



"Patient Care Comes First"

WELCOME TO CHI YOUR BEHAVIORAL HEALTH HOME

On behalf of the Board of Directors, President/Chief Executive Officer and Staff of Community Health of South Florida, Inc (CHI), we welcome you to your Behavioral Health Home. Our goal is to provide excellent care that will exceed your expectations.

Now a few things you may need to know about CHI. CHI was established in 1971 to meet the health care needs of our community. We are accredited by The Joint Commission, the same accreditation agency that accredits hospitals, and committed to providing superior, quality and accessible care to everyone, including those with insurance, uninsured or underinsured. We have grown over the years to a large organization with over 800 staff, 800 Practitioners and over 30 sites.

To help us provide the best possible and safe care for you, we would like you to know about the following information on your Behavioral Health Home as well as some helpful safety tips.

BEHAVIORAL HEALTH HOME

A Behavioral Health Home is a model for delivery of healthcare where you have a personal relationship with your Care Team at our healthcare facility. Our focus in our Behavioral Health Home are our patients who seek primary care and behavioral health care in CHI. Your Care Team includes the Doctor or Health Care Practitioner, Therapists, Psychologist, Case Managers, Psychosocial Rehabilitation leader, Nursing Staff, Patient Financial Services Specialists, and Care Coordinators. In addition, your Care Team may be supported by other CHI health care professionals, such as Nutritionists, Pharmacists and Social workers. The goal of this team is to partner with you to manage and facilitate all your healthcare needs, thereby building a relationship with you and retaining you as a patient.

The leader of the Care Team in your Behavioral Health Home is your primary Practitioner; the Doctor or Nurse Practitioner you are assigned to.

In your Behavioral Health Home you can expect the following:

1. You may select or be assigned to one of our Doctors, Health Care Practitioners and their Care Team. To select a Practitioner, let our staff know which of them want to see when you check in or at any time during your care. You can find out more about our Practitioners prior to your visit, please go to our website: www.chisouthfl.org.
2. We will make every effort to ensure all of your appointments and care needs are met by your assigned Care Team. We will need your help here. Please schedule all of your appointments with the same Practitioner, and ask to see him/her even when you come in without an appointment. You are certainly welcome to schedule an appointment with a different Practitioner if you so desire.
3. The Care Team is responsible for your visits, referrals to specialists and for tests, prescription refills, responses to your questions and completion of forms. Your assigned Practitioner, who

serves as the leader of your Care Team, works with the rest of the team to ensure that all of your care is complete and meets your identified needs.

4. To **schedule an appointment** with your Practitioner call **305-252-4820 during regular business hours**, or you may contact our Answering Service after-hours, weekends and holidays. You may also schedule a **next day appointment** or a **same day appointment** with your Practitioner.
5. **You may call us 24 hours a day, 7 days a week** with any care concerns or issues you may have, for prescription requests, for lab results and for urgent appointment requests, by calling your primary site, or by dialing **305-253-5100 after hours**. You may also contact us through our website (www.chisouthfl.org) for requests that are not emergencies.
6. You have access to aspects of your medical record including test results, medication lists and diagnoses, on-line through our patient portal. Please speak to one of our staff today to show you how.
7. One unique feature of your Behavioral Health Home in CHI is that you will have the same 24/7 access to a Medical Practitioner, as you have with your Behavioral Health Practitioner.
8. Since we are a one-stop shop, we are able to easily get you to see a Dentist and Optometrist in CHI unless your insurance plan requires us to use other community clinicians.
9. You may have some problems or concerns that we may not be able to address in CHI. To ensure that we address all of your care needs, we may occasionally need to refer you elsewhere to see Specialists or for tests and procedures. We aim to process all routine **referrals** to Specialists and for procedures within 14 working days. If you do not receive any information on a referral within 2 weeks, please contact us at **305-278-6427**. Urgent referrals are not processed in less than 4 days. It is important to ensure that you follow up with us after all your referrals. If we have not specifically discussed your referral results with you and a plan of care for that, please do not assume that the results were normal.
10. Your Care Team will also be responsible for ordering lab tests and medication refills. Again, please do not assume results are normal unless you have discussed them with us.
11. We make every effort to engage you and your family or significant others in your care and care decisions and in the development of your treatment plan.
12. We have staff that speak multiple languages and have significant experience with different cultures. We also have access to others who can help us with professional translation services if none of us can speak or understand your language.
13. We will periodically ask you to share your feedback on how we are performing as a Behavioral Health Home, and in making CHI the best place to receive care.

SAFETY TIPS

Your health and safety are VERY IMPORTANT TO US. You, as the patient, can play a role in helping to make sure your care is safe by actively participating in your care.

We want you to feel comfortable doing all of the following:

1. Ensure that our staff has your **accurate phone numbers and address** so that we can reach you in an emergency, for example, when you have abnormal test results that have to be addressed before your next visit.
2. Make sure all members of the Care Team **confirm your identity** using two different identifiers i.e... Your name and date of birth when they meet you and prior to giving you any treatment or performing a test or procedure. You may have been a patient of ours for many years but it is important that we confirm your identity during your visit.
3. Don't hesitate to tell a member of our staff if you think he/she has confused you with another patient.

4. Carefully **read all forms and consents** for procedures and make sure you understand them before signing. If you do not understand, ask your doctor or a member of our staff to explain them.
5. Expect our clinical staff to **wash their hands**. Feel free to ask them when the last time they washed their hands was.
6. Please provide us with any or all information needed to help us provide the best care for you. For example, please ensure that you give us a complete and accurate personal and family history, as well as the names of any prescribed or over-the counter medications you take.
7. **Ask us about your diagnosis and planned treatments or surgical procedures**. If you were not given written information and you would like some, just ask.
8. **Ask about the purpose of any medications or prescriptions you are given**, including possible side effects. Make sure you have the most current medication list. If not, please ask us.
9. Before you leave our office, make sure you understand all of our instructions and have made your follow-up appointment or know when your doctor expects to see you next.

Please **SPEAK UP** if you have questions or concerns. If you don't understand, ask again. Don't be afraid to ask about safety. Tell any member of our team if something doesn't seem quite right. If your concerns are not addressed please ask to speak to a Patient Advocate, someone in administration or you may call 305 252 4853. As an accredited organization, we are also required to inform you that you may contact the Joint Commission if we do not adequately address your safety concerns.