

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**

Medical: 808-259-7948

Dental: 808-259-5466 (Waimānalo), 808-235-8442 (Kāne'ōhe)

www.waimanalohealth.org

Hale Ola 'Akahi, 41-1347 Kalaniana'ole Highway, Waimānalo, HI 96795

Hale Ola 'Alua, 41-1295 Kalaniana'ole Highway, Waimānalo, HI 96795

Hale Ola 'Akolu Luluku, 45-600 Kamehameha Hwy, Kāne'ōhe, HI 96744

Table of Contents

Normal Hours of Operation	3
Medical Services 808-259-7948	3
Dental Services 808-259-5466 Waimānalo, 808-235-8442 Kāne‘ohe	3
Vision Services 808-259-7948	3
WIC Services 808-259-7940	3
Pharmacy 808-954-7102	3
Your Patient-Centered Health Care Home	4
Pre-Visit Plan	5
My Patient Portal	6
About Your Visit	7
Appointments	7
Payment	8
Good Faith Estimate	8
Sliding Fee Scale	8
Medication Refill	9
Signed Forms	9
Medical Records	9
Confidentiality and Privacy	9
Advanced Health Care Directives	10
Stay in Touch with your Primary Care Team.....	10
Clinics & Departments	11
Medical Services	11
Family Medicine (Kalo & ‘Ulu Clinics)	11
Pediatrics (Maile)	11
Cultural Health Program (Ma‘iola Services).....	12
Health Promotion & Nutrition Counseling (Niu)	13
Care Coordination.....	13
Vision (Noni)	13
Pharmacy (‘Uhaloa)	14
Dental (Kī)	15
Community Services (Māmaki).....	15
Women, Infants, and Children (‘Uala)	16
Youth and Young Adult Services (‘Ōhi‘a).....	16
What You Can Expect from Your Patient-Centered Health Care Home	18
Patient Rights and Responsibilities	19
Telecommunications	20
Information Blocking.....	20
Reminder Text and Phone Calls	20
Telehealth Appointments	20
Text Messaging Updates	21
Electronic Mail (email or e-mail): PHI to WHC	21
Notice of Privacy Practices	22
Happy to Be Your Health Care Home	27

Normal Hours of Operation



MEDICAL SERVICES 808-259-7948

Monday through Friday 8am – 12 pm, 1pm – 5pm
Saturday 8am – 12pm
Sunday Closed



DENTAL SERVICES 808-259-5466 Waimānalo, 808-235-8442 Kāneʻohe

Monday through Thursday 8am – 12pm, 1pm – 5pm
Friday 9am – 12pm, 1pm – 5pm
Saturday Closed
Sunday Closed



VISION SERVICES 808-259-7948

Monday through Thursday 8am – 12pm, 1pm – 5pm
Friday Closed
Saturday Closed
Sunday Closed



WIC SERVICES 808-259-7940

Monday through Wednesday 8am – 12pm, 1pm – 5pm
Thursday 8am – 12pm, 1pm – 5pm
9am – 3pm, @ Hau'ula Civic Center
Friday 8am – 5pm
Saturday Closed
Sunday Closed



PHARMACY 808-954-7102

Monday through Thursday 8:30am – 12:30pm, 1:30pm – 5:30pm
Saturday 8am – 12pm
Sunday Closed

MASK REQUIRED AT ALL TIMES, SANITIZE HANDS UPON ENTRY

While the Hawai'i indoor mask requirement ended on March 25, 2022, masks are still recommended indoors at health care facilities.

If the office is closed and you need to talk with your medical provider about a non-life threatening but urgent condition or are unsure if you need to go to the Emergency Room, you can reach your medical provider by calling

Doctor's Answering Service Hawai'i at 808-988-2188.

Your Patient-Centered Health Care Home

E komo mai to your Health Care Home at the Waimānalo Health Center where *you* are at the heart of the care team. We have several care team members that work together with you to help you reach your health care goals. They can also give you information about medications, nutrition, exercise, and stress management. You will be asked to select a primary care provider (PCP), so that there is one person who really knows you, your medical history, and your care team. To get the best care, schedule with your PCP for every visit.

The Waimānalo Health Center is your *Patient-Centered Health Care Home* (PCHCH), also known as your *Patient-Centered Medical Home* (PCMH). PCHCH is an approach to how health care is delivered.

Our mission: Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

At Waimānalo Health Center, we practice the following values:

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

Mālama I Ka 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 entrusted 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.

Mālama I Ka ‘Ohana – We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua‘a of Waimānalo throughout Ko‘olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Mālama I Ka ‘Āina – We understand the importance of one’s sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one’s cultural connectedness to the ‘āina of Hawai‘i. Ka Maui O Ka ‘Āina A He Maui Kānaka: The Life of the Land is the Life of the People.

Pre-Visit Plan



My Care Team

My Primary Care Provider is _____

My Care Coordinator is _____

My Dietitian is _____

My Behavioral Health Provider is _____

My Dentist is _____

My Optometrist/Ophthalmologist is _____

My 'Ohana Care Team member(s) are _____

My other care team providers are (i.e. specialists, acupuncturist, cultural healer, herbalist, chiropractor, etc.)



The medications, herbs, or over-the-counter medications I take are _____



My questions for today's visit are _____



The last time I went to the emergency room or hospital was _____



What is important to me about my health is _____

My health care goal is _____

Comments/notes:

My Patient Portal



-  **Message your provider or healthcare team**
-  **View & request appointments**
-  **Ask a medical or billing question**
-  **Request prescription renewals**
-  **Access your health records 24/7**
-  **Free health education - articles, videos, & more!**

FREE! ALL YOU NEED IS AN EMAIL. ASK US TO SIGN UP!



About Your Visit



Appointments

- 1. Scheduling.** To schedule an appointment, call us or use the Patient Portal to request an appointment.

Medical Services	808-259-7948
Dental Services	808-259-5466 Waimānalo, 808-235-8442 Kāneʻohe
Vision Services	808-259-7948
WIC Services	808-259-7940
- 2. Same-Day Appointments.** For urgent care that is not life-threatening, contact us for a same-day appointment. If you have life-threatening symptoms, call 911 or go to your nearest emergency room.
- 3. Arrive Early.** For new unregistered patients, please arrive 1 hour before your appointment or for established or preregistered patients, please arrive 20 minutes before your appointment to check in and update your information.
- 4. Check-in Process.** To ensure access and timeliness of medical and dental care, the front office and clinical team will inform you to arrive at your designated check-in time to allow for registration, screening, and intake prior to your scheduled appointment time.
- 5. Complete your pre-visit plan.** Let your provider know if you saw any other doctors or had visits to the emergency room or hospital since your last visit. List any medications, herbs, or over the counter medications you are taking. Write down any questions or concerns you would like to talk to your care team about.
- 6. Bring your information.** Remember to bring your identification card and insurance cards. Let us know if there were any changes.
- 7. If you're running late.** We understand that delays may happen, however it is important to us to see all patients as timely as possible. Not arriving at your designated check-in time is considered late. If you arrive late for your appointment, you may experience one of the following:
 - You may have to wait to be seen;
 - We will ask you to reschedule your appointment for a later time on the same day, or to another day;
 - We will ask you to reschedule to another provider on the same day if available; or
 - If no open appointment exists, you may wait to see if something becomes available (without any guarantees) to the provider's schedule.**Behavioral Health (Kukui Clinic) Only:** If you arrive late, you will be seen for the remainder of your scheduled appointment time.

8. **Cancelling or Rescheduling Appointments.** If you are not able to make your scheduled appointment, please call us at 808-259-7948 by 3:00 PM on the day prior to notify us of any changes or cancellations. Appointments are in high demand, and your early cancellation will give another person access to timely medical and dental care.
 - If you are not able to speak to someone, please leave a message with your name, phone number, your appointment date/time, and request for rescheduling or cancellation reason.
 - If you receive appointment text reminders, you may reply with an “X” to cancel your appointment(s).
9. **No Show Policy.** All patients who miss three (3) appointment dates in a three-month period, will be considered a chronic no show. After the third missed appointment date, you will be placed on a “Same Day Only” status. You may return to a regular status at the end of the rolling three-month period.
10. **Accessibility.**
 - ADA Compliant: We are wheelchair accessible with ramps at Hale Ola ‘Akahi and elevators at Hale Ola ‘Alua.
 - Interpreter Services: Please let us know in advance if you will need an interpreter for your visit.



Payment

We accept most insurance plans, including Med-QUEST and Medicare. Payment is expected and due at the time of service. Your co-pay will be 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 do not have insurance, see our Māmaki staff to help you apply for Med-QUEST.

Good Faith Estimate

Don't have insurance or are not using insurance? You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services, which includes related costs like appointment cost, medical tests, and prescription fees. For more information, visit www.cms.gov/nosurprises or call 800-985-3059.

Sliding Fee Scale

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:

- Photo Identification

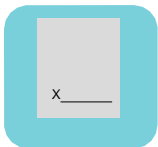
- Proof of Address (ex: utility bill)
- Support document (if no income – letter of support)
- Proof of Income (3 months paystubs or tax returns)

The eligibility worker will process your application and tell you the discount you qualify for and your estimated cost for each visit. We provide services to patients regardless of their ability to pay. We will ask for these documents annually to renew your sliding fee discount. For additional assistance and to see if you qualify, contact our Community Outreach and Education Worker in Māmaki at 808-259-7948.



Medication Refill

- If you have refills available, call your pharmacy directly.
- If you do not have refills, contact your care team
 - At least 3 days before you run out of medications. You can call 808-259-7948 or send a message on the Patient Portal to request a medication refill. In your message, include the name and location of the pharmacy where you would like to pick up your prescription. We invite you to get your refills at our Waimānalo Health Center Pharmacy, conveniently located on the first floor of our medical building at 41-1295 Kalanianaʻole Highway.
 - Because of licensing issues, providers are only able to send refills to pharmacies within the state of Hawaiʻi. Please avoid asking for refills to be sent out of state.
- If you have questions about a new medication, or want to stop taking a medication, contact your primary care provider at 808-259-7948 or send a message through the Patient Portal.



Signed Forms

- If a form needs to be signed or completed, you will need to come in for an appointment first. Please let staff know when scheduling an appointment that you have a form to be signed.



Medical Records

- Medical records may be requested through the Patient Portal or by contacting us.
- Requests may take up to 30 days and there may be a fee.
- Please complete and sign a Release of Information form and provide the name and phone number for the person/office that will be receiving your medical records.



Confidentiality and Privacy

Waimānalo Health Center is required by law to ensure the privacy of your health information, and to provide you with a “Notice of Privacy Practices” that describes the ways we may use and share your health information - see page 25.

If you have any questions about this notice, please contact our Chief Operations Officer at 808-954-7103.



Advanced Health Care Directives

This is a legal document that allows you to give instructions about your own health care and to name someone else to make health care decisions on your behalf if you are unable to do so. Talk with your primary care provider about completing an Advance Health Care Directive.



Stay 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 5 for more information*)

Clinics & Departments



Medical Services

808-259-7948

Family Medicine (Kalo & 'Ulu Clinics)

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

'Ulu – Medicine that 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, and 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.

At WHC, Family Medicine, or Kalo and 'Ulu Clinics, is the core of your Patient-Centered Medical Home. We provide customized and comprehensive care for the entire family. Services include:

- Primary & Preventive Care
- Health Screening and Assessment
- Care Coordination
- Physical Exams
- Immunizations
- Acute Care (such as injury or infection)
- Disease Management
- Family Planning (Adult and Teen services)
- Prenatal and Postpartum Care

Pediatrics (Maile)

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

Pediatric services, or Maile Clinic, specializes in caring for the youngest members of your 'ohana. Our services help keiki grow up healthy from birth through adolescence. Pediatric services include:

- Health Screening and Assessment
- Physical Exams (well-baby exams and check-ups, school and sports physicals)
- Immunizations
- Acute Care (such as injury or infection)

Cultural Health Program (Ma‘iola Services)

We believe in integrating native Hawaiian healing in a primary care setting can provide the best holistic care. With that, we require you to start with a referral from your WHC primary care provider (PCP).

We value the restoration of Hawaiian Healing practices. Hawaiian healing, as taught by Kahuna Levon Ohai, is relational. It represents a commitment to take an active role in wellness and healing yourself, ‘ohana (family), kaiāulu (community), and ‘āina (land).

“Bringing our lifestyle into alignment with natural and spiritual pillars of health”

Laws of Ola

Moe – sleep

‘Ai pono – proper diet

Ho‘oikaika kino – exercise

Ho‘oma‘ema‘e – cleanse

No‘ono‘o pono – meditation

Mana‘ona‘o – ponder

Pule – prayer

Lomilomi

Traditional Hawaiian Massage: to mitigate or ease pain by so doing.

Our lomilomi practitioners are Hawai‘i Licensed Massage Therapists (LMT). We provide therapeutic and restorative healing in the primary care setting. Our lomi style is based on the Pāola (*quick healing*) technique, using pressure points, posture alignments, energy cleansing and renewal. Our lomilomi practitioners are also trained in a variety of other techniques and approaches.

Lā‘au Lapa‘au

Hawaiian Herbal Medicine: lā‘au (medicine) and lapa‘au (to heal, cure). Medicine, i.e., herbs, roots, or other compounds for the relive of diseases.

Our lā‘au lapa‘au program provides patient education, healing lā‘au teas, salves and in-depth consultations. As Cultural Health practitioners there is a relationship between our spirit, mind, body, and place. A healthy body is the reflection of a strong spirit, peaceful mind and vibrant ‘āina. Our intention is to create awareness and opportunities to nurture healing of self, ‘ohana, community, and ‘āina.

Classes

Lā‘au Lapa‘au classes are offered to patients and community members.

Topics include:

- Mahi Lā‘au Lapa‘au: Hawaiian Medicinal Horticulture
- Papa Lā‘au Lapa‘au: Introduction to Hawaiian Herbal Medicine
- Laws of Ola: Laws of Health

Health Promotion & Nutrition Counseling (Niu)

Niu – 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.

Waimānalo Health Center assists patients to treat and control medical conditions and their associated symptoms through nutrition counseling and with making better food choices. Our team of Registered Dietitians can provide the following services:

- Nutrition assessment
- One-on-one nutrition counseling
- Meal-planning support
- Medical nutrition therapy

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.

Care Coordination

Care Coordination provides health and wellness support for patients with complex health needs. Services include but are not limited to arranging transportation, referral to housing programs, support groups, applying for benefits, finding legal services, medications management and coordinating appointments with specialists and other health team members. Care Coordination can help prevent unnecessary emergency room visits and help you transition smoothly after a hospitalization.



Vision (Noni)

808-259-7948

Noni – 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.

Our expert team at the Waimānalo Health Center's Vision Center, or Noni, works with you to achieve optimal vision health. Services include:

- Comprehensive eye exams
- Preventive vision care
- Diagnosis and treatment of eye diseases
- Optical dispensing (contacts, glasses, frames, and lenses)



Behavioral Health (Kukui)

808-259-7948

Kukui – 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.

Through our Integrated Behavioral Health approach, the Waimānalo Health Center behavioral health providers work alongside the primary care providers to conduct screenings, brief interventions, and referrals to longer-term therapy. During the primary care visits, the behavioral health providers help patients understand thoughts, feelings, and behaviors that may result from health issues or concerns. Services include assessments and therapy for individuals, couples, and families. We also offer several support groups. Topics discussed during counseling sessions include but are not limited to:

- Depression
- Anxiety
- Addiction vs Substance Use Problems
- Stress
- Parenting
- Weight Management
- Chronic Pain



Pharmacy ('Uhaloa)

808-954-7102

'Uhaloa – Known for its abundance. Used to treat asthma, coughs and sore throats.

Waimānalo Health Center Pharmacy provides fast, convenient service with aloha. No long lines. Fast prescription processing. Staff that care.

Save time by filling prescriptions where you already receive quality care. Your providers and pharmacists work together to prescribe and provide the medications that will best suit your health needs.

Services

- Prescription and over-the-counter medications
- Medical counseling and education
- Prescription delivery service – have your prescription deliver to your door!
- Immunizations



Dental (Kī)

808-259-5466 Waimānalo, 808-235-8442 Kāneʻohe

***Kī** – Speaks to us of strength and survival and the abundance of blessings we receive daily. Considered sacred to the Hawaiʻi god Lono and hula goddess Laka. Used as protection, to ward off evil spirits.*

The Kī Clinic specializes in comprehensive preventive, restorative, and urgent dental care. Our dental team is dedicated to providing personalized, affordable, and quality oral health prevention and restorative services. Our goal is to improve your smile by maintaining your total dental health. As dental health is an important part of total health, we highly recommend, and in some cases, require that you are also under the care of a primary physician especially if you have ongoing health issues. Dental services include:

- Prevention (cleanings, digital x-rays, fluoride treatments, sealants, and education)
- Restorative (fillings, crowns and bridges, dentures, and dentures repair)
- Treatment of disease (referrals to specialists, periodontal cleanings, and root canals)
- Urgent dental care (toothache, cracked or knocked-out teeth, and damaged fillings or crowns)



Community Services (Māmaki)

808-259-7948

***Māmaki** – 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.*

Eligibility

Our Community Outreach and Education Workers are here to help patients reduce barriers and increase access to health care. Our staff will help uninsured patients apply for medical insurance such as Med-QUEST or WHC's Sliding Fee or the health insurance marketplace ([HealthCare.gov](https://www.healthcare.gov)). They can also help patients find and apply for assistance programs such as: low-cost prescription medication, Social Security, Temporary Assistance for Needy Families, food stamps, housing, notary services, and accessing other healthcare services.

Cancer Prevention and Screening

Waimānalo Health Center offers cancer screening and prevention services for cervical and breast cancer for those without adequate medical insurance coverage. In addition to clinical screening and diagnostic services, patients receive counseling, support, and health education. Other eligibility requirements may apply. For more information, please contact the health center at 808-954-7147.

Transportation Services

Waimānalo Health Center provides free transportation services for all WHC appointments, WHC referrals (in our service area), and WHC classes, from Monday – Friday between 8:00am-2:30pm. Transportation service areas include Waimānalo (Makapu'u), Kailua, up to Kāne'ohe (Windward Mall).



Women, Infants, and Children ('Uala)

808-259-7940

'Uala – 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.

Women, Infants, and Children, or WIC, is a free food and nutrition program for low-income Hawai'i residents who are pregnant, breastfeeding, just had a baby, or have a child under five years old. WIC provides patients with supplemental foods, nutrition education, and breastfeeding support. Program income eligibility guidelines and instructions on how to apply can be found at the State of Hawai'i Department of Health website. WIC also provides 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 one year postpartum or non-breastfeeding up to six months postpartum.
- Infants under one year of age; and
- Young children up to five years of age; and
- Found to be of nutritional risk in Hawai'i



Youth and Young Adult Services ('Ōhi'a)

808-259-7948

Kū I Ka Māna, "Like the one from whom he received what he learned.", is an 'ōlelo no'eau (Hawaiian proverb). At Waimānalo Health Center, it is interpreted as "To stand in reflection of those who feed me." *Kū*, to stand tall and upright; *Māna*, the food chewed by an elder and provided as nourishment to a child.

Kū I Ka Māna is deeply rooted in the Waimānalo community and is represented as the 'Ōhi'a tree. The 'Ōhi'a, is a much beloved tree that is upright and rooted. There are two types of 'Ōhi'a: 'Ōhi'a 'ai (mountain apple) and 'Ōhi'a lehua (lehua flower). With running red sap, the 'Ōhi'a tree is the most human like in the plant world. The 'Ōhi'a tree reminds us of who we are, how rooted we are (our generational ties), and the lifeblood that sustains us. It will not be blown over by the wind. While this tree may not feed our body, it will feed our soul.

Waimānalo Health Center's Youth and Young Adult Services provides a safe, comfortable, and fun environment for students to learn about themselves and build character. Program mentors lead students in activities that build teamwork and self-awareness. Educational topics covered include healthy lifestyles, good decision-making, health care careers, and Hawaiian culture.

Services include:

- Tutoring
- Alcohol, Tobacco, Vaping/E-Cigarettes, and Other Drug Prevention
- Character Building
- Health Career Development
- Healthy Lifestyles (Nutrition and Exercise)
- Health Education Services
- Making Right (Pono) Choices
- Community Activities
- Community Service Opportunities
- In-School COVID-19 Testing
- Post-Secondary Education
- 'Ohana Health Genealogy

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

Your Health Care Home team members include:

Primary Care Provider (PCP) – a doctor or nurse practitioner who manages your medical care. Your PCP knows you, your preferences, and your medical history. You choose your doctor or nurse practitioner. Please notify our staff of who you would like to choose. (*See website for provider profiles*)

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 and oral care needs.

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

Care Coordinator – the person who helps to coordinate your care and helps 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 – 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, and assists with getting your medication refills.

Cultural Health Practitioner – the person who provides you an alternative to western medicine, utilizing holistic Native Hawaiian healing practices like lomilomi (massage) or lā'au lapa'au (Hawaiian herbal medicine)

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

Patient Service Representative – the person who will assist you with registering, scheduling, and answering your phone calls.

Community Outreach and Education Worker – 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, Associate Medical Director, Chief Medical Officer, Chief Operations 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, and 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.

Telecommunications

Information Blocking

Waimānalo Health Center is committed to providing you with the highest quality healthcare and ensuring you have all the information you need to make the best health decisions for yourself and your family with your provider. As of October 2022, you will have greater access to your electronic health information. You are able to share your healthcare information from the Waimānalo Health Center's Patient Portal with other computer applications. This does not take the place of partnering with your provider on health care decisions and explanation of what test results mean considering your specific health profile. In addition, you may still need a provider verification for things like handicapped parking passes and annual physicals, even if you can print information from your medical record. Please note the following important information as we implement this increased electronic record access:

- Information you share with computer applications is automatically sent to the application. It is not delayed or screened by Waimānalo Health Center.
- There are a few exceptions of things that may be marked "sensitive information" that will not be automatically sent through the electronic health record.
- This technology was not available until recently. We do not have a way to screen chart information prior to October 2022 for "sensitive material". We cannot guarantee older information will not contain this type of information.
- If you have any questions regarding the information in your medical record, please contact your provider.
- If you have any technical questions, please contact the IT department by calling the operator at 808-259-7948 and asking for the IT department.

Reminder Text and Phone Calls

Waimānalo Health Center sends out appointment text reminders two days prior to your scheduled appointment. Data rates may apply. If you do not respond within 24-hours of receiving it, one of our friendly Patient Service Representatives will follow-up with a reminder call the day before to confirm your appointment.

Telehealth Appointments

Waimānalo Health Center offers Telehealth services through OTTO® Telehealth which provides patients with secure, quality care from the comfort of home or other convenient location within the state of Hawai'i. All you need is an email address and device (ex. computer, tablet, or phone). Telehealth is available for the entire 'ohana, from keiki to kūpuna. For your safety, we ask that you avoid driving or moving around during your telehealth visit. We want you to be fully engaged with your provider so we can provide you the best care possible!

Text Messaging Updates

Waimānalo Health Center periodically provides service and program updates via text message. Messaging and data rates may apply. If you wish to opt out of the text reminder service, please let our front office team know so they may process your request. Removing yourself from the text message service will also apply to the text appointment reminders.

Electronic Mail (email or e-mail): PHI to WHC

Patients are strongly advised to use the secure Patient Portal for communications with their provider. Email communications using the patient's personal email may not have the same level of security as the portal. If they prefer, patients may initiate communication with their provider using email and should be aware that it may not be as secure. The provider will conclude that communication through email is acceptable to the patient when initiated by the patient. Email from Waimānalo Health Center will be sent securely.

Notice of Privacy Practices

This notice describes how medical/dental information about you may be used and disclosed. Your rights with respect to your medical information. How to exercise your right to get copies of your records at limited cost or, in some cases, free of charge. How to file a complaint concerning a violation of the privacy, or security of your medical information, or of your rights concerning your information, including your right to inspect or get copies of your records under HIPAA.

You have a right to a copy of this notice (in paper or electronic form) and to discuss it with Chief Operations Officer at 808-954-7103 and Compliance Specialist at 808-954-7166 if you have any questions.

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 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 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 Hawaii Department of Health; billing practices may be audited by the Hawaii 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.

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 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 and/or the Compliance Specialist.

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 Operations Officer at 808-954-7103 and Compliance Specialist at 808-954-7166.

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.

Waimānalo Health Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

If you need language assistance, services free of charge are available to you. Call 808-259-7949.

Happy to Be Your 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 comments through our website, waimanalohealth.org at “Share your Mana’o” located under “Contact Us.”