

## OUR GOAL:

- To provide QUALITY & COMPASSIONATE medical, pharmaceutical, and wellness services to all individuals.
- To assemble a highly skilled staff that ensures a positive clinical experience.
- To guide and support our patients on their journey to health through love and care.

## CONTACT INFORMATION/HOURS:

### Johnstown Office:

315 Locust St, 2<sup>nd</sup> Fl.  
Johnstown, PA 15901

Phone: 814-534-6242  
Fax: 814-534-6731

### Office Hours Johnstown

Monday: 9 am- 4:30 pm  
Tuesday: 9 am- 4:30 pm  
Wednesday: 9 am – 7:30 pm  
Thursday: 9 am- 4:30 pm  
Friday: 10 am- 2 pm  
Clinic hours by appointment

### Somerset Office:

225 S. Center Street  
Somerset, PA 15501

Phone: 814-443-5867  
Fax: 814-443-5869

*\*Somerset office is available by  
appointment only, Thursday  
10 am- 4 pm\**

Web: [www.highlandshealthclinic.com](http://www.highlandshealthclinic.com)



Funded in part by: *Community Foundation of Alleghenies, Highmark Foundation, Lee Initiatives Inc., United Way, Ryan White*

# Patient Handbook



## Highlands Health

WELCOMES ALL INDIVIDUALS

315 Locust St – 2<sup>nd</sup> Floor  
Johnstown, PA 15901  
814-534-6242

## TABLE OF CONTENTS

First-Time Patients – What you'll need	1
Free Medications	2
Referrals	2
Financial Assistance	2
Refills	3
Testing & Immunizations	3
Patient Portal	3
Patients' Rights	4
Clinic Policies	4
Patients' Responsibilities	5
About us	6
Contact Information/Hours	6

## PATIENT'S RESPONSIBILITIES

The patient has the responsibility to...

- Provide complete information about your symptoms, past illnesses, medications, and other matters related to your care plan to the best of your knowledge.
  - Schedule and attend doctor appointments or call to cancel your appointment.
  - Notify us of any changes in address, family members, or insurance coverage (please provide a current copy of your insurance card).
  - Ask questions when you do not understand explanations about your care or services.
  - Take responsibility for your actions if you refuse treatment or do not follow your physician's instructions.
  - Be courteous and considerate of our Clinic's personnel and other patients.
- Patients who are abusive, threatening, or violent will be terminated from our care. This behavior will NOT be tolerated!
- **Patient portal** is available to access.

## FREE MEDICATIONS

- Free medication provided to the uninsured individuals with no prescription coverage or unaffordable copays and those who have fallen into the “donut hole”.
- Brand-name medications may be substituted for generic brands.
- Free medication is dispensed at the time of appointment; therefore, please allow extra time to stay at the Clinic.
- Prescriptions are sent electronically. If you need prescribed refills – call the pharmacy.
- Patients are responsible for the cost of prescriptions sent to local pharmacies.
- Narcotics are not stocked in the Clinic's Dispensary.

## REFERRALS

- If the patient requires the services of a specialist, the clinic will make a referral.
- The specialist's office will then arrange an appointment and contact the patient.
- If the patient misses the specialist's appointment, it will not be rescheduled.

## FINANCIAL ASSISTANCE

- Patients are assisted in applying for insurance.
- If the patient is not eligible, they can submit a charity care application to the hospital.

## REFILLS – VERY IMPORTANT

- Medication for the uninsured patient is dispensed through the Clinic. Patients **MUST** call the Clinic by noon on Mondays for refills. Call →814-534-6242 and select option 2.
- To leave a message, clearly state your name, the needed medication, and a current phone number.
- The dispensary staff will not call back to confirm the request unless the doctor requires further information.
- Medication can be picked up by the patient's designee with proper identification. Please notify the Clinic of the designee's name.
- Refills must be picked up between 1 and 5 pm on Wednesday.
- No medicines or refills are given unless a licensed health professional is present.

## TESTING AND IMMUNIZATION

- HIV, HepC, STD, A1C, urine drug screen, HCG, glucose testing, and COVID testing are available at the Clinic. Pregnancy and urine drug screening are also offered.
- Patients will be provided an order for lab work and x-rays. Complex testing will be arranged through Hospitals central schedule.
- Most immunizations are available at the Clinic.

## PATIENT'S RIGHTS

The patient has the right to...

- Receive quality medical, pharmaceutical, and wellness care regardless of age, sex, religion, national origin, sexual preference, disability, health status, or ability to pay.
- Be treated with respect.
- Access the information in your medical record and participate in health care decisions.
- Personal privacy. (HIPAA – request copy)
- Confidentiality of your medical record and other information related to your medical condition.
- Make advance directives regarding your medical care.
- File a formal written complaint.

## CLINIC POLICIES

- There is a sliding fee scale for patients.
- Financial eligibility and insurance must be renewed every year.
- The patient must comply with the rules regarding calling in for refills and picking up medication.
- The patient may be eligible for bus tokens or Uber rides.
- Patient will be sent to Emergency Room, if necessary.
- The Clinic does not cover Emergency Room or hospital visits.
- The patients must notify the Clinic of any address, phone number, or insurance changes.
- Patients' permission is required to bill insurance.
- All licensed medical providers are covered by medical malpractice insurance.
- No parking is allowed in the St. Mark's church parking lot.

## FIRST-TIME PATIENTS - YOU'LL NEED



### **Please bring:**

- Current drivers license
- Student ID cards / Work ID cards
- Passports
- List of medication
- Insurance card



### **Proof of Income for those within Poverty Guidelines**

- Proof of total household income (every income of every person living in the same household) is required.
- Pay stubs or tax return
- Letters from social security/department of welfare.
- Pension/Social Security award letters.



### **For Uninsured Patients:**

- The Clinic will assist you with completion of the application for medical assistance.
- If not eligible for assistance, a denial letter from DHS will be required.



**Highlands Health welcomes all individuals regardless of age, sex, religion, national origin, veteran, sexual preference, disability, health status, or ability to pay.**