



NEW PATIENT HANDBOOK

(Revised December, 2023)

Our Website



www.nschi.org

Our Patient Portal (MyChart)



<https://mychartepic.c3ctc.org>

Welcome to North Shore Community Health Center! We are happy that you've trusted us with your medical, dental, or behavioral health care. In this guide, you will find information about our mission, our health centers, our services, and how to prepare for your appointment!

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WHO WE ARE

North Shore Community Health is a federally-qualified community health center that offers high quality, convenient, comprehensive health care to all members of the North Shore and Cape Ann communities. Whether you come to our Salem, Peabody, Gloucester, Salem High School health center, or the Peabody Veterans Memorial High School health centers, you will always be treated with dignity and respect. Our diverse, friendly staff is multilingual and always ready to help you. If you speak a language other than English, please let our staff know so that we may assist you.

MISSION AND VISION

MISSION

North Shore Community Health's mission is to build healthy communities by providing exceptional care to all.

VISION

Healthy People | Vibrant Communities

OUR VALUES



Integrity

Integrity is the foundation of healthy relationships. We are committed to the highest ethical standards: honesty, fairness, respectfulness, and trustworthiness. We are honorable and respectful in dealings with others and we strive to deal honestly, fairly and in a respectful, ethical and trustworthy manner when in agreement or disagreement.

Commitment

NSCH is committed to the health and well-being of its community, patients and staff. We demonstrate this commitment by constantly striving to align our actions with our mission, vision and values.

Accountability

We take our responsibility to ourselves, each other, and the NSCH community very seriously. We understand our individual roles and positions of power with respect to how others perceive our roles, and actions. We hold ourselves accountable when we make mistakes--acknowledging the error, owning it, taking corrective actions, and moving forward. We follow through on what we commit or resolve to do.

Courage

We see courage as the strength of character to stand up for our convictions and belief system. To have courage is to have the fortitude to take risks and to extend one's behaviors, actions and thoughts beyond one's comfort zone. We appreciate that courage is often required to compromise. Courage is a state of mind to face adverse, difficult, and challenging situations with confidence and positive energy.

Empathy

Empathy is a deep appreciation for another's situation and point of view which is the basis for the golden rule and our intrinsic sense of justice. We strive to bring empathy into our interactions with each other and with our patients.

Respect

NSCH holds its patients in the highest regard. We provide care that is respectful of and responsive to individual patient needs and values. We take the time to listen to concerns, understand what is important, and provide appropriate solutions and care. We do this through coordination and integration of care, collaboration and teamwork.

OUR HEALTH CENTERS

In Your Community



GLOUCESTER FAMILY HEALTH CENTER

302 Washington Street, Gloucester, MA 01930

Phone | (978) 282-8899

Hours: Mon - Wed: 8:30am – 5:00pm
Thu: 8:30am – 7:30pm
Fri: 8:30am – 5:00pm



PEABODY FAMILY HEALTH CENTER

89 Foster Street #1, Peabody, MA 01960

Phone | (978) 532 - 4903

Hours: Mon - Tue: 8:30am – 7:30pm
Wed - Fri: 8:30am – 5:00pm



SALEM FAMILY HEALTH CENTER

47 Congress Street, Salem, MA 01970 Phone |
(978) 744 - 8388

Hours: Monday: 8:30AM – 7:30PM Thursday: 8:30AM – 5:00PM
Tuesday: 8:30AM – 5:00PM Friday: 8:30AM – 5:00PM
Wednesday: 8:30AM – 7:30PM Saturday: 8:30AM – 1:00PM

Health Centers in Your School



TEEN CENTER AT SALEM HIGH SCHOOL

77 Wilson St, Salem, MA 01970

Phone | (978) 744 - 8388

Hours: Mon - Fri: 7:00am – 3:00pm
When school is in session



STUDENT HEALTH CENTER AT PEABODY MEMORIAL HIGH SCHOOL

485 Lowell St, Peabody MA 01960

Phone | (978) 744 - 8388

Hours: Mon - Fri: 7:00am – 3:00pm
When school is in session

OUR SERVICES

We offer a variety of evidence-based services through our community and school-based health centers. Additional educational and community resources are available to patients on your MyChart account or on our website at <https://www.nschc.org/community-resources/>

As our valued patient, you have the privilege of choosing from our highly qualified list of providers so that you can make the important decision about who will care for you and your family. Regardless of which center you receive care in, *North Shore Community Health Center is committed to seeing patients regardless of their ability to pay.*

If you are new to, or returning from a long pause in health care, we are happy to take care of you and make recommendations to keep you in good health.

Community Health Center Services

Below is a list of services offered at our community health centers in Gloucester, Peabody, and Salem:

- Primary Care
- Same-day urgent care
- Immunizations
- Chronic Disease Management
- Sexual and Reproductive Health
- Endocrinology
- Gender Affirming Care
- Dental Services
- Integrated Behavioral Health Care
- Addiction Treatment
- Lab Services
- HIV/Hep C Care

Additionally, we partner with Quest Diagnostics for on-site lab services at all sites, and have a CVS pharmacy located in our Salem Health Center.

School-based Health Center Services

We have two SBHCs located at Salem High School and Peabody Veterans Memorial high School, as well as BH clinicians placed within Salem Public Schools. Below is a list of services offered by our SBHC providers:

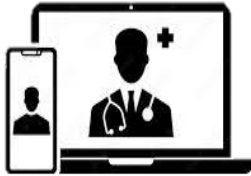
- Confidential Teen-related Health Issues
- Immunizations
- Physical Exams for jobs, sports, and ROTC
- Sick visits
- Behavioral Health

It is important to note that services offered at our school-based health centers are currently only available to students at Salem High School or Peabody High School. Additionally, patients of these school-based health centers are not responsible for any out-of-pocket costs.

CARE WHEN AND WHERE YOU NEED IT

We strive to make our health care services available when patients need it most. We have the following options available to patients in order to make visits more accessible:

Telehealth Services

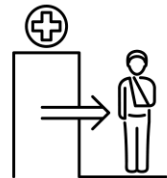


Can't make it to the clinic? Too sick to get out of the house? Don't worry! We offer many of our services over telehealth – including visits for cold, flu, and COVID symptoms. When scheduling your appointment, ask about options for a telehealth visit.

Video Telehealth appointments are easy. At the time of your visit, you'll receive a text from your provider inviting you to join the visit. No need for any extra apps. *If you have any technical questions, give us a call and we can connect you to our Telehealth Navigator.*

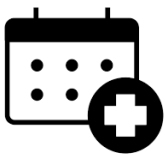
Walk-in Appointments

Patients are welcome to walk-in and inquire at our front desk about the availability of an appointment at that moment. Unfortunately, we may not be able to accommodate you for an appointment, but a nurse will be available to determine how we can best meet your needs. *Salem Family Health Center*



offers Walk-in Hours every Saturday.

Same Day Appointments



NSCH makes every effort to see you when you need to be seen. Same day appointments are available if you are sick.

After-Hours Telephone Care

When the health center is closed you have 24/7 access to speak to a provider for advice. *If you are having a medical or psychiatric emergency you should call 911.* If you have an urgent matter you want to discuss with a provider please call the number you would normally call to reach our office and someone from the answering service will page the provider on call.



PAYING FOR YOUR VISIT

Outreach and Enrollment Services

We have staff available to provide you with assistance in enrolling in or renewing your MassHealth or Health Connector plan coverage. A Patient Access Representative at your visit can help schedule you for a meeting with the O&E team either in-person or over the phone. Additionally, you can ask about these services at the time of scheduling your clinical appointment.

Options for Uninsured Patients

Understanding that not all patients may be eligible or interested in health insurance, we have options in place for patients who are uninsured at the time of their visit. These options include:

GOOD FAITH ESTIMATES

Patients who are choosing to not use insurance will receive an estimate for their total cost of services as long as they book more than 3 days in advance of their appointment.

SLIDING FEE SCALE

NSCH offers a sliding fee payment program based on family size and income. This plan may reduce any deductibles, co-payments, or balances you or your family owe us.

PAYMENT PLANS

This option is available to any patient for whom the out-of-pocket cost feels to burdensome to pay all at once. Our staff can work with any patient to create a payment plan to turn a single large charge into a number of smaller charges to be paid over time. You can ask the Patient Services Representative about setting up a payment plan at your initial visit.

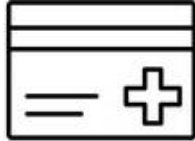
WHAT TO BRING TO YOUR VISIT

Photo ID



This is helpful to ensure we have your most up-to-date demographic information.

Health Insurance Card



If you are planning to use insurance for your visit, please bring the card for any active insurance coverage you have. If you don't have the card, please be prepared to be asked:

- The name of your insurance coverage (e.g. "MassHealth", "Blue Cross Blue Shield", etc)
- The name of the person who holds the insurance policy (the "subscriber")
- The insurance ID number

Sliding Fee Documents



You may be eligible for our sliding fee scale. To understand your eligibility, we need information about your family size and income. You must provide documentation of your income within 3 business days after your visit. This can include:

- 2 Consecutive Pay Stubs
- Last Tax Return - If Self-Employed
- Social Security, Retirement or Unemployment Statement of Benefits
- Child Support or Alimony Payment Order
- SSI Documentation
- Transitional Assistance Documentation (DTA)

Patients who have no income must be prepared to sign an attestation declaring that they have no income.

PATIENT FEEDBACK

We want to know your opinion about health care services at North Shore Community Health. Please feel free to call us at (978) 744-8388 Monday through Friday. You can also reach us at <https://www.nschi.org/patient-feedback/>

APPENDIX 1: PATIENT RIGHTS AND RESPONSIBILITIES

At NSCH, we are committed to respecting the rights of patients and we want you to know those rights early in your care. You will receive necessary care regardless of your race, sex, gender identity, sexual orientation, color, religion, national origin, age, or disability. Below is a shortened version of the Massachusetts patients' Bill of Rights:

As an NSCH patient, **YOU HAVE A RIGHT TO:**

1. Choose your doctor or nurse
2. Be involved in all aspects of your care & treatment
3. Know the names & jobs of the people who take care of you
4. Know how we work with other places to take care of you
5. Get an answer quickly when you ask questions related to your care
6. Know the facts about any test or treatment before you say yes to it
7. Speak alone with staff while in the health center unless your Provider determines it's not in your best medical interest
8. Be treated right away if you might die, even if you don't have insurance or cannot pay
9. Be told about all the ways you can be treated if you are suffering from any type of cancer, specifically breast cancer.
10. Get help with pain
11. Receive reasonable accommodations if you are a patient with special needs
12. Receive competent interpreter services when being treated at NSCH
13. Say no to having students or observers help take care of you
14. Say no to being in research or education projects
15. Know about free, discounted and low-cost care
16. Get a bill with a list of charges
17. Get copies of bills to or payments from your insurer or health care program
18. See your records and get a copy of them
19. Confidentiality of all records and communications about your medical history and treatment
20. File an internal or external complaint, or report safety, privacy, or other concerns related to your experience at NSCH



As an NSCH Patient, **YOU HAVE A RESPONSIBILITY TO:**

1. Treat all NSCH providers and staff with consideration and respect, whether in the clinic or on a telehealth call/service
2. Use appropriate language and a normal tone of speech when speaking with staff in the clinic or on the phone
3. Refrain from unsafe or disruptive behavior that interferes with your care and/or the care and rights of other patients
4. Follow NSCH policies and procedures related to patient care and conduct, such as no smoking, anti-discrimination and harassment prevention
5. Provide complete and accurate information about your current health status, your medical history (e.g., chronic problems, hospital admissions, medications) and other health-related issues
6. Tell us about all treatments and interventions you are receiving
7. Work with your providers and clinical staff to make a plan for tests, treatment and referrals so that you can be as healthy as possible
8. Ask questions if you don't understand your plan of care, instructions given to you after a visit, or anything related to your on-going care or medication management
9. Not demand treatment or services deemed medically unnecessary
10. Follow provider requests for in-person healthcare visits and/or instructions in Controlled Substance and Behavior Agreements which is the accepted standard of care
11. Keep your appointment or cancel so that another patient can be served
12. Inform us as soon as possible if you believe your rights have been violated, wish to file a grievance or offer feedback

APPENDIX 2: PATIENT FINANCIAL RESPONSIBILITIES