



LCH

HEALTH AND COMMUNITY SERVICES

PATIENT INFORMATION

(610) 444-7550

www.LCHcommunityhealth.org

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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 or via our website: 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

To improve patient health and wellbeing through innovative delivery of high-quality whole-person care.

Vision

A community in which all people have access to the health care they need, and the knowledge, motivation, and resources to adopt and maintain healthy lifestyles.

Impact

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

- **Innovation**
- **Collaboration**
- **Accountability**
- **Respect**
- **Excellence**

Contact

Chief Executive Officer

Ronan W. Gannon
610.444.7550 X 2295
rgannon@LCHservices.org

Medical Director

Joseph A. Greco, MD
610.444.7550 X 2237
jgreco@LCHservices.org

Director of Development

Kate Wickersham, CFRE
610.444.7550 X 2283
kwickersham@LCHservices.org

Director of Human Resources

Margarita Garay Zarco
610.444.7550 X 2227
mgarayzarco@LCHservices.org

No-show Fee

Effective April 1, 2025, a no- show fee of \$30 will be charged if you do not cancel your appointment 24 hours BEFORE the scheduled appointment time.

Locations

LCH Health & Community Services Kennett Square, PA

731 West Cypress St • Kennett Square, PA 19348

Mon - Wed 8 am - 8 pm Thurs 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, social assistance, legal clinic

LCH Chiropractic Services Hours:

Mon 5:45 pm - 8 pm • Wed 1 pm - 8 pm



LCH Pharmacy Hours:

Mon - Thurs 8 am - 5 pm • Friday 8 am - 12:30 pm



LCH Health & Community Services Oxford, PA

14 South 3rd 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

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 - 5 pm • Tues 8 am - 5 pm

Wed 8 am - 5 pm • Thurs 8 am - 7 pm

Friday 8 am - 12 pm



Services Include: preventive dental services, 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 pm - 5 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

West Grove Primary Care Hours:

Mon 8 am - 7:30 pm • Tues 8 am - 5 pm

Thurs 8 am - 7:30 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

Pia Center for Behavioral Health Hours:

Mon 8 am - 7 pm • Tues 8 am - 8 pm • Wed 8 am

- 5 pm • Thurs 8 am - 5 pm Friday 8 am - 12 pm



Individual therapy, telehealth therapy, group therapy, trauma informed therapy

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.

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

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.

Patient Resources

Thank you to all of the Kennett Square, West Grove, Oxford, and local partner agencies that work with LCH. For our most up-to-date list, please visit our website.

- ❖ **Chester County Food Bank (CCFB)**
 - Phone Number: 610.873.6000
- ❖ **Chester County Health Department (CCHD)**
 - Phone Number: 610.344.6225
- ❖ **Chester County Intermediate Unit (CCIU)**
 - Phone Number: 484.237.5000
- ❖ **Divine Sent Food Cupboard**
 - Phone Number: 610.932.3377
- ❖ **Domestic Violence of Chester County (DVCCC)**
 - Phone Number: 800.799.7233
- ❖ **Family Promise of southern Chester County**
 - Phone Number: 610.444.0400
- ❖ **Garage Youth Center**
 - Phone Number: 610.444.6464
- ❖ **Kennett Collaborative**
 - Phone Number: 610.444.8188
- ❖ **Kennett Area Community Services (KACS)**
 - Phone Number: 610.925.3556
- ❖ **Kennett Square Library**
 - Phone Number: 610.444.2702
- ❖ **Kennett Square School District (KCS D)**
 - Phone Number: 610.444.6600
- ❖ **Lighthouse Youth Center**
 - Phone Number: 610.467.6000
- ❖ **Maternal Child Health Consortium (MCHC)**
 - Phone Number: 610.344.5370
- ❖ **Mobile Home Tax Reassessment with United Way of Chester County**
 - Phone Number: 610.429.9400
- ❖ **Octorara School District**
 - Phone Number: 610-593-8238
- ❖ **Oxford Area Neighborhood Services Center (ONS)**
 - Phone Number: 610.932.8557
- ❖ **Oxford Library**
 - Phone Number: 610.932.9625
- ❖ **Oxford Police Department**
 - Phone Number: 610.998.0032
- ❖ **Oxford SILO**
 - Phone Number: 610.932.7500
- ❖ **Oxford Area School District**
 - Phone Number: 610.932.6600

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. We provide evidence-based care through a team-based structure to deliver patient-friendly and accessible services. We use Team-based care to provide patient-friendly and accessible services. Our 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.

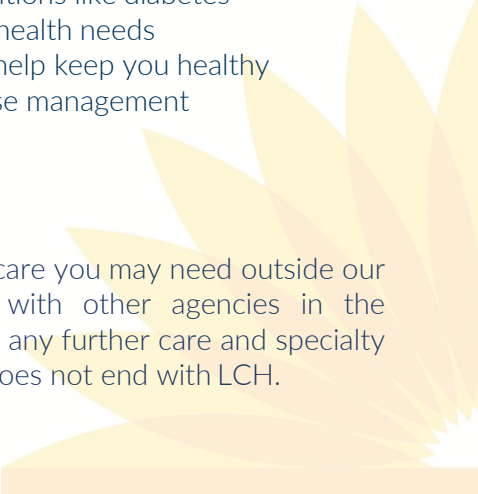
■ ***Comprehensive***

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

- Preventive care like vaccines and checkups
- 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
- Team-based care

■ ***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.

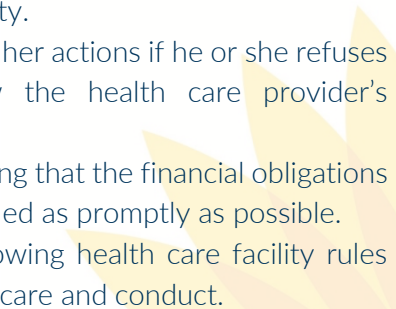


Patient Rights & Responsibilities

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.
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Non-Discrimination Notice

It is the policy of LCH Health and Community Services (LCH) not to discriminate on the basis of race, color, ethnicity, disability, sex, age, national origin, sexual orientation, gender identity, sex characteristics, number of pregnancies, religious belief, political belief, marital status, veteran's status, or on the basis of any other classification protected by applicable law.

Es la política de LCH Health and Community Services (LCH) no discriminar por motivos de raza, color, etnicidad, discapacidad, sexo, edad, origen nacional, orientación sexual, identidad de género, características sexuales, número de embarazos, creencias religiosas, creencias políticas, estado civil, condición de veterano, o por cualquier otra clasificación protegida por la ley aplicable.

LCH健康与社区服务中心（LCH）的政策是：不得基于种族、肤色、族裔、残疾、性别、年龄、国籍、性取向、性别认同、性别特征、怀孕次数、宗教信仰、政治信仰、婚姻状况、退伍军人身份，或任何其他受适用法律保护的分类而进行歧视。

Chính sách của LCH Health and Community Services (LCH) là không phân biệt đối xử dựa trên chủng tộc, màu da, dân tộc, tình trạng khuyết tật, giới tính, tuổi tác, nguồn gốc quốc gia, xu hướng tính dục, bản dạng giới, đặc điểm giới tính, số lần mang thai, tín ngưỡng tôn giáo, quan điểm chính trị, tình trạng hôn nhân, tình trạng cựu chiến binh, hoặc bất kỳ cơ sở nào khác được luật hiện hành bảo vệ.

Политика LCH Health and Community Services (LCH) заключается в том, чтобы не допускать дискриминации по признаку расы, цвета кожи, этнической принадлежности, инвалидности, пола, возраста, национального происхождения, сексуальной ориентации, гендерной идентичности, половых характеристик, количества беременностей, религиозных убеждений, политических убеждений, семейного положения, статуса ветерана или на основании какой-либо другой категории, защищённой применимым законодательством.

LCH 보건 및 커뮤니티 서비스(LCH)의 정책은 인종, 피부색, 민족, 장애, 성별, 연령, 출신 국가, 성적 지향, 성 정체성, 성별 특성, 임신 횟수, 종교적 신념, 정치적 신념, 결혼 여부, 재향군인 신분, 또는 적용 가능한 법률에 의해 보호되는 다른 어떤 분류를 근거로 차별하지 않는 것입니다.

Non-Discrimination Notice, Cont.

È politica di LCH Health and Community Services (LCH) non discriminare sulla base di razza, colore, etnia, disabilità, sesso, età, origine nazionale, orientamento sessuale, identità di genere, caratteristiche sessuali, numero di gravidanze, credo religioso, credo politico, stato civile, condizione di veterano o sulla base di qualsiasi altra classificazione protetta dalla legge applicabile.

تنص على عدم التمييز على أساس العرق أو اللون أو LCH سياسة مركز خدمات الصحة والمجتمع الأصل العرقي أو الإعاقة أو الجنس أو العمر أو الأصل الوطني أو التوجه الجنسي أو الهوية الجندرية أو الخصائص الجنسية أو عدد مرات الحمل أو المعتقدات الدينية أو المعتقدات السياسية أو الحالة الاجتماعية أو صفة المحاربين القدامى، أو على أساس أي تصنيف آخر محمي بموجب القانون المعمول به.

La politique de LCH Health and Community Services (LCH) est de ne pratiquer aucune discrimination fondée sur la race, la couleur, l'ethnicité, le handicap, le sexe, l'âge, l'origine nationale, l'orientation sexuelle, l'identité de genre, les caractéristiques sexuelles, le nombre de grossesses, la croyance religieuse, la conviction politique, l'état civil, le statut d'ancien combattant, ni sur la base de toute autre classification protégée par la loi applicable.

Es ist die Richtlinie von LCH Health and Community Services (LCH), keine Diskriminierung aufgrund von Rasse, Hautfarbe, ethnischer Zugehörigkeit, Behinderung, Geschlecht, Alter, nationaler Herkunft, sexueller Orientierung, Geschlechtsidentität, Geschlechtsmerkmalen, Anzahl der Schwangerschaften, religiöser Überzeugung, politischer Überzeugung, Familienstand, Veteranenstatus oder aufgrund einer anderen durch geltendes Recht geschützten Klassifizierung vorzunehmen.

એલસીએચ હેલ્થ એન્ડ કોમ્યુનિટી સર્વિસેસ (LCH) ની નીતિ છે કે જાતિ, રંગ, વંશીયતા, વિકલાંગતા, લિંગ, ઉંમર, રાષ્ટ્રીય મૂળ, લૅંગિક વલણ, જાતિ ઓળખ, લિંગના લક્ષણો, ગર્ભાવસ્થાની સંખ્યા, ધાર્મિક માન્યતા, રાજકીય માન્યતા, વૈવાહિક સ્થિતિ, પૂર્વસૈનિકની સ્થિતિ અથવા લાગુ કાનૂન દ્વારા સુરક્ષિત કોઈપણ અન્ય વર્ગીકરણના આધારે ભેદભાવ ન કરવામાં આવે.

Polityką LCH Health and Community Services (LCH) jest niedyskryminowanie ze względu na rasę, kolor skóry, pochodzenie etniczne, niepełnosprawność, płeć, wiek, kraj pochodzenia, orientację seksualną, tożsamość płciową, cechy płciowe, liczbę przebytych ciąż, wyznanie religijne, przekonania polityczne, stan cywilny, status weterana ani ze względu na jakąkolwiek inną kategorię chronioną przez obowiązujące prawo.

Non-Discrimination Notice, Cont.

Li se politik LCH Health and Community Services (LCH) pou pa fè diskriminasyon sou baz ras, koulè, etnisite, andikap, sèks, laj, nasyonalite, oryantasyon seksyèl, idantite seksyèl, karakteristik seksyèl, kantite gwosès, kwayans relijye, kwayans politik, sitiyasyon maryaj, estati kòm ansyen sòlda, oswa sou nenpòt lòt baz ki pwoteje pa lwa aplikab yo.

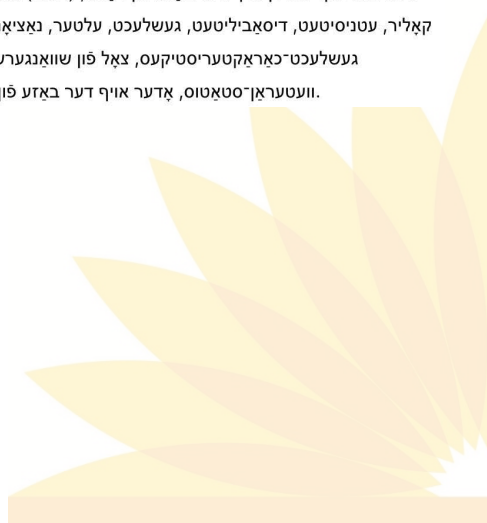
É a política da LCH Health and Community Services (LCH) não discriminar com base em raça, cor, etnia, deficiência, sexo, idade, origem nacional, orientação sexual, identidade de gênero, características sexuais, número de gestações, crença religiosa, convicção política, estado civil, condição de veterano ou com base em qualquer outra classificação protegida pela lei aplicável.

यह LCH हेल्थ और कम्युनिटी सर्विसेज (LCH) की नीति है कि नस्ल, रंग, जातीयता, विकलांगता, लिंग, आयु, राष्ट्रीय मूल, यौन अभिरुचि, लैंगिक पहचान, यौन विशेषताएँ, गर्भधारण की संख्या, धार्मिक विश्वास, राजनीतिक विश्वास, वैवाहिक स्थिति, पूर्व सैनिक की स्थिति, या किसी भी अन्य वर्गीकरण जो लागू कानून द्वारा संरक्षित है, के आधार पर किसी भी प्रकार का भेदभाव न किया जाए।

Es is die Richtlinie fun LCH Health un Community Services (LCH), ken Unterschied zu mache uff der Grund vun Rass, Farw, Volkszugehörigkeit, Behinderung, Geschlecht, Alter, Nationaler Herkunft, Sexuelle Orientierung, Geschlechtsidentität, Geschlechtscharaktere, Anzahl vun Schwangerschaften, Religiöse Glawwe, Politische Glawwe, Ehestand, Veteranestatus, oder uff der Grund vun eniche annere Klassifikation wu gschützt isht durch geltendes Recht.

Es iz di politik fun LCH Health and Community Services (LCH) nisht tsu diskriminirn oyf der basist fun ras, kolor, etnisitet, handikap, geshlekht, alter, natsionaler onheyb, seksuel orientatsie, gender-identitet, geshlekht-karakteristik, tsal fun shvangerschaftn, religye glaybn, politishe glaybn, maritaler status, veteran-status, oder oyf der basist fun yeder anderer klasifikatsie bashtitikt fun anwendbare gezets.

נישט צו דיסקרימינירן אויף דער באַזע פֿון ראַסע, LCH Health and Community Services (LCH) עס איז די פּאָליטיק פֿון קאַליר, עטניסטיטעט, דיסאַביליטעט, געשלעכט, עלטער, נאַציאָנאַלער אָנהייב, סעקסועל אַריענטאַציע, דזשענדער-איידענטיטעט, געשלעכט-כאַראַקטעריסטיקעס, צאָל פֿון שוואַנגערשאַפֿטן, רעליגיעז גלויבן, פּאָליטישע גלויבן, מאַריטאַלער סטאַטוס, וועטעראַן-סטאַטוס, אָדער אויף דער באַזע פֿון יעדער אַנדערער קלאַסיפֿיקאַציע באַשיצט פֿון אָנווענדבאַר געזעץ.



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 اللغة مساعدة خدمات تقدم
المواقع جميع في المتاحة 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 એલ.સી.સી. સ્થાનો પર ઉપલબ્ધિ અથથથથ 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 sèvis asistans lang, gratis, atravè sèvis entèpretasyon ki disponib nan tout LCH kote yo ye.

LCH Health and Community Services
ផ្តល់ជូននូវសេវាភាសាឥតគិតថ្លៃ
យុទ្ធនៃកាសង្គមយុទ្ធកិច្ចប្រតិបត្តិការយុទ្ធសាស្ត្របកប្រែ
សមាសភាពបំប្លែងទៅកាន់ប្រព័ន្ធ LCH ។

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



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Questions? Comments? Concerns?

Email us at: feedback@LCHservices.org

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, text, or other markings on the page.

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