



Patient Information Guide

Mashpee
107 Commercial Street
Mashpee, MA 02649

Primary Care, Walk-in, Women’s Health, Behavioral Health, Substance Use Disorder (SUD) Treatment, Dental, Optometry, Lab, Imaging, Insurance Enrollment and Pharmacy

Walk-In hours: M-Th 8:00-6:00 F 8-5, Sat 8-12	Imaging hours: X-ray M-F 9-5 Ultrasound M, W, F 9-5
Pharmacy hours: M-Th 8-6 F 8-5, Sat 8-12	Lab hours: M-F 8-4:30

Centerville
1185B Falmouth Road
Centerville, MA 02632

Walk-in Care and Behavioral Health

Walk-in hours:
M-W 8am - 6 pm

Bourne
123 Waterhouse Road
Bourne, MA 02532

Primary Care, Behavioral Health, SUD, Dental, Lab, Pharmacy and Walk-in (M-F 8:30-4:30)

Pharmacy hours: M-F 8-6	Lab hours: M-F 8-4
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Sandwich
90 Route 6A
Sandwich, MA 02563

Primary Care, Behavioral Health and SUD

Falmouth
Clinic: 210 Jones Road
Pharmacy: 200 Jones Road
Falmouth, MA 02540

Primary Care, Behavioral Health, Dental and Family Planning

Pharmacy hours:
M-F 8-6

North Falmouth
26 Edgerton Drive
North Falmouth, MA 02556

Primary Care, Gynecology

Contact Us

Monday - Friday, 8:30 am - 4:30 pm, dial 508-477-7090 and press 0 to reach a **Patient Engagement Specialist** who can answer questions, schedule primary care appointments, connect you to your care team, or transfer you to one of our specialty departments.

After-hours, dial 508-477-7090 and press 8 to be connected to our answering service or to reach an on-call nurse or provider.

Transportation

The Cape Cod RTA runs between Woods Hole and Hyannis on a set schedule and makes regular stops at our Mashpee office daily. For more information or schedules, call 800-352-7155 or visit www.capecodtransit.org.

Transportation Assistance

Transportation assistance is also available to and from all CHC sites at no cost to our patients. **Please call 508-477-7090 if you need transportation assistance.**

This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

WELCOME TO YOUR MEDICAL HOME

Welcome to your new medical home! We are excited to offer you high quality medical, dental, behavioral health, optometry, pharmacy, substance use disorder services, women's health and lab services - all at one Health Center! Community Health Center (CHC) is committed to working with you and your family or caregivers to help you be as healthy as possible by taking charge of your own care, treating medical problems, and preventing other medical issues from arising. We provide care that respects your preferences and values and takes into account your unique life situation. Your primary care provider will work with you to identify the services you need and coordinate your care so that all of your health needs are met through a single point of contact.



Your primary care provider is:

The phone number to reach your primary care provider is:

508-477-7090

Becoming a new patient

Please follow these three easy steps to becoming a new patient:

STEP 1: Complete a Registration Packet. Please complete and return (drop off, fax or mail) [a registration packet](#), which includes the forms listed below. All of these forms can be found on our website (CHCofCapeCod.org) or you can pick them up at any CHC location.

- New Patient Registration
- New Patient Intake Form
- Social Needs Screening
- Release of Information for previous medical records for each provider you have recently seen

STEP 2: Apply for Health Insurance. We will help you apply for health insurance if you do not have it (we must have verification that you have applied for insurance **before** we can schedule you for an appointment). If you need assistance applying for health insurance or our Sliding Fee Scale, please stop by Community Health Center in Mashpee or call our main number (508-477-7090) to speak with an Enrollment Specialist.

STEP 3: Choose a primary care provider. We will contact you within 5 business days to schedule your first appointment. Your primary care provider will work with you and your family or caregivers and lead your team of providers to coordinate your care and connect you to all the services and support you need.

Please call our patient engagement team at 508-477-7090 for questions or additional assistance.

Para pacientes que precisam de ajuda para aplicar para o seguro em Mashpee ou precisam de uma orientação para se tornar paciente, por favor ligue para 508-477-7090 ramal 1151.

TEAM BASED CARE

At CHC, we provide team-based care, and YOU are the most important member of the team. Your primary care provider will work with you, your family or caregivers, and the other providers on your health care team to make sure you receive all of the health care services and support you need to stay healthy. Led by your primary care provider, your team will coordinate all of your care, including specialty care, hospital use and community services.



If you are sick or have urgent health issues

Please call us before you go to an urgent care clinic! Many of the private urgent care clinics require a referral from us if you have certain types of insurance, like MassHealth. We offer walk-in services at our Mashpee and Centerville locations, and same day appointments at all of our sites.

We offer 24-hour phone access to one of our medical providers through our live answering service when we are not open (508-477-7090). For emergency services, please call 911 or seek care at an emergency department.

What YOU can do to help

Bring in all of your questions, concerns, and health care issues to your appointments.

Provide a complete health history, including changes in your health.

Share any life challenges that may impact your health.

Let us know when you use any other health care services, such as the emergency department, or when you see a specialist.

Set health care goals you feel you can reach, and follow the action plan that you and your providers have talked about. Learn ways that you can manage your chronic conditions.

Visit us at least once a year so we can help you stay healthy.

What you can expect from US

We will listen to your questions and concerns and provide answers that are easy to understand.

We will coordinate your overall care, and help you manage your own care and chronic conditions.

We will make sure you have same day appointments whenever necessary.

We will give you instructions on how to access care when the office is not open.

We will clearly explain your treatment goals and the activities you and your provider have planned that will help you meet those goals.

Interpreters

CHC staff can arrange for interpreting services for foreign or sign language. Please let us know when you schedule your appointment if you need an interpreter.

HEALTH INSURANCE & SLIDING FEE

CHC provides equal access to all patients regardless of ability to pay or source of payment.

If you don't have insurance, we can help guide you through the process of applying for insurance and help you complete and process your application. We also offer a Sliding Fee Scale based on family size and income. Please contact our Enrollment Specialist for assistance with applying for insurance or the Sliding Fee Scale by calling 508-477-7090 or stopping by our Mashpee location. If you don't have insurance, you may request a Good Faith Estimate that shows the costs of items and services that are reasonably expected for your health care needs for an item or service. The estimate is based on information known at the time the estimate was created.

Community Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. This Health Center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

Applying for Insurance

To apply for insurance, you will need the following:

- A photo ID
- Pay stubs or tax returns
- Verification of employment or unemployment

Once you have notified your insurance company (by calling them or submitting a form) that you are changing our primary care to Community Health Center, we can schedule an appointment for you. Please note that some insurance plans require you to list a doctor or nurse practitioner as your primary care provider. Changing your primary care provider with insurance is necessary for payment and for referrals.

Sliding Fee Scale

To apply for the Sliding Fee Scale, you must show proof of gross annual income for all immediate family members living in your household. Gross income is all income from all sources before taxes. You will need to show a copy of either: 1) two consecutive pay stubs, or 2) the previous year's income tax return or W-2 form. Acceptable Income Verification includes:

- Recent Federal tax return
- IRS form W-2 or 1099
- Two current paystubs

Patients facing financial hardship may also ask CHC to waive out-of-pocket fees associated with our services. If you need to be seen urgently and do not have one of the income verification documents immediately available, you can complete a Self Declaration of Income form to be eligible for the sliding fee immediately. You will have 14 days from the date you complete the Self Declaration of Income form to provide income verification.

ADVANCE DIRECTIVES & HEALTH CARE PROXY

Advance directives and health care proxies are your written instructions about your wishes regarding medical care if you become unable to speak for yourself. We strongly urge you to have these important documents. If you have them, please give us copies so they can be included in your medical record. If you would like to make an advance directive or health care proxy, talk with your primary care provider.

OUR SERVICES

Primary and Preventive Care Services

Medical care
Sick visits
Regular check-ups, physicals, screenings
Immunizations and school physicals
Case management and patient navigation

Women's Health

Comprehensive gynecological exams
Menopausal management, Contraceptive choices, Infertility counseling
Evaluation and treatment of benign gynecological disorders

Substance Use Disorder Services

Medications for opioid use disorder (Suboxone, Vivitrol)
Group counseling
Medication management
Referrals to detox, acute rehabilitation, and long-term residential treatment

Walk-in Clinic (Mashpee & Centerville)

If you are sick, you can see a provider at our walk-in clinics in Mashpee or Centerville or schedule a same-day appointment with a provider at our other locations. Please call Patient Engagement first thing in the morning, and they will schedule you for a same day appointment.

Pharmacy (Mashpee* Falmouth, Bourne)

Our pharmacies offer patients' affordable medications for prescriptions written by your provider. A pharmacist will help review your prescribed medications, getting the best results without harmful interactions.
**Mashpee service limited to CHC patients*

Laboratory Services

Lab services available in Mashpee & Bourne

Endocrinology*

Diagnosis, treatment & management of various endocrine conditions including diabetes
**Service limited to CHC PCP patients*

Confidential Family Planning Services

Annual gynecological and breast exams
Screening and treatment for STI and HIV
Pregnancy testing and contraception information

Dental (children and adults)

Cleanings, X-rays, Fillings, Extractions
Restorative procedures (fillings, crowns dentures)
Sealants, Limited root canal services
We also offer wheelchair-accessible dental services so patients can receive treatment in a wheelchair, as well as mobile dental services that brings dental care to senior centers.

Behavioral Health Services*

Individual, family, and group counseling
Psychiatry services, medication management
Referrals to external behavioral health services
**Service limited to CHC primary care patients*

Optometry

Eye exams
Advanced testing
Affordable prescriptions for eyeglasses/contacts

Chronic Disease Management*

In addition to your regular primary care, CHC offers Complex Care Management to help you manage chronic conditions, like diabetes or hypertension. This may include disease self-management programs offered in your community. Please talk to your primary care provider for more information.
**Service limited to CHC primary care patients*

X-ray and Ultrasound

No appointment is necessary for X-ray services. Please call 508-539-6020 for information. These services are provided by Falmouth Hospital so you will receive a separate bill from them.

Lifestyle Medicine*

12-week program to encourage learning and lasting adoption of healthy lifestyle habits that help individuals reach their optimal health.
**Service limited to CHC primary care patients*

REFERRALS

Referrals

If you need a referral to a specialist, your care team can help! Once you have been referred to a provider outside of CHC, the specialist will call you with instructions for follow-up. If you don't hear from the specialist within 7-10 days, please call us at 508-477-7090 and dial 0 for Patient Engagement and ask for the contact information of the specialist so you can contact them directly.

If you qualify for Health Safety Net, we have a network of providers who will see patients for reduced and, in some cases, no fees.

If you have MassHealth and need a referral to an obstetrician (OB) in the community, we can do a 'global referral' once you are registered with us for primary care and have informed MassHealth that CHC is your primary care provider. We will need the obstetrician's name and date of appointment to do an OB referral.

We cannot make a referral to a behavioral health provider at CHC until you have had your new patient appointment with your primary care provider. It is important that we have all your medical records, including any behavioral health records at the time of referral.

MEDICATIONS

Medication Refills

Pharmacy refills of existing prescriptions are handled by contacting the pharmacy of your choice. Please call your pharmacy 3 to 5 days before your medication will run out. If you have questions about a new prescription or about discontinuing medications, please contact our office for an appointment at 508-477-7090.

Controlled Substance Policy

Because controlled medications are dangerous, can be addictive, and carry legal risks, Community Health Center has the following policy regarding controlled substances: We will not prescribe controlled medications at a new patient visit. It is our goal to build a relationship with each patient and carefully assess the needs and issues of each patient before prescribing controlled medications. If you need an urgent refill of your medications, please contact your prior provider.

CONCERNS & COMPLAINTS

We want you to be happy with the care you receive at CHC. If you have questions or concerns about any aspect of your care please talk with your provider, anyone on your care team, or call our main number (508-477-7090) and someone will get back to you. If you do not feel that your concern has been properly addressed, you may send a letter to our Chief Executive Officer, Community Health Center, 107 Commercial Street, Mashpee, MA 02649. You may also contact the Consumer Advocate at the Massachusetts Department of Public Health at 800-462-5540. We encourage you to complete a [Patient Satisfaction Survey](#) at any time, which is available on CHC's website in both English and Portuguese.

CONFIDENTIALITY

CHC prioritizes the protection of your personal medical and health information. We follow strict federal and state laws that require us to maintain the confidentiality of your health information and we provide ongoing training to our staff and providers to make sure that your health information and medical records are kept confidential. Please refer to CHC's [Notice of Privacy Practices](#) for further information, which can be accessed on our website.

APPOINTMENTS

Keeping appointments or cancelling and rescheduling in advance helps us to make sure you and other patients have access to our health care teams.

Your First Appointment

Scheduling your First Appointment:

Once we receive your New Patient Admissions packet, we will contact you within 5 days to make your first appointment.

Please Bring your List of Medications:

Please remember to bring a list of medications you are currently taking (including medication bottles) as well as any questions or concerns you would like to discuss with your new primary care provider.

Please Complete a Release of Information:

In order to provide you with the best possible care, your medical provider needs to review your previous medical records before your first appointment. Please complete and sign the [Release of Information](#) (ROI) form (found in your registration packet) for each of your previous medical provider(s), including specialists. If you need more than one ROI form, download it from our website or stop by one of our offices.

MyChart Patient Portal

Through CHC's on-line patient portal – MyChart – you can view your health information (recommended screenings and immunizations, medication list, allergies, lab results, etc.); view and request an appointment, referral or prescription refill; send a secure message to your health care team; and complete questionnaires before your visit to save time in the office. MyChart can be accessed at:

CHC's website at CHCofCapeCod.org or through MyChart at <https://mychart.ochin.org>

If you need assistance signing up for MyChart, please call our main number 508-477-7090, or ask your provider at your next appointment.

Making, Re-scheduling, Canceling Appointments

Scheduled appointments are available during evening hours. Call 508-477-7090 x0 or text 508-477-7090 to make, cancel or change an appointment.

Canceling Appointments:

To cancel an appointment, please give us 24-hours' notice so we can make that appointment time available to another patient. If you start to miss multiple appointments, a team member will contact you to see how they can help you keep your appointments.

To Make an Appointment:

Please call the main number (508-477-7090) to schedule an appointment at any of our health center sites. You can also request an appointment through our online patient portal, MyChart, (described on the left side of this page).

You will receive an automated reminder text or call two days before your appointment and will be asked to press 1 to confirm or 2 to cancel.

Scheduling Sick Appointments:

To schedule a sick visit, please call CHC's main number (508-477-7090) and press 0 to reach Patient Engagement after 8:30 am. We will make sure you see a medical provider the same day if you need it – either with your primary care provider, another primary care provider at CHC, or with a provider at our walk-in clinic. Please know that some urgent care clinics in the community do not take every insurance type (i.e., MassHealth) without a referral and may charge you for the appointment.

If you are sick during the night or over the weekend, please call our main number (508-477-7090) and press 8 to be connected with our 24/7 answering service. A nurse or medical provider will call you back within 1 hour if urgent.

Missed Appointments

If you miss an appointment or do not call with 24-hour notice (this is called a "no-show"), you can call to reschedule another appointment on a date and time that works for you. After two "no-shows", however, you will need to see a nurse before you can make an appointment to see your provider again.

PATIENT BILL OF RIGHTS

At CHC, we want to make sure you know about your health and illnesses and participate in decisions that affect your health. We also believe you have responsibilities as a patient to help us manage your care. Below is our statement of patient rights and responsibilities, based on Massachusetts law, and designed to help protect the rights of patients.

Your rights:

1. You have the right to receive care that is medically indicated for your problem, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, age, veteran status, or the source of payment for your care.
2. You have the right to be treated respectfully by others, and to be addressed by your proper name without undue familiarity.
3. You have the right to privacy within the capacity of CHC.
4. You have the right to seek and receive all the information for you to understand your medical situation.
5. You have a right to know the identity and role of individuals involved in your care.
6. You have the right to leave Community Health Center even if your physician advises against it, unless you have certain infectious diseases that may influence the health of others, or if you are incapable of maintaining your own safety or the safety of others.
7. You have the right to access your medical record.
8. You have the right to receive information about possible financial aid and free health care. You may request an itemized bill for the services you have received.
9. You are entitled to know about any financial or business relationships CHC has with other institutions, to the extent the relationship relates to your care treatment.
10. You have the right not to be exposed to the smoking of others.
11. You have the right to take part in decisions about your care.
12. You have the right to appropriate assessment and management of pain.
13. You have the right to receive information about how you can get assistance with concerns and complaints about the quality of care or service you receive, and to initiate a formal grievance process with CHC or with state regulatory agencies. The Department of Public Health consumer advocate phone number is 800-462-5540.
14. You have the right to obtain a copy of the rules and regulations of CHC that apply to your role as a patient.

Your responsibilities:

1. Provide accurate and complete information regarding medical history, hospitalizations, and current health concerns. Report any unexpected changes in health to care providers.
2. Follow treatment plans recommended by physicians and other health professionals working under the physician's direction. Let providers know immediately if you do not understand your plan of care or health instructions you are given.
3. Participate and collaborate in your treatment.
4. Be part of the pain management team. Use pain medication as prescribed and provide feedback if certain methods are not working.
5. Be considerate and respectful of other patients and Health Center staff