



WAIMĀNALO HEALTH CENTER

“Ola I Ka Wai A Ka `Ōpua”
There is life in the water from the clouds
Rain gives life

YOUR PATIENT-CENTERED HEALTH CARE HOME

“Our Patients, Our `Ohana”

41-1347 Kalaniana`ole Highway
Waimānalo, Hawai`i 96795-1247

Medical (808) 259-7948

Dental (808) 259-5466

waimanalohealth.org

MEDICAL SERVICES

(808) 259-7948

Monday & Thursday

8:00 am – 12:00 pm; 1:00 pm – 8:00 pm

Tuesday, Wednesday, & Friday

8:00 am – 12:00 pm; 1:00 pm – 5:00 pm

Saturdays

8:00 am – 12:00 pm

DENTAL SERVICES

(808) 259-5466

Monday – Wednesday, & Friday

8:00 am – 12:00 pm; 1:00 pm – 5:00 pm

Thursday

8:00 am – 12:00 pm; 1:00 pm – 7:00 pm *(6:00 pm last appointment)*

Saturday (Pediatrics Only)

8:00 am – 12:00 pm

WIC SERVICES

(808) 259-7940

Monday - Friday

7:30 am – 5:00 pm (Open during lunch)

Saturday

8:00 am – 12:00 pm

VISION SERVICES

(808) 259-7948

Tuesday

8:00 am – 12:00 pm

Wednesday & Thursday

8:00 am – 12:00 pm; 1:00 pm – 5:00 pm

Address: 41-1347 Kalaniana`ole Highway
Waimānalo, Hawai`i 96795-1247

Website: waimanalohealth.org **E-mail:** whc@waimanalohealth.org

YOUR PATIENT-CENTERED HEALTH CARE HOME

E Komo Mai to your Health Care Home at the Waimānalo Health Center

At the Waimānalo Health Center, you are not just a patient; you are at the heart of the care team. There are several people on your care team to help you with things like medications, nutrition, exercise, and stress management. Your care team will know you and you will know your team members. Even though you have an appointment with one team member, other members may consult with you while you are here. The patient-provider relationship is very important to us. Our care team provides you and your family access to care that is proven to work and assists you with reaching your health goals. We want you to choose your own personal care provider and see the same provider and care team every time you visit us.

Location

- The Waimānalo Health Center is located at 41-1347 Kalanianaʻole Hwy. We are located next to St. George's Church and across from Waimānalo Elementary and Intermediate School.
- The Waimānalo Health Center is conveniently located near the bus stop. Please contact The Bus for updated information on bus routes at (808) 848-5555.

Appointments

- If you would like to schedule a medical appointment, call (808) 259-7948. We will try to give you an appointment within 36 hours.
- If you need a dental appointment, call (808) 259-5466.
- If you have an emergency illness or symptom that requires immediate attention, call 911 or go to your nearest emergency room.
- Plan to arrive 15 minutes early so you can fill out any necessary paperwork.
- If you need to cancel your appointment, contact us immediately at (808) 259-7948. Please try to call at least 24 hours in advance so that we may offer your appointment slot to another patient who wants to be seen.

For Every Appointment, please bring:

- Your current insurance card
- Your identification card
- A list of current prescription and non-prescription medications, including vitamins and herbal supplements
- The names of other providers that you see or have seen, or let us know if you have been hospitalized recently
- A list of questions you would like to discuss with your care team. Be prepared to discuss your specific concerns.

Payment

- We participate in most insurance plans, including Med-QUEST, and Medicare.
- If you do not have insurance, our staff will assist you in applying for Med-QUEST.
- Waimānalo Health Center has a sliding fee discount program that includes a schedule of discounts for services that ensures financial barriers to care are minimized for patients who meet the eligibility criteria. For additional information on qualifications and application process apply please contact an Eligibility Coordinator. To apply, some additional information is needed from you such as:
 - photo identification (state ID or driver's license)
 - proof of residency
 - income verification (*if no income, Statement of Support is sufficient*)

Special Accommodations

- Waimānalo Health Center is accessible by wheelchair. The entrance ramp is on the mauka side of the building.
- Please let us know if you will need an interpreter when scheduling your appointment so we can make proper arrangements.
- Feel free to bring a friend or family member to your appointment for assistance in understanding or remembering the doctors' instructions.

After-Hours Care

- If you would like to speak to a provider regarding a concern or to help you decide whether you should go to the emergency room, please call Physicians Exchange at (808) 524-2575. (Note: If you have a concern during office hours, please call the main number at (808) 259-7948 for your care team member).
- If you receive care at an Emergency Room, please let us know by calling (808) 259-7948 within 48 hours so we can assist you with follow-up care as needed.

Prescription Refill

- Please call your care team at least three (3) days before you run out of medications. They can be reached at (808) 259-7948.
- Please provide your pharmacy name and location
- If you have refills available, call your pharmacy directly.
- If you have questions about a new prescription or about discontinuing medications, please talk to your provider. They can help you decide when you should come back in for a visit. A member of your care team can schedule an appointment for you and can be reached at (808) 259-7948.

Mission Statement

Waimānalo Health Center is committed to providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay.

`Ohana or **family** is important in the Native Hawaiian culture. This phrase is used at the Waimānalo Health Center to reflect our approach to patient care – you and your family are at the center of your care. This is important to us because:

- **`Ohana** is at the core of this community,
- **`Ohana** is made up of relatives by blood, marriage, hānai (foster or adoption), friendships, or significant others,
- **`Ohana** reflects the needs of the collective versus the needs of an individual,
- **`Ohana** members have different roles and functions,
- **`Ohana** values people being committed to other people.

Our Values

Mālama

- We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and wishes for themselves, their family and the Waimānalo community.
- We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

`Ohana

- We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones.
- Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek partners who share our values and vision.

Pono

- We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources trusted to us to meet their needs.
- We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

Connecting Native Hawaiian Medicinal Plants to “Our Patients, Our `Ohana”

When you come for your appointment, you will notice the names of the clinics are those of Native Hawaiian medicinal plants. To help you remember, these are the names of the clinics or services at Waimānalo Health Center:

Kalo – Family Medicine (formerly Adult)

Kalo also known as Hāloa means “everlasting breath”. Ritual of passing poi around supported relationship of `ohana (family) and an appreciation of our `aumākuā (ancestors).

`Ulu – Family Medicine (formerly Women’s Health)

Medicine was derived from the young buds for mouth and throat. The white sticky sap became glue, caulking, chewing gum, or medicine (to heal cuts, scratches & various skin diseases). The sap is also used as a moisturizer for cracked or scaly skin. `Ulu is breadfruit, a subsistence food, that can be steamed, baked, boiled, marinated, stir-fried, or mashed into an `ulu poi.

Maile – Pediatrics

Embodiment of the Gods. Strong fragrance important to Laka, the goddess of hula. Given as leis for celebrating weddings, birthdays and graduations.

Kukui – Behavioral Health

Enlightenment, protection & peace. Valued for light (oil removed for use of stone lamps, ti-leaf torches); Nuts used for leis; Nut oil used to make candles.

Kī – Dental Services

Speaks to us of strength and survival and the abundance of blessing’s we receive daily. Considered sacred to the Hawai`i god Lono and hula goddess Laka. Used as protection, to ward off evil spirits.

Māmaki – Community Services

Leaf, either fresh or dried, was used to make a tea to help with anxiety, and to calm or cleanse. The fruit was used in healing sores and wounds. Māmaki was also used to make kapa if the softer paper mulberry was not available. Its' wood was used to make clubs and kapa beaters.

Laukahi – Administration

Used as a boost when one felt weak; used for internal cleansing.

Uala – Women, Infant and Children (WIC)

An embodiment of Lono (the god of rain and agriculture), the sweet potato was used as medicine for many ailments. The leaves/vines cooked and eaten or worn as an open lei are known to induce the flow of the mother's milk.

Niu – Health Promotion

Known for its resilience and usefulness. The coconut water/oil is used medicinally and the oil is used to bring out the healing properties in other plants.

Noni – Vision Services

Used for both medicinal purposes and food, nearly every part of the noni tree was used in some form or another. Traditional medicinal uses included its use for eye conditions.

Kū I Ka Māna – (Youth Mentoring) - Community Services

“I stand in reflection of what you have fed me.” This embodies a way of learning – that by following the lead of our teachers, we can absorb some of their knowledge.

The Waimānalo Health Center is your “Patient Centered Health Care Home,” (PCHCH) also known as your “Patient Centered Medical Home” (PCMH).

The Patient Centered Health Care Home is an **approach** to how health care is delivered.

YOUR PATIENT-CENTERED HEALTH CARE HOME

What You Can Expect From Your Patient Centered Health Care Home

- You are at the center of your care
- You have a health care team to take care of your needs
- You have access to your health care team when you need it.
- You have support to take an active role in your health care
- You have support and care to keep you out of the emergency room and hospital
- You will be asked to tell us about your experience with Waimānalo Health Center

Primary Care Provider – you choose your doctor or Nurse Practitioner. Please notify our staff of who you would like to choose. *(See website for provider bios)*

Behavioral Health Provider - the person who helps when your thoughts, feelings or behaviors are preventing you from living a happier, healthier and more productive life.

Dentist - the person who sees you for dental or oral care needs.

Optometrist – the person who sees you for eye care or vision needs.

Care Coordinator – the person who helps to coordinate your care and help find solutions to problems affecting your health. You will have the highest quality of care to assist with reaching your best health across multiple settings which may include care coordination, behavioral health, other specialists, hospitals, etc.

Registered Nurse (Team Lead) – the person who can offer medical advice if your provider is not available.

Medical Assistant – the person who checks you in for your appointments, takes your blood pressure, reminds you of your follow up appointments, sets up other appointments for you, assists with getting your medication refills.

Registered Dietitian – the person who helps you with eating healthy, buying and growing healthy foods.

Receptionist – the person who will assist you with registering and answering your phone calls.

Eligibility Coordinator - the person who helps you with obtaining medical insurance or being able to pay for your medications.

Patient Rights and Responsibilities

As a Waimānalo Health Center patient, you have the right to:

- Be treated with courtesy, dignity and respect—regardless of race, color, sex, age national origin, or beliefs.
- Be seen in a safe, secure environment and in a timely manner.
- Know the name of your health provider, and the names and positions of staff you encounter.
- Be informed of your condition and understand the treatments.
- Refuse treatment at any time and to be informed of the risks of the refusal of treatment.
- Be informed of the reasons for tests and treatments and to receive the results in a timely manner.
- Refuse to sign consent forms until you understand what you are signing.
- Refuse to participate in educational or experimental activities by choice.
- Participate in all decisions regarding your care as stated within the law.
- Identify a person whom you would like to make decisions for you when you are unable to do so, using the Advance Care Directives.
- Be referred for emergency or specialized services not provided by WHC.
- Have your health information protected and held in confidentiality.
- Obtain explanations of monies that you owe to the health center on your bill.
- Request and receive copies of your medical/dental records at a small fee.

As a Waimānalo Health Center patient, your responsibilities are to:

- Treat all persons in the health center with courtesy, dignity and respect at all times.
- Provide accurate information for registration, billing, payment, informed consents and changes that occur, including any changes in your address, phone number, insurance, and or any other contact information.
- Provide information regarding your concerns to a patient advocate or may request to speak with the Dental Director, Chief Medical Officer, or Chief Executive Officer.
- Be on time for scheduled appointments and to cancel appointments before the scheduled appointment, according to Waimānalo Health Center policies. This includes any specialty or referral appointments made for you.
- Provide requested information for your medical and dental history accurately including past illnesses, medications, allergies, hospitalizations, family and social histories.
- Ask questions if you are unclear about papers and information that you and your provider have agreed upon.
- Keep your personal belongings in a safe place. Lost and/or stolen personal items are not the responsibility of Waimānalo Health Center.

YOUR PATIENT-CENTERED HEALTH CARE HOME

As Your Health Care Partner We Will

- ✓ Respect your choice of provider
- ✓ Treat you with respect, honesty and compassion
- ✓ Always tell you the truth
- ✓ Include your family or advocate when you would like us to
- ✓ Hold ourselves to the highest quality and safety standards
- ✓ Be responsive and timely with our care and information to you
- ✓ Help you to set goals for your healthcare and treatment plans
- ✓ Listen to you and answer your questions
- ✓ Provide information to you in a way you can understand
- ✓ Provide evidence-based care, patient education, and self-management support
- ✓ Respect your right to your own medical information
- ✓ Respect your privacy and the privacy of your medical information
- ✓ Communicate openly about benefits and risks associated with any treatments
- ✓ Provide you with information to help you make informed decisions about your care and treatment options
- ✓ Work with you, and other partners who treat you, in the coordination of your care
- ✓ Use electronic health records to review your lab results, medications, immunizations, visit notes, and help to make sure you get the services you need
- ✓ Make sure that your demographics and insurance are up to date

As A Patient I Will

- ✓ Bring in a picture ID and Insurance card to all office visits
- ✓ Be a responsible and active member of my care team
- ✓ Treat you with respect, honesty and consideration
- ✓ Respect the commitment you have made to healthcare and healing
- ✓ Give you the information that you need to treat me
- ✓ Learn all that I can about my condition
- ✓ Participate in decisions about my care
- ✓ Understand my care plan to the best of my ability
- ✓ Ask questions when I do not understand and until I do understand. Write down questions I may have
- ✓ Communicate any problem I have with the plan for my care
- ✓ Tell you if something about my health changes
- ✓ Tell you if I have trouble communicating with you or if I have trouble reading
- ✓ Let you know if I have family, friends or an advocate to help me with my healthcare
- ✓ Ask a trusted friend or family member to come with me to my visit
- ✓ Bring all my medications with me, even vitamins, herbs, or over-the-counter medications in their containers
- ✓ Repeat to my doctor what was talked about so I am clear on what I need to do before my next appointment
- ✓ Make sure I know how to reach my healthcare team
- ✓ Filling out registration forms annually
- ✓ Inform my primary care team about my medications, visits to specialists, medical history, health status, recent test results, self-care information, and data from recent hospitalizations, specialty care or ER visits

YOUR PATIENT-CENTERED HEALTH CARE HOME

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL/DENTAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our Privacy Responsibilities:

Waimānalo Health Center (WHC) is required by law to maintain the privacy of your health information; provide this notice that describes the ways we may use and share your health information; and follow the terms of the notice currently in effect.

Privacy Promise: WHC understands that your health information is personal and protecting your health information is important. We follow strict federal and state laws that require us to maintain the confidentiality of your health information. You have the right to be notified if a breach of protected health information occurs.

Uses and Disclosures of Health Information

Permitted by Law: The following categories describe the ways that the WHC may use and disclose your health information. Some health records including confidential communications with a mental health professional, some substance abuse treatment records, some genetic results, and some

health information of minors, may have additional restrictions for use and disclosure under state and federal laws. Your health information will be used or disclosed only for the following purposes:

When you receive care from WHC, we may use your health information for treating you, billing services, and conducting our normal business known as health care operations. Examples of how we use your information include:

Treatment: We keep records of the care and services provided to you. Health care providers use these records to deliver quality care to meet your needs. For example, your doctor may share your health information with a specialist who will assist in your treatment. We may call you by name in the waiting room when the provider is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment.

Payment: We keep billing records that include

payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance company, or another third party. We may so contact your insurance company to verify coverage for your care or to notify them of upcoming services that may need prior notice or approval. We may disclose protected health information to other health care providers or third parties to assist in billing and collection efforts. You have the right to restrict disclosure of your protected health information to a health plan when you pay out of pocket in full for health care services.

Health Care Operations:

We use health information to improve the quality of care, train staff and students, provide customer service, manage costs, conduct required business duties, and make plans to better serve our communities. For example, we may use your health information to evaluate the quality of treatment and services provided by our

physicians, nurses, and other health care workers. Individuals Involved in your Care or Payment of your Care: We may disclose your health information to a spouse, family member, close personal friend, or any individual identified by you if we obtain your agreement. You will have the opportunity to identify this person or to object to our disclosing information to them.

Business Associates: WHC may use or disclose health information about you with people who contract with us to provide goods and services used in your treatment or for hospital operations. Examples include copy services, consultants, interpreters, and health transcriptionists. The WHC requires these contractors to protect the confidentiality of your health information as we do.

Research: Under certain circumstances, we may use and disclose your health information for research purposes. Research projects are subject to a special review process that evaluates uses of health information; trying to balance the research needs with the need for patient privacy. Before we use or disclose health information for research the project will have to be approved

through this review process.

Fundraising: We may contact you to provide information about WHC sponsored activities, including fundraising programs and events. We would only use contact information, such as your name, address and phone number and the dates you received treatment or services at WHC. Please inform us if you do not want us to contact you for these fundraising efforts.

Health Care Communications: To identify health-related services and products that may benefit you and then contact you about the services and products.

Deceased Individuals: We may release medical information to a coroner, medical examiner, or funeral director as necessary for them to carry out their responsibilities.

Organ Procurement Organizations: We may release your health information to organizations that handle organ procurement or organ, eye, or tissue transplants or to an organ donation bank, as required and necessary to facilitate organ or tissue donation and transplants.

Public Health Activities: WHC may use or disclose your health information with public health

authorities in charge of preventing or controlling disease, injury, or disability. For example, the WHC is required to report infectious diseases to the Hawai'i Department of Health; billing practices may be audited by the Hawai'i State Auditor; records are subject to review by the Secretary of Health and Human Services; and the Federal Food and Drug Administration (FDA) to ensure product safety.

Workers Compensation: WHC may use or disclose health information about you for workers compensation or similar programs that provide benefits for work-related injuries or illnesses.

Health Oversight Activities: To a health oversight agency that oversees the health care system and ensure compliance with the rules of government health programs such as Medicare or Medicaid.

Judicial and Administrative Proceedings: In the course of a judicial or administrative proceeding in response to a legal order or other lawful purpose.

Threat to Health and Safety: We may use and disclose your health information, when necessary, to prevent a serious threat to your health and safety or the

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health and safety of others.

Law Enforcement

Officials: Specialized Government Functions:

We may disclose information to the police or other law enforcement officials as required by law or in compliance with a court order. We may disclose information to military or veterans' authorities about Armed Forces personnel, under certain circumstances. We may also disclose information to authorized federal officials for purposes of lawful intelligence, counterintelligence, and other national security activities.

All other uses and disclosures, not described in this notice, require signed authorization. You may revoke your authorization at any time with a written statement submitted to Health information.

Specially Protected Health

Information: Unless otherwise required or permitted under law, disclosure of the following protected health information, outside our health center, requires your specific consent:

- AIDS/HIV information
- Mental health and mental illness records

including psychotherapy notes

- Drug addiction and alcoholism (substance abuse) treatment records

Your individual Rights:

You have the following rights concerning your health information. A request to exercise any of these rights must be made in writing to the Chief Performance and Compliance Officer.

Right to Alternative

Communications: You have the right to request that WHC communicate with you in a certain manner. For example, you may ask that WHC contact you only at work, or a different address than your home address. You may request this during registration.

Right to Inspect and or Copy: You have the right to inspect and obtain copies of your health information. Usually, this includes health and billing records. *It does not include psychotherapy notes, or information we put together to prepare for legal action, and certain laws relating to laboratories.*

To obtain a copy of your health information, please submit a request in writing to the Medical Records Department. If you request a copy of the information, we may charge a fee for the costs

of copying, mailing or other supplies and services from your request.

We may deny your request to inspect and copy your records in certain very limited circumstances. We will notify you in writing if your request has been denied and explain how you may appeal the decision. In certain limited situations, we will have to deny you access and you will not have the right to appeal that decision.

Right to Amend: If you think that health information in your record is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as we keep the information. You must provide a reason for the amendment. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- We did not create.
- Is not part of the health information kept by our facility.
- Is not part of the information that you are allowed to inspect.
- Is accurate and complete.

Right to Accounting of

Disclosures: You have the right to request a list accounting for any

disclosures of your health information we have made. This accounting will not include disclosures:

- For treatment, payment, or health care options
- To persons involved in your care or for notification purposes
- Incidental to an otherwise permitted use or disclosure
- To correctional institutions or other law enforcement officials
- As part of a limited data set
- For national security or intelligence purposes
- For any use or disclosure that you specifically authorized or requested

Your request must state a time period, which may not be longer than 6 years and not include dates before April 14, 2003. The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred. We will mail you a list of disclosures within 30 days of your request, or notify you if we are unable to have the list within 30 days and by what date we can have the list; but this date will not exceed 60 days from the date you made the request.

Right to Request Special Restrictions: You have

the right to request special restrictions on sharing of your health information. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care. We are not required to agree to your request for restrictions if we are unable to comply or believe it will negatively affect the care we provide for you. In your request, you must tell us what information you want to limit and to whom you want the limits to apply; for example, disclosure of specific information to your spouse.

Right to Copy of This Notice:

You have the right to obtain a paper copy of this Notice at any time. Copies of your current Notice are available from our front desk staff.

Changes to this Notice:

We reserve the right to change our privacy practices as described in this Notice at any time. Except when required by law, we will write and make available upon request a new Notice before we make any changes in our privacy practices. The privacy practices in the most current Notice will apply to information we already have about you as well as any information we receive in the future. The Notice will contain an effective date.

Contact Us: If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information, contact the Chief Performance and Compliance Officer at (808) 954-7156.

All complaints must be submitted in writing. We will investigate all complaints and will not retaliate against you for filing a complaint with the Office of Civil Rights of the U. S. Department of Health and Human Services. There will be no retaliation for filing a complaint.



Ask a staff member for
more information on
how to enroll

Patient Portal

- ◆ Schedule and view appointments
- ◆ Request medication refills
- ◆ Request to see your lab results
- ◆ Communicate with your health care team
- ◆ Ask questions about your bill
- ◆ Request your health record



WAIMĀNALO
HEALTH CENTER

ENROLL TODAY!

It's free and easy

How to enroll:

- Have a valid email address
- Bring your ID to any clinic or receptionist
- Read and sign the Authorization Form
- You will be given a unique number to complete your enrollment on the patient portal.
- Complete your enrollment at nextmd.com. This link can be found on our website at waimanalohealth.org.
- Staff will be happy to assist you with the enrollment process in the clinics.

Your Medical Appointments, Reserved for You

How to schedule an appointment:

- To schedule a same day appointment, please call
- **259-7948** at 8:00am in the morning
- To cancel your appointment, please contact us immediately so that we may offer your appointment slot to another patient who wants to be seen
- Appointments can also be scheduled through the patient portal.
(See page 18 for information about patient portal)
- Patients between the ages of 0-18 years old will be transferred to the Maile Clinic.
- Patients 18 years and older will be transferred to the Kalo or `Ulu Clinic.
- Patients with behavioral health concerns will be transferred to the Kukui Clinic.
- Patients with vision concerns will be transferred to the Noni Clinic.
- Patients with dental concerns will be transferred to the KĪ clinic or you may call them directly at **259-5466**

When you come for your appointment:

- Please come 15 minutes early for your scheduled appointment to allow time for check-in.
- If you are a new patient, come 60 minutes early to complete registration forms.
- We reserve your appointment time for you, if you do not come in, it will be counted as a No Show and you will need to reschedule your appointment.
- If you arrive 10 or more minutes late for your appointment, we will make every effort to see you as time allows, but may need to reschedule your appointment.
- If you do not have an appointment (walk-in), you will be seen as time allows in order of arrival.
- If you have an appointment and the weather is bad, please call before coming to be sure the clinic is open.
- You will be asked to complete a Patient Intake Form.

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How to check-in at your scheduled appointment time:

- Check-in and registration are done by the receptionist, please check-in when you arrive
- Bring your insurance card and a picture ID at every visit
- In order for your provider to call you, particularly if you have abnormal test results, please tell the receptionist of any changes in your phone number, address, or insurance plan
- Please tell your health care team if the reason for your visit is due to work (we do not accept Worker's comp), an automobile accident (at provider's discretion), or any other type of injury. It is important for us to process your visit with the correct insurance company.
- The receptionist will check you in and you will be led to the right clinic. Please tell the medical assistant when you arrive into the clinic.

For Every Appointment, please bring:

- Your current insurance card
- Your identification card
- A list of current prescription and non-prescription medications, including vitamins and herbal supplements
- The names of other providers that you see or have seen, or let us know if you have been hospitalized recently
- A list of questions you would like to discuss with your care team. Be prepared to discuss your specific concerns.

If you need your medications refilled:

- If you have refills available, call your pharmacy directly.
- Please call your health care team or send your request by patient portal (*See page 18 for information about patient portal*) at least three (3) days before you run out of your medications:

Kalo clinic – 259-9917

Maile clinic – 259-9918

`Ulu clinic – 259-9919

Kī (Dental) clinic – 259-5466

- Leave the name of the medication(s) and the pharmacy you would like to have us call.
- Please allow 24 hours for your provider to call in your medications to your pharmacy of choice.

If you need a form signed:

- Please call to schedule an appointment.
- If you want to just drop off a form for the Provider to sign, please allow at least 3 days for your Provider to complete the form and return to you. However, please note that you may need to schedule an appointment depending on the form requirements.

How to Keep in Touch with Your Primary Care Team

It is important for you to talk with your primary care provider about your care, including how you can be actively involved in your care. You can talk with your provider:

- At your appointments,
- By phone,
- By signing up for a patient portal account (*See page 18 for more information*)

Your Medical Records

If you need a copy of your medical records....

- You may request your personal health record at any time with a click of a button through the patient portal (*See page 18 for more information*)
- Please sign a Medical Release of Information form along with the name and phone number that will be receiving your medical records
- There may be a fee associated when you request your medical records
- The request may take up to 30 days to fulfill
- Your primary care team can assist you with obtaining your personal health record from your former provider.

Confidentiality and Privacy

Waimānalo Health Center is required by law to ensure the privacy of your health information and provide you with a “Notice of Privacy Practices” that describes the ways we may use and share your health information. Your health care team will provide you with your “Notice of Privacy Practices.”

If you have any questions about this notice, please contact our Chief Performance and Compliance Officer at 259-7948.

Advanced Health Care Directive

You have the right to give instructions about your own health care. You also have the right to name someone else to make health care decisions for you. The Advanced Health Care Directive form lets you do one or both of these things. Talk with your primary care provider about completing an Advanced Health Care Directive.

YOUR PATIENT-CENTERED HEALTH CARE HOME

Māmaki Department See Our Community Outreach & Eligibility Workers for Assistance with Medical Insurance & Other Support Services

If you have Med-QUEST, please be aware of the **Eligibility Renewal Date** on your medical card. Please submit your renewal information before this date so you don't lose your insurance coverage.

- Payment is expected and due at the time of service
- Your co-pay is collected when you check-in. Additional fees, if any, will be collected during or after your visit with your provider.
- We accept cash, check (payable to Waimānalo Health Center) or credit cards. We do not accept out of state checks.
- If you are uninsured or underinsured, we recommend you apply for **Sliding Fee Scale**. This is a discounted program to assist with the cost of medical and dental services received at Waimānalo Health Center. Please bring the following documents with you:
 - Picture ID
 - Proof of Address (ex: utility bill)
 - Support document (if no income)
 - Proof of Income (3 months paystubs or tax returns)
- The Eligibility Coordinator will process your application and tell you the discount you qualify for and your cost for each visit.

Public Benefits Assistance: We can assist you in applying for:

- TANF = Temporary Assistance for Needy Families
- Food stamps
- Housing
- Federal Market Place (Private Insurance)
- KOLEA (Medicaid Insurance)

Do you need other services?

Ask your primary care provider (PCP) about:

- Dealing with your feelings or with stress
- Dental care – have you seen a dentist in the past 12 months?
- Vision care – have you seen an eye doctor in the last 2 years?
- Healthy eating
- Notary Public
- WIC (Women, Infants and Children)
- Other support services

**The following pages have more detailed information
about the services at Waimānalo Health Center**

Breast & Cervical Cancer Control Program

“Early detection is the best protection”

The BCCCP program offers quality medical care and screening, medical insurance assistance and health education free of charge to women who qualify:

Eligibility requirements:

- Women age 50-64 years old or women over 40 years old who have a family history of breast cancer
- Medically uninsured or underinsured
- Have little or no income

Please contact our Social Service Coordinator at 259-7948

Care Coordination

Care Coordination is the service offered to those with chronic conditions who need some extra assistance and support with appointments and services. It can be difficult to remember everything and make decisions when you aren't feeling the best. This might range from organizing transportation, finding housing, support groups, applying for benefits, finding legal services, managing your prescriptions and meds, or even setting a timer to remember appointments or meds. Care Coordination prevents unnecessary ER visits, and gives you closer communication with your Provider. We can help you transition smoothly after a hospitalization, or just be here to help you make dietary and fitness choices that are best for you. A long list of resources is available to those who want the extra support across multiple settings.

YOUR PATIENT-CENTERED HEALTH CARE HOME

Kī Clinic
Waimānalo Smiles!
Comprehensive Dental Care

Your teeth can keep you healthy!

Call today to schedule an appointment with our professional and caring dental team at **259-5466**.

Providing comprehensive dental care:

- Exams
- Digital x-rays
- Cleanings
- Fillings
- Crowns
- Dentures
- Education

Reduced fees

Accepts Medicaid

Provides help for the uninsured

Patients of the Dental Clinic are recommended to have a current medical provider. We will ask that you obtain a medical clearance for dental treatment if you currently have uncontrolled diabetes, high blood pressure, or other medical condition which may require a physician's advice.

Kukui Clinic

Behavioral Health Services

Behavioral health providers are here to help when your thoughts, feelings or behaviors are preventing you from living a happier, healthier and more productive life.

Common concerns that patients see behavioral health for include:

- Depression
- Anxiety
- Relationship Troubles
- Parental Stress
- Drug Abuse
- Other Stressors

In order to provide integrated care, behavioral health can also meet with you while you see your primary care provider (PCP) to help you overcome the challenges of eating healthier, getting more exercise, or adhering to medications.

Behavioral health services are grounded in dialogue, and it provides a supportive environment that allows you to talk openly about your concerns with someone who's objective, compassionate, and non-judgmental. You and your behavioral health provider will work together to apply research supported skills to help you develop healthier and more effective habits. Services include assessment and therapy in individual, couples, family or group formats.

Call **259-7948 Ext. 157** for more information or to schedule an appointment.

Noni Clinic

Vision Services

Comprehensive Eye Exams:

Comprehensive eye exams evaluate your eyes for any potential disorders or diseases. Your visual skills and abilities are carefully evaluated and appropriate treatment is prescribed – whether it's lenses, medication or referral to a specialist.

Preventive Vision Care:

Preventive eye care is the first line of defense against vision problems. Annual eye exams can help detect early signs of serious eye disorders such as glaucoma, cataracts and macular degeneration. Our highly trained and certified staff will help you detect and treat any causes that may be affecting your ability to see well.

Diagnosis and Treatment of Eye Disease:

Early diagnosis and treatment of eye disease are key in minimizing permanent eye damage and preventing further loss of vision. If an eye disease is diagnosed, we will outline your treatment plan. Dr. Ka`ōpua is a board-certified therapeutic optometrist and can provide immediate relief and care for eye emergencies.

Optical Dispensing:

Let us help you find the best solutions for your vision correction needs! We offer affordable frames and a variety of prescription lenses. Our selection includes a collection of glasses that are 100% covered by Medicaid.

Niu Clinic

Diet/Nutrition Services

Registered dietitians (RDs) are available to provide expert advice on making healthful food choices to achieve health-related goals. RDs can help you develop plans for foods and physical activities to assist with managing weight, diabetes, heart disease, or other chronic conditions, or to develop plans to maintain good health. In addition to providing guidance on diet and lifestyle choices, the RDs at Waimānalo Health Center are also committed to highlighting the connection between food, land, and health through edible gardening and garden-to-table initiatives.

ʻUala Clinic

Women, Infants and Children (WIC)

Are you pregnant? Breastfeeding? Have a baby or children under 5 years old? Come see us!

Purpose of WIC: To safeguard the health of participants by providing at no cost: specific supplemental foods; breastfeeding support; participant centered services including nutrition education and individualized counseling to meet each individual's dietary needs and address specific nutritional risks; anemia screening and health and social service referrals to eligible women who are:

- Pregnant, breastfeeding up to 1 year postpartum or non-breastfeeding up to 6 months postpartum;
- Infants under 1 year of age; and
- Young children up to 5 years of age; and
- Found to be of nutritional risk in Hawai'i.

For more information and an appointment, call **259-7940**.

YOUR PATIENT-CENTERED HEALTH CARE HOME

‘Ulu or Kalo Clinic Family Planning

No medical insurance? Need birth control? We can help.

FREE services and supplies include:

- Birth control methods
- Emergency contraception
- Condoms
- Pregnancy tests
- Annual pelvic exams
- STD testing
- Health education and counseling

Call **259-7948** to schedule an appointment today.

Teen Clinic

Free & Confidential reproductive health services and education
to adolescents up to 18 years of age.

Services available at no cost, to those who qualify, include:

- Birth control methods
- Condoms
- Pregnancy test
- STD test
- Emergency contraception
- Health education

Call **259-7948** for more information or to schedule an appointment.

Kū I Ka Māna

Native Hawaiian Mentoring Program

The Kū I Ka Māna Mentoring Program is a collaborative effort between:

- Waimānalo Health Center
- Hawai`i Department of Health Alcohol and Drug Abuse Division (ADAD)
- John A. Burns School of Medicine & other local agencies
- Waimānalo Elementary & Intermediate School

The goals are to promote healthy behaviors in youth from 4th to 12th grade through culturally appropriate best practices educational models for teaching substance abuse prevention, self-respect, self-identity, and communication skills. The program is based upon respect for Native Hawaiian language, cultural practices, and values of mo`olelo (story telling), kūkākūkā (talk story), kālele (to lean on for support) and pono (to make right).

Services include:

- Tutoring
- Alcohol, Tobacco and Other Drug Prevention
- Character Building
- Health Career Development
- Healthy Lifestyles (Nutrition and Exercise)
- Health Education Services
- Making Right Choices
- Community Activities
- `Ohana Health Genealogy

Call **259-7948 Ext. 142** for more information or to schedule an appointment.

YOUR PATIENT-CENTERED HEALTH CARE HOME

Your experience with the Waimānalo Health Center is important to us. Every year we will ask patients about their experience with their health care home. You may be asked to answer a few questions about your experience at the health center. Your feedback is valuable to us and we thank you for taking the time to answer these questions if asked.

We also welcome your comments through our website, waimanalohealth.org at “Share your Mana`o” located under “Contact Us.”

A-I-D-E-T

We are dedicated to providing excellent care to our patients and families and are committed to the five fundamentals of service:

ACKNOWLEDGE: We will greet everyone with a friendly smile and use their name.

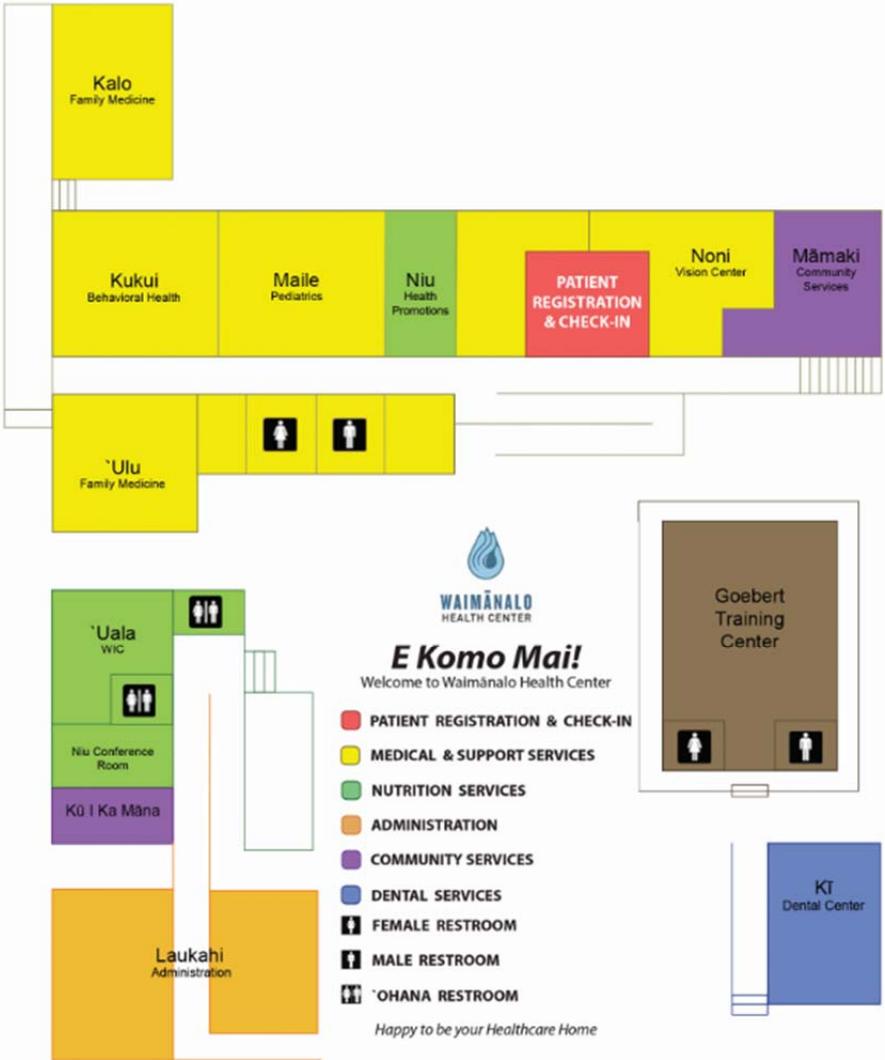
INTRODUCE: We will introduce ourselves by name and role and let you know how we can help you. We will wear our name badge at all times.

DURATION: We will let you know how long the wait will be.

EXPLANATION: We will help you and your family understand what we will be doing and why, explain any follow-up care if needed and what you can expect in the future.

THANK YOU: We will share our appreciation in being able to care for you and thank you for choosing Waimānalo Health Center as your patient centered health care home.

YOUR PATIENT-CENTERED HEALTH CARE HOME





**WAIMĀNALO HEALTH CENTER
IS A SMOKE-FREE ENVIRONMENT**

MAHALO FOR NOT SMOKING