



**LCH**

**HEALTH AND COMMUNITY SERVICES**

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**PATIENT INFORMATION**

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**(610) 444-7550**

**[www.LCHcommunityhealth.org](http://www.LCHcommunityhealth.org)**



# Welcome to LCH

Welcome 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, legal, social/community services, and general assistance navigating in today's complex world. LCH's mission is to improve the health and well-being of people and communities by providing high quality healthcare, resources, and social services. Our dedicated staff aims to do this every day.

Please stay connected to LCH via social media [facebook.com/LCHcommunityhealth](https://www.facebook.com/LCHcommunityhealth) or via our website: [www.LCHcommunityhealth.org](http://www.LCHcommunityhealth.org).

To your health,

***The LCH Team***



*LCH Health and Community Services is helping our patients say “Yes!” to healthier, happier lives.*

## **Mission**

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LCH's mission is to improve the health and well-being of people and communities by providing high quality healthcare, resources, and social services.

## **Vision**

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LCH will set the highest possible standard for community health and wellness by creating and sustaining the resources, conditions, and opportunities that enable all LCH patients and community members to experience their optimal health and wellness.

## **Impact**

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At LCH, we care for the “whole person”, with state of the art, accessible, integrated, and equitable healthcare for everyone in our community. We serve nearly 9,000 individuals each year through our person-centered, integrated, health centers with primary care, behavioral health, social assistance, dental, women’s health, pediatrics, and education programs.



# Values

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## ***Respect***

We respect the rights, differences, and dignity of all people.

## ***Excellence***

We uphold honesty, integrity, and excellence in everything we do.

## ***Patient-centered***

We place each individual's health needs and desired outcomes at the center of our decisions and practices.

## ***Community-focused***

We build trust, cultivate relationships, and focus on supporting and caring for our community.

## ***Dedication***

We are dedicated to being the best place for employees to work, for doctors and providers to practice medicine, and for patients and community members to receive healthcare and support.



# Locations

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

731 West Cypress St • Kennett Square, PA 19348

Mon - Wed 8 am - 8 pm

Thurs 8 am - 5 pm

Friday 8 am - 12 pm



*Services Include: primary care, acute care, chronic disease management (diabetes, high blood pressure), behavioral health counseling, social assistance, legal clinic*

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

14 South 3<sup>rd</sup> St • Oxford, PA 19363

Mon, Wed & Thurs 8 am - 5 pm

Tues 8 am - 8 pm

Friday 8 am - 12 pm



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

**Hours are subject to change. Please visit our website for up-to-date hours for each location.**

[www.lchcommunityhealth.org](http://www.lchcommunityhealth.org)



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

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

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

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, STI screenings and pregnancy testing, prenatal care, resources for teens, menopausal counseling and care, behavioral health counseling, social assistance, legal clinic*

### **Dental Center Hours:**

Mon 10 am - 7 pm • Tues 8 am - 5 pm  
Wed 8 am - 5 pm • Thurs 8 am - 5 pm  
Friday 8 am - 12 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:**

Mon 8 am - 4 pm • Tues 8 am - 8 pm  
Wed 8 am - 5 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

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**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.

***Do not call the provider after hours line for non-emergencies such as: refill medication, pain medication, scheduling an appointment and getting lab or X-ray results.***

## Late Arrival Policy

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**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

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

## Refill Policy

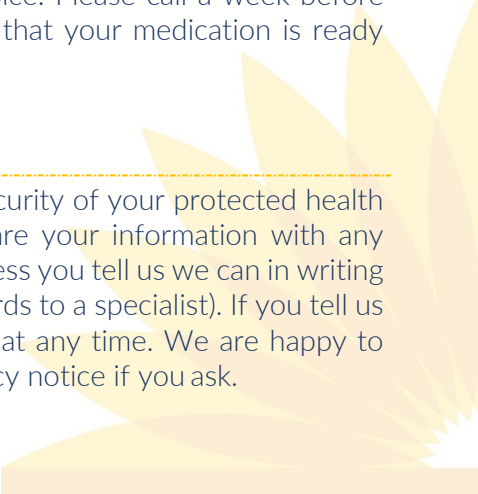
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LCH requires a minimum of 48 business hours in order to send medication to your pharmacy of choice. Please call a week before your medication runs out to ensure that your medication is ready when you need it.

## Privacy Policy

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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

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## ■ **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

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LCH is a Patient-Centered Medical Home. A Medical Home is designed 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 of 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**

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

LCH Health and Community Services cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

LCH Health and Community Service 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.

LCH Health and Community Services 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.

LCH Health and Community Services соответствует применимым федеральным законам о гражданских правах и не допускает дискриминации по признаку расы, цвета кожи, национального происхождения, возраста, инвалидности или пола.

LCH Health and Community Services 는 해당 연방 민권 법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

LCH Health and Community Services è conforme alle vigenti leggi federali sui diritti civili e non discrimina in base a razza, colore, origine nazionale, età, disabilità o sesso.

LCH Health and Community Services المعمول بالمدينة الحقوق الاتحادية القوانين مع بنوافق الجنس أو الإعاقة أو العمر أو القومي الصل أو اللون أو العرق أساس على يميز وال به.

LCH Health and Community Services 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.

LCH Health and Community Services erfüllt die geltenden zivilrechtlichen Gesetze der USA und diskriminiert nicht aufgrund von Rasse, Hautfarbe, Nationalität, Alter, Behinderung oder Geschlecht.

LCH Health and Community Services लागु पडता इंडरल नागरक

अधकार कायदानुठुं

पालन करे छे अने श्रधत, , उंमर, अपगता, अथवा जाधतना थिारे

रुंग, राष्ट्रीय मसापनुठुं नथी. लेदभाव

LCH Health and Community Services obowiązujące federalne prawa dotyczące praw obywatelskich i nie dyskryminuje ze względu na rasę, kolor skóry, pochodzenie, wiek, niepełnosprawność lub płeć.

**Non-Discrimination Notice, Cont.**

LCH Health and Community Services konfòme ak lwa federal dwa sivil ki aplikab epi li pa fè diskriminasyon sou baz ras, koulè, orijin nasyonal, laj, andikap, oswa sèks.

LCH Health and Community Services cumpre as leis aplicáveis dos direitos civis federais e não discrimina com base na raça, cor, origem nacional, idade, deficiência ou sexo.

LCH Health and Community Services

អនុវត្តច្បាប់ស្តីពីការបំបាត់ការរើសអើង

ហើយមិនរើសអើងលើមូល

ដ្ឋាន ធានាសេចក្តីស្មើគ្នា ប្រកបដោយសុវត្ថិភាព និងសុខុមាលភាព



# Language Assistance Services

LCH Health and Community Services offers language assistance services, free of charge, through interpretive services available at all LCH locations.

LCH Health and Community Services ofrece servicios de asistencia lingüística, de forma gratuita, a través de servicios de interpretación disponibles en todas las ubicaciones de LCH.

LCH Health and Community Services 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。

LCH Health and Community Services 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.

LCH Health and Community Services бесплатно предоставляет услуги языковой поддержки через услуги интерпретации, доступные во всех местах LCH.

**LCH Health and Community Services (LCH) 는 모든 LCH 지역에서 통역 서비스를 제공하여 무료로 언어 지원 서비스를 제공합니다.**

LCH Health and Community Services offre servizi di assistenza linguistica, gratuiti, attraverso servizi interpretativi disponibili presso tutte le sedi LCH.

٥. LCH Health and Community Services تقدم الخدمات خال من، مجاناً، اللغة مساعدة خدمات تقدم  
المواقع جميع في المناحة التفسيرية

LCH Health and Community Services offre gratuitement des services d'assistance linguistique grâce à des services d'interprétation disponibles dans tous les établissements LCH.

LCH Health and Community Services bietet kostenlose Sprachunterstützungsdienste durch Dolmetscherdienste an allen LCH-Standorten.

LCH Health and Community Services તમામ ચેલ.સી.સી. સ્થાનો પર ઉપલબ્ધિ અથથથ સેવાઓ દ્વારા મફત ભાષા સહાય સેવાઓ આપે છે.

LCH Health and Community Services oferuje bezpłatnie usługi pomocy językowej za pośrednictwem usług tłumaczeniowych dostępnych we wszystkich lokalizacjach LCH.

LCH Health and Community Services ofri sévis asistans lang, gratis, atravé sévis entèpretasyon ki disponib nan tout LCH kote yo ye.

LCH Health and Community Services  
ផ្គត់ផ្គង់សេវាសំខាន់ៗសម្រាប់អ្នកដែលមានបញ្ហាភាសា  
យោងទៅលើការស្នើសុំរបស់អ្នកដែលមានបញ្ហាភាសា ឬក៏ប្រើប្រាស់  
សេវាសំខាន់ៗសម្រាប់អ្នកដែលមានបញ្ហាភាសា LCH ។

LCH Health and Community Services oferece serviços de assistência linguística, gratuitamente, através de serviços de interpretação disponíveis em todos os locais da LCH.



## Stay connected with LCH!

- [Facebook](#) @LCHcommunityhealth
- [Insta](#) @LCHcommunityhealth
- [YouTube](#) LCHhealthandcommunityservices
- [LinkedIn](#) LCHhealthandcommunityservices



**Questions? Comments? Concerns?**

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





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/>.

