Franklin Primary Health Center, Inc.

Our Mission

To be a caring, compassionate and viable community health center, proactively improving the lives of those we serve by providing accessible, affordable, quality, and coordinated comprehensive health services.

Our Vision

To be the provider of choice in the communities we serve!

ABOUT FRANKLIN



A LETTER FROM THE CEO -Mr. Charles White-

Greetings and welcome from Franklin Primary Health Center:

Franklin is a 501-C3 local and community-owned private not-for-profit corporation and is proud to serve as your Patient Centered Medical Home. Franklin was founded in 1975 by Dr. Marilyn Aiello and a group of concerned citizens who recognized the need for quality health care in the underserved Davis Avenue community (now Dr. Martin Luther King, Jr. Avenue community). Franklin Primary Health Center is named after Dr. James Alexander Franklin, a physician, scholar, and humanitarian who faithfully served his community for over 60 years. We have a dynamic 16 member Board of Directors and over 230 professional employees, including over 30 highly trained providers including board certified/board eligible physicians, dentists, optometrists, nurse practitioners, pharmacists, etc. We were the first community health center in the state of Alabama to become accredited by The Joint Commission. Franklin is truly making a difference in the health status of persons in Mobile, Baldwin and Choctaw counties. We continue to strive to bring you high quality affordable health care with our transition to Patient Centered Medical Homes. We truly appreciate your trust in Franklin to provide your healthcare needs. Please continue to read to learn more about the Patient Centered Medical Home concept.

Table of Contents:

What can you expect from a Patient Centered Medical Home.....	4
Clinic Basics	5
What We Do.....	6
Our Fees.....	7
Preparing for Your Appointment	8
What to Expect	10
Prescription Refills	11
Referrals	12
Patient Portal	14
Advance Directive.....	15
Patient Rights and Responsibilities.....	16

WHAT YOU CAN EXPECT FROM OUR PATIENT CENTERED MEDICAL HOME:

- Patients have an opportunity to select their personal provider.
- Patients have a **relationship** with a personal provider of health care.
- A practice-based care **team** takes collective responsibility for the patient's **ongoing care**.
- **The care team** is responsible for providing and arranging all the patient's health care needs.
- Patients can expect care that is **coordinated** across settings.
- **Quality** of care is measured and improved as part of daily workflow.
- Patients experience **enhanced access** and **communication**.
- Practice uses **electronic health records** and other **clinical support systems**.

CLINIC BASICS

Franklin has fourteen locations in 3 Alabama counties (Mobile, Baldwin, and Choctaw)

<p>Franklin Medical Mall 1303 Dr. Martin Luther King, Jr. Ave Mobile, AL 36603 (251) 432-4117</p>		<p>Hours of Operation <u>Monday - Friday</u> 8 a.m. - 5 p.m.- All Services 7 a.m. - 6 p.m. - Dental 8 a.m. - 6 p.m. - Pharmacy T-TH expanded hours 8a.m. – 7 p.m.</p>	
<p><i>Saturday</i> 8 a.m. - 12 p.m. - Internal Medicine, Pediatrics, & Laboratory Services</p>			
<p>Hours of Operation for all Locations below <i>Monday – Friday 8 a.m. - 5 p.m.</i></p>			
<p>Maysville Medical Center 1956 Duval Street Mobile, AL 36605 251-471-3747 (ph)</p>		<p>Springhill Health Center 1201 Springhill Ave. Mobile, AL 36604 251-694-0070 (ph)</p>	
<p>Aiello/Buskey Medical Center 424 S. Wilson Ave. Prichard, AL 36610 251-452-1442 (ph)</p>		<p>Gilbertown Medical & Dental Center 140 Front Street, Suite 4 Gilbertown, AL 36908 251-843-5537 (ph)</p>	
<p>Loxley Family Medical Center 1083 East Relham Drive Loxley, AL 36551 251-964-4011 (ph)</p>		<p>Loxley Family Dental Center 3147 First Ave. Loxley, AL 36551 251-964-2404 (ph)</p>	
<p>H.E. Savage Memorial Center 553 Dauphin Street. Mobile, AL 36602 251-694-1801 (ph)</p>		<p>Central Plaza Towers Medical Center 300 Bay Shore Avenue Mobile, AL 36607 251-434-2290 (ph)</p>	
<p>West Mobile Family Medical Center 801 South University Blvd. Suite D Mobile, AL 36609 251-344-1964 (ph)</p>		<p>South Baldwin Family Health Center 1628 North McKenzie Street Foley, AL 36535 251-947-1083 (ph)</p>	
<p>Prevention, Education & Counseling Center 1055 Dauphin Street Mobile, AL 36602 251-434-8195 (ph)</p>		<p>Franklin Medical & Dental Express 1303 Dr. Martin Luther King, Jr. Ave. Mobile, AL 36603 251-432-4117 (ph) By appointment only</p>	
<p>J.R. Thomas Wellness, Fitness & Rehabilitation Center 1361 Dr. Martin L. King, Jr. Ave Mobile, AL 36603 251-843-5537 (ph)</p>			

WHAT WE DO:

<p>Medical Care</p> <ul style="list-style-type: none"> • Pediatric & Adult Primary Care • Chronic Disease Management • Health Education & Counseling • Nutrition Counseling • Health Screening for Disease Prevention • Women’s Health • HIV Care 	<p>Diagnostic Services</p> <ul style="list-style-type: none"> • Laboratory Services • X-Ray Services
<p>Dental Care</p> <p>Pediatric and Adult Dental Services</p> <ul style="list-style-type: none"> • Exams • Cleanings • Sealants • Temporary Fillings • Fillings • Extractions • Partial • Dentures • Flippers 	<p>Optometry Services</p> <p>Pediatric and Adult Optometry Services</p> <ul style="list-style-type: none"> • General exam • Dilated eye exams. • Glasses, Contacts and supplies <p>Ocular Cohence Topography (OCT). OCT measures the health of the eyes, retinal thickness, RNFL, which maps for glaucoma and macular thickness and helps doctors compare the health of the eyes from year to year</p>
<p>Behavioral & Mental Health</p> <ul style="list-style-type: none"> ● Counseling • Stress Management • Family & Relationship Therapy 	<p>Ancillary Support Services</p> <ul style="list-style-type: none"> • Case Management • Pharmacy Assistance • Medicaid/Medicare Enrollment • Referrals to Community Resources • Pharmacy
<p>Fitness & Wellness Services</p> <ul style="list-style-type: none"> • Comprehensive fitness and wellness center • Strength training, a weight circuit • Group exercise classes • Walking track, treadmills, bicycles, elliptical machines, Wii Fitness • Wellness classes 	

OUR FEES

If you have...

Private Insurance

You will be responsible for your co-pay and we will bill your insurance. If a service is not covered by your insurance, you may qualify for a discount depending on your household size and income.

Medicaid, Medicare

We will bill your insurance program and/or help you enroll in these programs. You will be billed for any extra costs OR NON-COVERED services and may pay your balance at the clinic. If a service is not covered by your insurance, you may qualify for a discount depending on your household size and income.

Uninsured / Self Pay

Uninsured patients may qualify for a discount depending on household size and income. In order to qualify you must provide proof of income (see page 8). The minimum payment for a visit is \$25 for Medical services and \$40 for Dental services and is due at the time of the visit.

BE PREPARED FOR YOUR VISIT:

Please bring the following to every appointment:

1. Photo Identification

Bring ONE:

- Driver's License
- Government-Issued Photo ID
- Passport
- Photo ID from Employer

2. Insurance Card (if insured)

3. Proof of Income (applies to uninsured patients OR Patients wishing to qualify for discount on non-covered services or insurance deductibles)

Acceptable Proof of income- *Bring ONE:*

- W-2 Income Tax Withholding Form
- Form 1040
- 2 Current Paystubs
- Unemployment Insurance Book or Letter
- Letter from Employer stating income & employment
- Food Stamp Approval Letter
- Veterans Benefits Letter

4. Form of payment. We accept cash, check & credit cards.

5. All medication bottles *or* a list of medicine with dose and how often you take them.

MAKING AN APPOINTMENT

Please call ahead for an appointment time. We offer a number of Same Day appointments and we are able to accommodate you in most cases. Be prepared to provide patient's name, date of birth, insurance, and a valid phone number so the staff can call you back if needed.

You may also use the Patient Portal to make an appointment (see page 13 for details).

You will receive a reminder phone call one- two days before your appointment.

Please arrive early to update your information.*

* 30 minutes early if you are a new patient

* 20 minutes early if you are a returning patient

If you are 10 minutes past your scheduled appointment time, you may need to be rescheduled.

*** It is very important that we have accurate information in the event that your doctor needs to contact you**

WHAT TO EXPECT DURING YOUR VISIT

When you arrive at the clinic, here is what to expect:

1. You will sign in at the front desk. Staff will enter or update your information in our system & you will sign paperwork if necessary. You will make a payment at this time, if applicable.
2. A nurse will call you to the exam room and take vitals (i.e. blood pressure, weight) and prepare for the provider by asking the reason for your visit. If you are a new patient the nurse will review your detailed health history, thereafter it will be updated as changes occur. The nurse will also go over any medications you have brought with you for the visit. Based on your prevention status and/or disease status the Nurse may initiate the providers standing orders for certain tests or procedures. Flu shots, diabetic tests, cholesterol tests are a few of these procedures.
3. After the nurse is finished, your healthcare provider will arrive. S/he will talk with you, perform an exam and discuss a diagnosis, treatment and prevention as necessary. The provider or nurse will ensure that you understand your treatment plan before you leave. Your

provider or nurse may also assist you with setting goals and self management activities that impact your healthcare

4. Once your exam is complete, the nurse will give you discharge papers that include a summary of your visit and next steps, which may include a follow up appointment, referral, etc. Your nurse will be responsible for coordinating your follow up care with you and other healthcare providers as appropriate.

MEDICATION REFILLS

If you need a medication refill:

Notify your provider 1 month *before* you run out and ask them to send the refill request to your pharmacy. Please make sure your provider has the correct pharmacy on file for you.

If you are enrolled with Pharmacy Assistance:

Call the clinic's patient access representative 1 month *before* you run out. We will reorder your medication and call you when it arrives at the clinic for pickup. If you receive the patient access

representative's voicemail, leave a message with the following information:

- 1) Patient name & date of birth
- 2) Medication name
- 3) Accurate contact information

- **DO NOT stop taking your medications as prescribed.**
- **If your doctor decides that you need to come in for an appointment, we will contact you to schedule.**

REFERRALS

Sometimes your doctor will decide you need to be referred to a subspecialty clinic (such as OB-GYN, Cardiology, Radiology, or other specialists).

If the doctor orders a referral, your discharge papers will state what you need to do next.

Typically, we will schedule these appointments or assist you in doing so, though some appointments you can make yourself.

You will be contacted in regards to your referral by a telephone call or a letter. If you are not

contacted within 30 days in regards to your referral, please call your primary care provider's office. If you do not keep the scheduled appointment with the specialist please notify your primary care provider.

If you already have an appointment with a subspecialist and they are requesting a referral from your primary care physician, have the specialist fax a referral request to our clinic.

You always have the right to obtain care or seek a second opinion from other clinicians within the Franklin network and to seek specialty care.

PATIENT PORTAL

Franklin Primary Health Center, INC is pleased to enroll patients in our new online system so you can be more involved in your healthcare. The patient portal is an easy way to stay connected to the clinic and manage your health online.

Ask your provider or the front desk about setting up your own Patient Portal. All you need is an e-mail address.

Through the Patient Portal, you can:

- Request appointments
- Request prescription refills
- Ask questions directly to your provider
- Have limited access to your medical records

You can also contact your Patient Centered Medical Home for care and information by calling the number of the clinic where your Patient Centered Medical Home team is located. Our phones are answered 24 hours a day and a staff member is available to assist you.

ADVANCED DIRECTIVES MAKING AN ADVANCE DIRECTIVE AND CHOOSING A POWER OF ATTORNEY:

All patients have the right to decide how they want to be treated towards the end of life. A primary way to exercise that right is documenting an **Advance Directive** (or Living Will) and **Power of Attorney** (or Healthcare Proxy).

An **Advance Directive** lets you decide what kinds of treatments you do or do not want in the case of a serious and incurable illness when you are too sick to tell the doctors. A **Power of Attorney** is a person you can identify to make decisions for you if you are too sick to communicate but important medical decisions still need to be made. It is important to think and talk about how you want to be treated towards the end of life and who you want in charge of your healthcare **NOW**, while you are **NOT** sick and can **TELL OTHERS** what you want.

Discuss these issues with your loved ones, family, friends, and doctor now, so that decisions don't have to be rushed at the last minute. Our Social Workers can help you find out how to write and update the documents so that your wishes are known and honored in the event that you become too ill to communicate what you want.

Patient Rights

As a patient of Franklin Primary Health center, Inc., you have the following rights:

- To be treated with respect, consideration, dignity and to receive high quality healthcare
- To not be discriminated against in the delivery of healthcare services
- To be assured of confidential treatment and to authorize the release of identifiable healthcare and other personal information
- To review and receive copies of your medical records and/or request that your records be amended
- To choose your healthcare provider.
- To be informed of your medical condition, treatment plan, and expected outcome
- To receive accurate, easily understood information and to request assistance or be represented by parents, guardians, family members, or others in making informed healthcare decisions
- To refuse treatment and refuse to participate in research
- To be informed of the names, functions, and credentials of all persons providing service to you and to received the names and telephone numbers of management
- To be informed of available services, hours of service, and after hour coverage
- To have a fair and efficient process for voicing grievances and recommending changes to management

Patient Responsibilities

As a patient of Franklin Primary Health Center, Inc., you have the following responsibilities:

- To give truthful and accurate information about your health and past medical treatment
- To ensure that you fully understand and follow the treatment plan prescribed by your healthcare provider
- To inform your healthcare provider of any changes in your condition or of any adverse reactions to the treatment plan
- To keep appointments and inform the center in advance when you are unable to keep an appointment
- To pay for services rendered in accordance with the fee policy and to provide truthful and accurate financial and/or insurance information to allow for appropriate billing
- To become informed of and to follow health center rules and regulations concerning patient care and conduct.

Franklin Primary Health Center, INC provides health services to all, regardless of insurance status or ability to pay.

We accept most private insurance plans, Medicaid and Medicare.

The Center welcomes any person regardless of race, color, religion, sexual orientation, age, gender or gender identification, physical and mental ability, language, or country of origin.

www.franklinprimary.org