

OUR VISION

A community where everyone enjoys a healthy body, mind, spirit

OUR CORE VALUES

- Easy/Seamless/Timely Access to Care
- Providing Care with Compassion, Empathy and Kindness
- Treating the Whole Patient through Teamwork
- Innovation and Creativity in Everything We Do
- Continuous Performance Improvement
- Respect for Individuality and Diversity
- Empowering our Patients to Accomplish their Health Goals
- Pursuit of Excellence through life-long learning
- The economic and fiscal stability of the corporation

Hopewell Health Centers, Inc. receives grant funds from the Department of Health & Human Services to provide health care on a sliding fee scale. We are governed by a volunteer Board of Directors, the majority of whom are patient representatives. We appreciate any suggestions you may have to improve our services.

No person in the United States shall, on the ground of race, color or national origin, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance.

Billing

Our primary goal is to provide you and your family with quality medical care. Our professional staff is concerned with helping you stay healthy. We accept payment by Medicaid, Medicare, Insurance, or on a Sliding Fee (based on your income and family size). **All charges and Co-pays (Insurance and Sliding Fee) will be collected at the time of service.**

We turn no-one away because of inability to pay.

HHC RESPONSIBILITIES

1. Work **with** you to assure quality health care at all times.
2. See you in a timely manner and inform you of changes.
3. Bill your appropriate payor and keep you informed of your current balance.
4. Respond to your concerns in a timely manner.
5. Provide licensed staff.
6. Maintain the highest level of confidentiality of your medical information in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

PATIENT RESPONSIBILITIES:

1. Call ahead for an appointment.
2. Arrive 15 minutes prior to your visit to complete paperwork.
3. Call 24 hours prior to appointment to cancel or reschedule an appointment. **Repeated "no shows" (3 or more in a 12 month period) may**

necessitate a six month suspension from this practice.

4. To qualify for our Sliding Fee Program you must provide us with proof of income.
5. Insurance cards are required at all visits.

Provider's Instructions

1. Follow the provider's instructions in all health related areas.
2. Know all medicines you are taking and bring your medication bottles to each appointment.
3. All medications will be refilled at the appointment.
4. Please be patient. Messages left for staff will be returned within 48 hours.
5. Your health care questions will be taken by a LPN/CMA trained to gather information by telephone.
6. Give true and complete information to the staff by telephone.
7. Our providers work together to provide you care in an efficient, effective manner, so you may be asked to see any of our providers for acute illnesses.

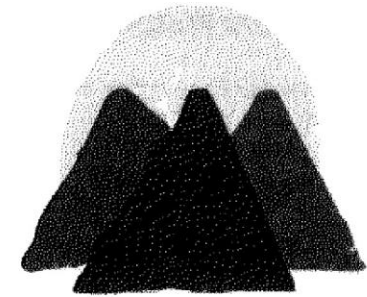
If you need to reach a physician after regular business hours, call your physician's office, and the answering service will page the doctor for you.

Our Staff

- * Board Certified/Board Eligible
Family Practice Physicians
Dentists, Psychiatrists,
Child/Adolescent/Adult
Nurse Practitioners,
Family and PMHNP
Advanced Practice Nurses
- * Social Workers
- * Counselors
- * Chemical Dependency Counselors
- * Registered Nurses
- * Licensed Practical Nurses
- * Registered Dietitian
- * Lactation Counselors
- * Certified Medical Assistants
- * Community Psychiatric Supportive
Treatment
- * Transportation Specialists
- * Dedicated Clerical and
Administrative Support Staff



**Serving 8 Counties
Contact Us:**

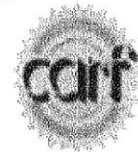


HOPEWELL HEALTH CENTERS

*Providing Access to
Affordable, High
Quality, Integrated
Health Care for All*



JCAHO ACCREDITED
SINCE 1998



Hopewell Health Centers is an equal
opportunity employer.