



**AFFORDABLE  
HEALTHCARE FOR ALL**



**LA COMUNIDAD HISPANA**

**(610)444-7550**  
**[www.LaComunidadHispana.org](http://www.LaComunidadHispana.org)**

# Welcome to LCH

Welcome to LCH and thank you for choosing LCH as your medical home. The information in this brochure is provided to help you best utilize our integrated services. We are here to help you reach your health goals and welcome you to explore LCH's additional services such as education, employment assistance, nutrition, legal, social/community services, and general assistance navigating in today's complex world. LCH's mission is to change lives by serving as the leading provider of integrated health and community services. Our dedicated staff aims to do this every day.

Please stay connected to LCH via social media @LaComunidadHispana.LifeChangesHere or via our website: [LaComunidadHispana.org](http://LaComunidadHispana.org).

To your health,

*The LCH Team*



*LCH (La Comunidad Hispana) is a diverse, dynamic Federally Qualified Health Center with a care team that is dedicated to helping adults, teens, and children to be healthy and stay healthy.*

## **Our Mission**

We change lives by serving southern Chester County as the leading provider of integrated health and community services.

## **Our Vision**

A vibrant, equitable, inclusive, prosperous, and healthy community for all.

## **Our Impact**

LCH serves the entire southern Chester County community regardless of insurance and financial status. We serve over 8,000 unduplicated individuals each year through our Person-Centered, integrated health centers, social assistance team, dental, behavioral health, women's health, pediatrics, and education and workforce development programs.



# Our Values

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## ■ *Welcoming*

We welcome and embrace all cultures and strive to understand and respect each other's backgrounds. We are open and care deeply for one another and the community we serve.

## ■ *Integrated*

We work together as one cohesive unit to provide multiple services in an efficient and organized way to improve the quality of life of our members. We strive to create shared understanding to achieve consistently excellent outcomes for our members.

## ■ *Dedicated*

We are passionate and commit to go above and beyond for our members and each other. We find solutions, expect the best from ourselves and others, and lean on each other to ensure that we provide care and services that are of excellent clinical and professional quality.

## ■ *Dynamic*

LCH is a fast growing, vibrant and enthusiastic organization that responds to the ever-changing needs of our community. We leverage technology and actively seek out new ideas, venues, and relationships to implement innovative approaches that improve the care and services we provide. We bring a sense of positive energy to LCH through our work!

## ■ *Strong*

We believe in the strength, resilience and spirit of the people we are privileged to serve. We continually invest in the strength of our organization's people, services, and systems to be sure that we are ready for every opportunity. We move forward united and without fear.



# Locations

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## **LCH Health & Community Services Kennett Square, PA**

731 West Cypress St ● Kennett Square, PA 19348

**Hours:** Mon-Thurs 8 am - 8 pm ● Friday 8 am - 12 pm

*Services Include: primary care, acute care, pediatrics, chronic disease management (diabetes, high blood pressure), nutrition counseling (weight management chronic disease management, family/maternal/ infant nutrition), behavioral health counseling, medication-assisted treatment of substance use disorder, social assistance, legal clinic*

## **LCH Health & Community Services Oxford, PA**

303 North 3<sup>rd</sup> St Suite 2 St ● Oxford, PA 19363

**Hours:** Mon-Thurs 8 am - 5 pm ● Friday 8 am - 12 pm

*Services Include: primary care, acute care, chronic disease management (diabetes, high blood pressure), nutrition counseling (weight management chronic disease management, family/maternal/ infant nutrition), behavioral health counseling, medication-assisted treatment of substance use disorder, social assistance*

## **LCH Health Services West Grove, PA**

105 Vineyard Way Suite 200 & 103 ● West Gove, PA 19390

### **Women's Health Center Hours Suite 200:**

Mon 8 am - 5 pm ● Tues 8 am - 8 pm

Wed 8 am - 8 pm ● Thurs 8 am - 5 pm

Friday 8 am - 12 pm

*Services Include: annual exams, family planning and contraception counseling, cancer screenings, STD screenings and pregnancy testing, prenatal care, resources for teens, menopausal counseling and care, behavioral health counseling, social assistance, legal clinic*

## LCH Health Services West Grove, PA (continued)

### Dental Center Hours Suite 200:

Mon 10 am - 7 pm ● Tues 8 am - 5 pm

Wed 8 am - 5 pm ● Thurs 8 am - 5 pm

Friday 8 am - 1 pm

*Services Include: comprehensive (initial exam), limited/for emergencies, and periodic exams (every 6 months), X-rays, cleanings for all ages, fluoride, sealants, fillings, pulpotomies, stainless steel crowns, extractions, night guards, and whitening*

### Pediatrics Hours Suite 103:

Mon 8 am - 8 pm ● Tues 8 am - 8 pm

Wed 8 am - 8 pm ● Thurs 8 am - 5 pm

Friday 8 am - 12 pm

*Services Include: well child visits and vaccines, developmental screenings, illness and injury care*



## After Hours Emergency

If your condition is an emergency and you need medical attention right away, please call 911 or go to your nearest Emergency Room for care. You do not need to call us first.

If your situation is not an emergency but it is important to consult with a provider as soon as possible, please call 610-444-7550, dial 1 for English, then dial 3 to speak with the provider on call.

Situations in which calling the provider after hours is not appropriate are: to refill medications, pain medications, scheduling an appointment and getting lab or X-ray results.

## Late Arrival Policy

Patients are considered a “no-show” to an appointment when they do not arrive at the appointed time OR if they arrive more than 15 minutes late to their appointment. If a patient arrives late, the provider has the discretion to accommodate the patient or require that the patient reschedule. For dental visits, patients cannot be more than 10 minutes late for their appointed time; if late, the patient will be rescheduled.

## No Show/Cancellation Policy

If you cannot keep your appointment time, we ask that you call 24 hours prior to cancel your appointment.

## Refill Policy

LCH requires a minimum of 48 business hours in order to send medication to your pharmacy of choice. Please call a week before your medication runs out to ensure that your medication is ready when you need it.

## Privacy Policy

LCH will maintain the privacy and security of your protected health information. We will not use or share your information with any other organizations or individuals unless you tell us we can in writing (for example: send your medical records to a specialist). If you tell us we can, you may change your mind at any time. We are happy to provide you with a copy of our privacy notice if you ask.

# Financial Policy

## ■ *Insurance*

We see everyone, regardless of insurance status. We accept the following insurance plans: Keystone First, Aetna Better Health, United Health Care Community Plan, Independence Blue Cross, Keystone Health Plan East (IBC), Blue Cross/Blue Shield, United Health Care Compass Plan, Health Partners, Medicaid Access and Medicare CIGNA, and others. Please bring your insurance card with you at the time of your appointment.

Copayments are collected at the time of service. We accept cash, checks and the following credit cards: Visa, MasterCard, Discover, American Express and FSA. If your insurance changes, please notify us before your next visit. If you carry an HMO insurance, LCH must be the provider of record to successfully file your insurance claim.

## ■ *Fees*

LCH serves all patients regardless of ability to pay. Discounts for medical services are offered on a sliding fee scale depending upon your family size and income. In some cases, the sliding fee discount can also apply to deductibles imposed by insurances. If you wish to apply for discounts, you will need to bring appropriate documentation of household income. You may apply for a discount at the front desk. LCH staff will be glad to discuss our fees with you. Please do not hesitate to inquire about the charges for services received. You will not be denied services due to inability to pay. Please note that certain select nonessential services, like teeth whitening, do not apply.

## ■ *Payment*

A monthly statement of outstanding fees will be sent to the address you provide us. Regardless of your medical insurance coverage, you are ultimately responsible for all fees relating to your care. We are willing to set up payment arrangements if you are unable to settle the balance in full.





# Patient-Centered Medical Home

LCH is a Patient-Centered Medical Home. A Medical Home is built to be more patient-friendly and accessible than a non-medical home practice. LCH's Medical Home program has the following key benefits for our members:

## ■ *You are a partner in your care at LCH*

You and your medical provider work together to make sure your wants and needs are respected. You have the support and information you need to make decisions about your health and healthcare.

## ■ *Care when you need us*

LCH offers "Open Access Scheduling" where you can get an appointment the day or the week you want to be seen. You also have access to your provider through our "After Hours" call service.

## ■ *High-quality and safe*

LCH works to maintain high standards of quality and safety. We have Electronic Health Records (EHR) and Quality Improvement teams that work to improve your health care.

## ■ *Comprehensive*

Your care at LCH covers a range of health care needs, including:

- Preventive care like vaccines and checkups
- Urgent care when you are sick
- Care for chronic conditions like diabetes
- Care for your mental health needs
- A range of classes to help keep you healthy
- Community-based case management

## ■ *Coordinated*

We are here to help coordinate any care you may need outside our office. We work in collaboration with other agencies in the community to make sure you receive any further care and specialty services you need. Your healthcare does not end with LCH.

# Patient Rights & Responsibilities

Pennsylvania law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy this text from your health care provider or health care facility. A summary of your rights and responsibilities follows:

- ❖ A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- ❖ A patient has the right to a prompt and reasonable response to questions and requests.
- ❖ A patient has the right to know who is providing medical services and who is responsible for his or her care.
- ❖ A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- ❖ A patient has the right to know what rules and regulations apply to his or her conduct.
- ❖ A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- ❖ A patient has the right to refuse any treatment, except as otherwise provided by law.
- ❖ A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- ❖ A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- ❖ A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- ❖ A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- ❖ A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.



## Patient Rights & Responsibilities, Cont.

- ❖ A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ❖ A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- ❖ A patient has the right to express grievances regarding any violation of his or her rights, as stated in Pennsylvania law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- ❖ A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- ❖ A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- ❖ A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- ❖ A patient is responsible for following the treatment plan recommended by the health care provider.
- ❖ A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- ❖ A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- ❖ A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- ❖ A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

# Non-Discrimination Notice

La Comunidad Hispana (LCH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

La Comunidad Hispana (LCH) cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

La Comunidad Hispana (LCH) 遵守适用的联邦公民权法, 不因种族, 肤色, 国籍, 年龄, 残疾或性别而歧视.

La Comunidad Hispana (LCH) tuân thủ các luật về quyền công dân liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, tình trạng khuyết tật, hoặc giới tính.

La Comunidad Hispana (LCH) соответствует применимым федеральным законам о гражданских правах и не допускает дискриминации по признаку расы, цвета кожи, национального происхождения, возраста, инвалидности или пола.

La Comunidad Hispana (LCH) 는 해당 연방 민권 법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

La Comunidad Hispana (LCH) è conforme alle vigenti leggi federali sui diritti civili e non discrimina in base a razza, colore, origine nazionale, età, disabilità o sesso.

La Comunidad Hispana (LCH) على يميز ولا بها المعمول المدنية الحقوق الاتحادية القوانين مع يتوافق الجنس أو الإعاقة أو العمر أو القومي الأصل أو اللون أو العرق أساس.

La Comunidad Hispana (LCH) se conforme aux lois fédérales applicables en matière de droits civils et ne fait aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, le handicap ou le sexe.

La Comunidad Hispana (LCH) erfüllt die geltenden zivilrechtlichen Gesetze der USA und diskriminiert nicht aufgrund von Rasse, Hautfarbe, Nationalität, Alter, Behinderung oder Geschlecht.

La Comunidad Hispana (LCH) લાગુ પડતા ફેડરલ નાગરિક અધિકાર કાયદાનું પાલન કરે છે અને જાતિ, રંગ, રાષ્ટ્રીય મૂળ, ઉંમર, અંગતતા, અથવા જાતિના આધારે ભેદભાવ આપતું નથી.

La Comunidad Hispana (LCH) obowiązujące federalne prawa dotyczące praw obywatelskich i nie dyskryminuje ze względu na rasę, kolor skóry, pochodzenie, wiek, niepełnosprawność lub płeć.

La Comunidad Hispana (LCH) konfòme ak Iwa federal dwa sivil ki aplikab epi li pa fè diskriminasyon sou baz ras, koulè, orijin nasyonal, laj, andikap, oswa sèks.

La Comunidad Hispana (LCH) cumpre as leis aplicáveis dos direitos civis federais e não discrimina com base na raça, cor, origem nacional, idade, deficiência ou sexo.

La Comunidad Hispana (LCH)

អនុលោមទៅតាមច្បាប់សិទ្ធិស៊ីវិលរបស់សហព័ន្ធហើយមិនរើសអើងលើមូលដ្ឋានពូជសាសន៍ពណ៌សម្បុរ ប្រភពដើមអាយុ ពិការភាព ឬការរួមភេទ។



# Language Assistance Services

La Comunidad Hispana (LCH) offers language assistance services, free of charge, through interpretive services available at all LCH locations.

La Comunidad Hispana (LCH) ofrece servicios de asistencia lingüística, de forma gratuita, a través de servicios de interpretación disponibles en todas las ubicaciones de LCH.

La Comunidad Hispana (LCH) 通过在所有 LCH 地点提供的解说服务免费提供语言援助服务。

La Comunidad Hispana (LCH) cung cấp dịch vụ hỗ trợ ngôn ngữ, miễn phí, thông qua các dịch vụ thông dịch có ở tất cả các địa điểm LCH.

La Comunidad Hispana (LCH) бесплатно предоставляет услуги языковой поддержки через услуги интерпретации, доступные во всех местах LCH.

La Comunidad Hispana (LCH) 는 모든 LCH 지역에서 통역 서비스를 제공하여 무료로 언어 지원 서비스를 제공합니다.

La Comunidad Hispana (LCH) offre servizi di assistenza linguistica, gratuiti, attraverso servizi interpretativi disponibili presso tutte le sedi LCH.

La Comunidad Hispana (LCH) في المتاحة التفسيرية الخدمات خلال من، مجاناً، اللغة مساعدة خدمات تقدم له المواقع جميع.

La Comunidad Hispana (LCH) offre gratuitement des services d'assistance linguistique grâce à des services d'interprétation disponibles dans tous les établissements LCH.

La Comunidad Hispana (LCH) bietet kostenlose Sprachunterstützungsdienste durch Dolmetscherdienste an allen LCH-Standorten.

La Comunidad Hispana (LCH) તમામ એલ.સી.સી. સ્થાનો પર ઉપલબ્ધ અર્થપૂર્ણ સેવાઓ દ્વારા મફત ભાષા સહાય સેવાઓ આપે છે.

La Comunidad Hispana (LCH) oferuje bezpłatnie usługi pomocy językowej za pośrednictwem usług tłumaczeniowych dostępnych we wszystkich lokalizacjach LCH.

La Comunidad Hispana (LCH) ofri sèvis asistans lang, gratis, atravè sèvis entèpretasyon ki disponib nan tout LCH kote yo ye.

La Comunidad Hispana (LCH)  
ផ្តល់ជូននូវសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃតាមរយៈសេវាកម្មបកប្រែដែលមាននៅគ្រប់ទីកន្លែងរបស់ LCH ។

La Comunidad Hispana (LCH) oferece serviços de assistência linguística, gratuitamente, através de serviços de interpretação disponíveis em todos os locais da LCH.



**Questions? Comments? Concerns?**

**Email us at:  
[feedback@lchps.org](mailto:feedback@lchps.org)**



**LCH**

**HEALTH AND COMMUNITY SERVICES**

## Stay connected with LCH!

- [Facebook](#) @LaComunidadHispana.LifeChangesHere
- [Insta](#) @lch.LaComunidadHispana
- [YouTube](#) LaComunidadHispanaLCH
- [LinkedIn](#) LaComunidadHispana (LCH)
- [AmazonSmile](#)



This health center is a Health Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

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. For more information: <http://www.bphc.hrsa.gov/ftca/>.

