



# Patient Handbook



# Contents

---

|                                   |    |
|-----------------------------------|----|
| Welcome to HopeHealth.....        | 4  |
| Patient-Centered Care.....        | 5  |
| Before Your Appointment.....      | 6  |
| During Your Appointment.....      | 7  |
| After Your Appointment.....       | 8  |
| Patient Bill of Rights .....      | 10 |
| Patient Responsibilities.....     | 12 |
| Appointment Policies.....         | 14 |
| Sliding Fee Discount Program..... | 15 |
| HopeHealth Services .....         | 16 |
| HopeHealth Locations .....        | 18 |

# Welcome to HopeHealth

---

Thank you for choosing HopeHealth as your health care home. We are dedicated to providing quality, affordable health care for all.

We believe it is essential for our patients to be actively involved in their health care and are committed to providing you with excellent care through our integrated model.

Because of our commitment, we must emphasize how important it is for you to take responsibility for your health care needs. Please review the information in this booklet, and at any time during your care at HopeHealth, do not hesitate to ask your provider or other team members questions about any diagnosis, instructions, medications, or treatment.

We look forward to serving you.

Sincerely,

Edward M. Behling, MD  
Chief Medical Officer  
HopeHealth

# Patient-Centered Care

---

HopeHealth uses the Patient-Centered Medical Home (PCMH) model to provide comprehensive health care services which emphasizes the following principles:

- Health care revolves around you
- An established model of care coordination
- A commitment to continuous quality improvement

PCMH is an approach to health care that “is respectful and responsive to individual patient preferences, needs, and values, and ensures that patient values guide all clinical decisions” [Institute of Medicine]. The PCMH model of care empowers you as a patient and places an emphasis on the provider-patient partnership. If you choose to involve them, your family may also play an important role in your health care, providing support and helping to develop your treatment plan.

With HopeHealth as your medical home, you are part of a team that includes health care professionals, trusted friends or family members (if you wish), and, most importantly, you.

# Before Your Appointment

---

- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions most important to you at the top of your list.
- Ask a family member or trusted friend to go to your appointment with you.
- Make a list of your other health care providers. Write down their names, addresses, phone numbers, and the reason you visited them.
- Bring all of your medications to your appointment in their original containers. Be sure to include over-the-counter, natural and herbal medicines, and vitamins.
- Bring your insurance card or other insurance information, identification card, and household income verification (if you are interested in applying for our sliding fee discount program).

# During Your Appointment

---

- Write down the names of your team members.
- Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you remember what still needs to be addressed.
- Your provider will take the time to get to know you as a whole person and will make an effort to develop a strong relationship with you.
- Your provider wants to make sure you understand your plan of care and treatment options and will clearly discuss the associated risks and benefits for each.
- A member of your care team will assess any language, cultural, literacy, or other barriers and provide resources to ensure you understand the information that is provided to you.
- Ask questions to make sure you understand your treatment plan and next steps. Use your own words to repeat back what was discussed.
- Sign up for our patient portal so that you can view your medical history, visit summaries, lab results, appointment information, request medication refills, access educational materials, and more.
- HopeHealth partners with several educational institutions, and health care professional students may participate in your care during your visit. Please inform a member of your care team if you prefer not to have a student observe or participate in your care.

# After Your Appointment

---

- Your medical records will be available to you via the patient portal or hard copy upon request.
- We will provide educational materials about your medical conditions. You may request additional information using our secure patient portal.
- If you need to communicate with your provider outside of your regularly scheduled office visits, you may contact our office via telephone, or you may send a secure message through the patient portal. During regular business hours, call 843-667-9414. You may be asked to leave a message for your provider's nurse, but you should expect a call back within 24 hours.
- Before or after normal business hours, call our office and follow the prompts to speak to an answering service representative who will promptly get your message to the on

call provider. It is important that you are available to answer your telephone as your call will be returned by a provider or call center representative shortly.

- Please do not contact members of your care team via social media. Staff are requested not to respond to friend requests or other social media contacts from patients.
- If you need refills prior to your appointment, you can make the request via telephone or patient portal. Please notify us at least 5 days prior to running out of your medication. Some refill requests may require a face-to-face appointment with your provider.

# Patient Bill of Rights

---

You have the right to:

1. Receive care regardless of your ability to pay.
2. Receive considerate and respectful care regardless of your sex, age, race, religion, national origin, sexual orientation, or any other personal characteristics, including the primary source of payment for your care.
3. Be treated with consideration of your emotional, spiritual, and cultural needs.
4. Be fully informed of the services available to you at HopeHealth, including after hours and emergency care as well as the fees for all services.
5. Expect reasonable continuity of care and have a medical provider who is responsible for coordinating your care.
6. Request a second opinion when you believe it is necessary.
7. Know the names and positions of the people involved in your care by official name tag or personal introduction.
8. Seek assistance, such as a wheelchair or interpreter, which makes obtaining medical care easier.
9. Receive the necessary information you need about your health and medical conditions in a way you can understand, to participate in decisions about your care, and to give your informed consent before any diagnostic or therapeutic procedure is performed.
10. To fully participate in the decision-making process regarding your care. You may have parents, guardians, family members, or other individuals that you choose, to be involved.

11. Refuse a recommended treatment, to the extent permitted by law, and be informed of the risks associated with refusing treatment.
12. Review the records pertaining to your medical care and have the information explained to you, except when restricted by law.
13. Expect that your medical record will be kept confidential. For more information about your right to privacy, please carefully review HopeHealth's HIPAA and Notice of Privacy statements that are available to you in print and electronic formats.
14. Ask for and receive an explanation of any charges made by HopeHealth, even if they are covered by insurance.
15. Ask and be told of the existence of business relationships between HopeHealth, educational institutions, other health care providers, or payors that may affect your treatment and care.
16. Consent or decline to be in proposed research studies, tests affecting care and treatment, or tests requiring direct patient involvement.
17. Be told of HopeHealth policies and procedures that relate to patient care, treatment, and responsibilities.
18. Complete an Advance Directive. Please let a member of your health care team know if you are interested in learning more.
19. Express any complaints or concerns to your HopeHealth practice administrator or the director of customer engagement. You may also submit complaints or concerns via our website: [hope-health.org](https://hope-health.org).

# Patient Responsibilities

---

In order to provide you with the best care possible, please assume the following responsibilities:

1. Participate in care decisions and management in a respectful, courteous manner and follow the plan of care agreed upon. If you have any questions, just ask.
2. Give full, honest information on all forms and in conversations. Report any changes to your general condition, symptoms, allergies, etc.
3. Bring a list of your medications with you to your appointments. Ask for refills needed during your scheduled appointment. If you need refills prior to your appointment, you can make the request via telephone or patient portal. Please give at least 24 hours' notice.
4. Inspect all medications received from HopeHealth or any of our pharmacy partners before you leave the facility and any time you get a refill. If there is an error, please report it immediately to the pharmacy and your health care provider.
5. Notify a member of your care team of any emergency.
6. Keep appointments and be on time. If you must miss your appointment, please call at least 24 hours in advance to reschedule.
7. Treat our staff and other patients with respect.
8. Bring insurance information if applicable. If your coverage or company changes, bring the updated information to your appointment.

9. Provide your insurance card (including Medicaid and Medicare cards) when you check in for your appointment.
10. Report any changes to your address or phone number as soon as possible.
11. If applicable, provide current documentation of your household income so that we can determine your eligibility for assistance. No patient will be denied health care services due to an inability to pay.
12. If you have questions about your care or your rights and responsibilities, please contact your provider's practice administrator.
13. Express any complaints or concerns to your HopeHealth practice administrator or the director of customer engagement. You may also submit complaints or concerns via our website: [hope-health.org](https://hope-health.org).

# Appointment Policies

---

It is important for you to take responsibility for your health care needs. The first step is showing up and being punctual for your appointments.

If you are late for your appointment, you may have to be worked in or be asked to reschedule for another time.

Missed appointments affect our ability to provide you and others with quality care. If you must miss an appointment for any reason, please try to notify us at least 24 hours in advance. Repeatedly missing appointments may result in your discharge as a patient from our practice.

We will make every effort to provide an appointment time that is convenient for you. If there are unforeseen changes in our schedule which affects your appointment with our office, we will notify you as soon as possible by telephone, secure portal message, or via mail. Please tell our staff right away if your contact information changes, as it is critical that your provider is able to communicate with you regarding your health.

# Sliding Fee Discount Program

---

HopeHealth provides services to all patients, regardless of insurance status. We accept all forms of insurance, including private insurance, Medicaid, and Medicare. As a community health center, we are dedicated to helping make health care affordable for everyone. If you do not have adequate insurance coverage, you may be eligible for our sliding fee discount program.

To determine eligibility for the sliding fee discount program, you will need to provide information about your household income. This may include:

- One month of most recent paycheck stubs or other income verification
- Tax returns to show income and household size

## Patient Benefits Counselors

HopeHealth's patient benefits counselors help new patients enroll in services and financial programs. These counselors will determine if you qualify for Medicaid, Medicare, the Affordable Care Act, the Drug Assistance Program, and/or our sliding fee scale program.

## Drug Assistance Program

If you cannot afford your medications, the Drug Assistance Program may be able to help. Ask to meet with one of our benefits counselors. Qualifying patients receive assistance for up to one year.

# HopeHealth Services

---

HopeHealth provides a wide range of services to our patients.

A team of multi-disciplinary providers customize individual plans for each patient in order to best achieve health and wellness goals.

Please contact a member of your care team if you would like to be referred to one of our special programs.

|                                  |                                      |
|----------------------------------|--------------------------------------|
| Primary Care/<br>Family Medicine | Pharmacy/<br>Prescription Assistance |
| Diabetes &<br>Nutrition Services | Substance Use Disorder<br>Treatment  |
| Behavioral Health Services       | Rheumatology                         |
| Hepatitis Services               | Pediatric &<br>Adolescent Care       |
| Pain Management                  | Women's Health Services              |
| Latino Services                  | HIV/AIDS Services                    |
| Endocrinology                    | Infectious Diseases                  |
| Internal Medicine                | Dental Health Services               |
| Chronic Disease<br>Management    | Radiology                            |
| Chiropractic Care                | Pediatric Infectious<br>Diseases     |
| School-based Services            |                                      |

# HopeHealth Locations

---

## HopeHealth Medical Plaza

360 North Irby Street  
Florence, SC 29501  
(843) 667-9414

## HopeHealth School-Based Clinic in Lake City

652 North Matthews Road  
Lake City, SC 29560  
(843) 432-3677

## HopeHealth on Palmetto Street

600 East Palmetto Street  
Florence, SC 29506  
(843) 413-3245

## HopeHealth in Kingstree

520 Thurgood Marshall Boulevard  
Kingstree, SC 29556  
(843) 355-5628

## HopeHealth in Lake City

241 Kelley Street  
Lake City, SC 29560  
(843) 394-1051

## HopeHealth in Timmonsville

210 East Market Street  
Timmonsville, SC 29161  
(843) 346-3730

## HopeHealth at FMU

121 South Evander Drive  
Florence, SC 29506  
(843) 432-2935

## HopeHealth in Greeleyville

86 North Main Street  
Greeleyville, SC 29056  
(843) 426-2335

**HopeHealth in Manning**

12 West South Street  
Manning, SC 29102  
(803) 433-4321

**HopeHealth at Bethea**

157 Home Ave.  
Darlington, SC 29532  
(843) 432-2960

**HopeHealth Pediatrics in Manning**

11 West Hospital Street  
Manning, SC 29102  
(803) 433-4124

**HopeHealth in Orangeburg**

1857 Joe S. Jeffords Highway  
Orangeburg, SC 29115  
(803) 535-2272

**HopeHealth in Aiken**

150 University Parkway  
Aiken, SC 29801  
(803) 643-1977

If you need additional information about any of our services or sites, please visit our website at [hope-health.org](http://hope-health.org).

*hope-health.org*



**HOPEHEALTH**