

# Patient Handbook

*The Family Health Centers logo features five pictures that stand for the basic forces contributing to good health.*



The apple reflects good nutrition and a healthy lifestyle



The sun, a clean environment



The cross, quality health care



The heart, loving, caring, and a good attitude



And the hand represents heredity and family.



Make regular checkups part of your routine!



**Family Health Centers** INC.  
2215 Portland Ave  
Louisville, KY 40212  
502-774-8631  
[www.fhclouisville.org](http://www.fhclouisville.org)



**Family Health Centers** INC.  
*Healthcare with Heart*



Accredited by the  
Joint Commission

# Locations, Phone Numbers, Hours



Portland



E. Broadway



Fairdale



Iroquois



Southwest



Americana



Phoenix

## Family Health Centers

1. **Portland • 774-8631** • 2215 Portland Ave. 40212
2. **E. Broadway • 583-1981** • 914 E. Broadway 40204
3. **Fairdale • 361-2381** • 1000 Neighborhood Place, Fairdale, KY 40118
4. **Iroquois • 366-4747** • 4100 Taylor Blvd. 40215
5. **Southwest • 995-5051** • Southwest Medical Center, Bldg. 1, Suite 220, 9702 Stonestreet Rd. 40272
6. **Americana • 772-8860** • 4805 Southside Dr. 40214
7. **Phoenix • 568-6972** • 712 E. Muhammad Ali Blvd. 40202 • *Health Care and Case Management Services for the Homeless*

### Weekdays

Mon–Fri \_\_\_\_\_ All Clinics \_\_\_\_\_ 8 am - 4:30 pm

### Evenings

Mon–Thurs \_\_\_\_\_ Portland \_\_\_\_\_ until 9 pm  
 Tues \_\_\_\_\_ Portland Pediatrics \_\_\_\_\_ until 9 pm  
 Mon–Thurs \_\_\_\_\_ East Broadway \_\_\_\_\_ until 9 pm  
 Tues \_\_\_\_\_ Iroquois \_\_\_\_\_ until 8:30 pm  
 Tues \_\_\_\_\_ Phoenix \_\_\_\_\_ until 8:00 pm  
 1st & 3rd Thurs \_\_\_\_\_ Fairdale \_\_\_\_\_ until 8:30 pm

### Weekends

Saturday \_\_\_\_\_ Portland \_\_\_\_\_ 8 am - noon  
 Saturday \_\_\_\_\_ Portland Pediatrics \_\_\_\_\_ 8 am - noon

### We are accessible

for those with hearing, vision, or mobility impairment.

We provide interpreters for any patient who cannot communicate in English. A number of informational brochures are available in other languages.

### For your safety

- Any patient with a rash must report this immediately to the front desk.
- All FHC centers and campuses are smoke-free.
- Children in waiting rooms must be watched by parents or guardians. We are not responsible for your child's safety.
- No weapons are permitted to be brought into any FHC center.

Locations, Hours and Phones Numbers ..... Inside Front Cover

Map of Center Locations and Directions to travel to Portland Center from Satellites ..... Inside Back Cover

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### Our History

FHC was established in 1976 as a primary care center by the Board of Health. Its satellite clinics have opened over the years as the need for community health centers has expanded.

The Family Health Centers' (FHC) main location in Portland is housed in a former U.S. Marine Hospital building. The Hospital was created to serve one of the country's earliest rootless populations, the riverboatmen. Murals of the neighborhood's river history are preserved in the lobby, basement, and on the second and fourth floors of FHC-Portland.

### Our Mission

The Mission of Family Health Centers, Inc. is to provide residents of Louisville and Jefferson County access to high quality primary and preventive care services without regard to the ability to pay.

### Our Vision

The vision of Family Health Centers, Inc. is to be a leader in the delivery of primary and preventive health care services by:

- Providing services that are affordable and of the highest quality;
- Never losing sight of the needs in our communities;
- Always being sensitive to the unique cultural characteristics of those we serve;
- Basing our philosophy of care on a respectful partnership between patients, providers and staff;
- Offering education and preventive services, as well as comprehensive primary care services for the treatment of disease; and
- Promoting a working environment in which care is delivered in a caring atmosphere of hospitality, cooperation and trust.

## Table of Contents

### Important Numbers

**Billing Questions**  
772-9064

**Portland Pharmacy**  
772-8625

**Portland Dental Clinic**  
772-8160

**Behavioral Health**  
772-8175

**Medication Assistance**  
772-8370

**Enroll in Medicare Part D**  
772-8187

**Health Education**  
772-8588

**Phoenix Dental Clinic**  
569-6972

### Helpful Numbers

Crisis & Information .....  
 Center ..... 589-4313

Food Stamp Program .....  
 ..... 595-4238

Kentucky Medical Asst.  
 Program ..... 595-4260

Social Security .....  
 Main Office 582-6690  
 East Office 244-0593  
 West Office 775-5709

Social Services Info .....  
 & Referral... 574-8000

WIC ..... 574-6676

## About Us

*Get regular checkups!*

**Well child checkups can help your child have a bright future.**

See the schedule on p. 18



## Family Health Centers offers ...

- Medical care for people of all ages, from infant to elderly
- Special care for women, including prenatal care, mammograms, and family planning
- Many special services for children, including immunizations, well-child checkups, school physicals and sports physicals
- Dental care
- Laboratory service
- X-rays
- Pharmacy
- Behavioral Health services, including counseling, case management, medicine assistance, help with selecting/enrolling in Medicare Part D, K-CHIP and Passport enrollment, and linkage with needed community resources.
- Free classes or consultation on family planning, nutrition, weight loss, childbirth, car seat safety, and more
- Diabetic care and resources
- Occupational health services

*Please note: Our services are available to all patients but may not be available at the center you regularly visit.*

## Our staff includes:

- Family Practice Physicians
- Internal Medicine Physicians
- OB/GYN Practitioners
- Pediatricians
- Nurse Practitioners
- Pharmacists
- Dentists, Dental Hygienists
- Behavioral Health Clinicians
- Health Educator
- Consulting Psychiatric Provider
- Nurses and Medical Assistants

## Appointments

Anyone may come to Family Health Centers for medical care. Patients are seen by appointment. Call to make an appointment.

✓ To see a doctor for an urgent problem, call early for a “same day” appointment.

✓ Please call if you are unable to keep an appointment or if you will be late.

## After hours

If you need to contact a physician after hours or on holidays, call the center you regularly visit. An answering service will have the physician-on-call return your call as soon as possible.

## Some things to remember

✓ You will receive a patient ID card on your first visit. Please bring it and your insurance card to each visit and to the Pharmacy.

✓ Bring all medicines to your appointment.

## Hospitalization

If your FHC physician determines that you need to be hospitalized, he or she will make arrangements for you to be admitted to an area hospital.

## Patient Payment Responsibilities

Family Health Centers is committed to providing patients with quality, affordable health care. The following will provide you with information regarding the billing policies of Family Health Centers and what you can expect to pay.

### Sliding Fee Scale

Your **Pay Class** is determined by your family size and income. The total charge for your visit will be determined by adding the Office Visit charge and charges for other services that may be ordered at the time of the visit. For example, additional charges may be added for lab test, x-rays, immunizations or family planning services. Dental services are charged separately. You will be billed according to your Pay Class for these additional charges.

If your Pay Class is:	Percentage of total charges you will pay:
CLASS 1	100%
CLASS 2	80%
CLASS 3	60%
CLASS 4	40%
CLASS 5	20%
CLASS 6	Minimum Fee Only

Pharmacy prescriptions are charged separately and must be paid for at the time of pick up.

### Minimum Fees

The minimum fee is the amount you are expected to pay on the day of your visit. This amount varies depending on your Pay Class. This amount is not the total charge for your visit. Class 6 fees cover the visit, labs and any x-rays ordered by your provider. You will be billed for injections and supplies.

### Clinic Charges

The service provided to you will determine your charge. Your charges will be added up in the Billing Department after your visit. If your charges are more than your minimum fee, **you will be billed for the balance.** Monthly payments must be made until your balance is paid in full.

### Monthly Statements

If you have a balance on your account, every month you will get a bill. **You must make a payment every time you get a bill.** If you cannot send a payment, you must call the Billing Department. The phone number will be on your bill. We will make every effort to arrange a payment plan that fits your needs. If you miss a payment and do not contact our office, your account may be sent to a collection agency.

### Insurance and Passport

We will file your insurance for your visit. Family Health Centers accepts assignment with Anthem, Humana PPO, Medicare, Medicaid, Passport and Champus. We do not take HMO insurance. You may be asked to call your insurance company if they do not respond to our claim, **unless** you have one of the plans listed above.

## Billing Information

*The Billing Department is here to help you. You may call us at 502-772-9064 if you have any questions.*

**It is not possible to determine the amount you will be charged in advance. Any prices quoted to you, prior to the completion of the visit, should be considered an estimate only.**

## Patient's Rights

### YOU HAVE THE RIGHT...

- to considerate and respectful care.
- to obtain complete and current information concerning your diagnosis, treatment, and prognosis from your health care provider in terms that you can reasonably be expected to understand. When concerns for a patient's health make it unwise to give such information to the patient, the information will be given to an individual designated by the patient or to a legally-authorized individual.
- to receive any information from your health care provider necessary to give informed consent prior to the start of any procedure and/or treatment. Unless concerns for the patient's health make it unwise, patients are given an opportunity to participate in decisions involving their health care.
- to refuse treatment to the extent permitted by law, and to be informed of the potential medical consequences of such action.
- to every consideration of your privacy concerning your own health care program and the right to expect that all communications and records pertaining to your care will be treated as confidential. This includes the right to choose if a person of the opposite sex is present during the exam.



- to expect that, within its capacity, Family Health Centers (FHC) must respond reasonably to patient requests for services.
- to obtain information concerning the relationship of FHC to other health care and educational institutions where your care is concerned.
- to request assistance in the development of Advanced Directives such as a Living Will or Health Care Surrogate.



- to receive and examine an explanation of your bill, regardless of the source of payment.
- to express a complaint, as outlined in the Patient Grievance Procedure located in the office of Administration, and to expect a response to that complaint within a reasonable period of time.

### YOU HAVE THE RESPONSIBILITY...

- to be considerate and cooperative in dealing with FHC's staff and to respect the rights of fellow FHC patients.
- to ask questions and to seek clarification necessary to adequately understand your illness and/or treatment.
- to obtain and carefully consider all information needed or desired in order to give informed consent for a procedure and/or treatment.
- to weigh the potential consequences of any refusal to comply with instructions or recommendations of your health care provider.
- to schedule appointments and to arrive at FHC in time for scheduled visits. Patients also have the responsibility to notify FHC if they must cancel or be late for a scheduled appointment.
- to express opinions, concerns, or complaints in a constructive manner.
- to ensure that all information provided for inclusion in your medical record is complete and accurate.



### Speak Up

- S**peak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.
- P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.
- E**ducate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- A**sk a trusted family member or friend to be your advocate.
- K**now what medications you take and why you take them. Medication errors are the most common health care errors.
- U**se a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by Joint Commission.
- P**articipate in all decisions about your treatment.

## Patient's Responsibilities

*Always call for an appointment. See inside front cover for phone numbers.*

**What is a healthcare "provider"?**  
"Provider" is a general term referring to either a **Physician or ARNP, an Advanced Registered Nurse Practitioner.**

**Ombudsman**  
For difficult problems, call 772-8560.

## OUR PLEDGE REGARDING MEDICAL INFORMATION:

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at Family Health Centers (FHC). We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by FHC.

### Here are our legal duties and privacy practices with respect to protected health information:

- ✓ Make sure that medical information that identifies you is kept private;
- ✓ Give you this notice of our legal duties and privacy practices with respect to medical information about you; and
- ✓ Follow the terms of the notice that is currently in effect.

**This notice will tell you about the ways in which we may use and disclose medical information about you. For each category of uses or disclosures we will explain what we mean and try to give some examples.**

### For Treatment:

We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, or other FHC personnel who are involved in your care and treatment. For example, your provider and his/her medical assistant will refer to your medical record when you are seen at FHC for medical care.

### For Payment:

We may use and disclose medical information about you so that the treatment and services you receive at FHC may be billed. For example, FHC's accounting department will use the information on the encounter form to bill insurance companies, Medicare, Medicaid and/or the patient.

### For Health Care Operations:

We may use and disclose medical information about you for FHC's operations. These uses and disclosures are necessary to run Family Health Centers and to make sure that all of our patients receive quality care. For example, when patients call FHC for a prescription or message for their medical provider, your medical record will be taken out of the file by an employee in the medical records department and delivered to the nurse in Triage or the provider.

**Here is a description of the purposes for which we are permitted or required to use or disclose your health information without your written consent or authorization:**

### As Required By Law:

We will disclose medical information about you when required to do so by federal, state or local law.

### To Avert a Serious Threat to Health or Safety:

We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

### Health Oversight Activities:

We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Other uses and disclosures of your health information will be made only with your written authorization. You have the right to revoke an authorization.

We may contact you to provide appointment reminders, information about treatment alternatives or other health-related benefits and services that may be of interest to you. Examples of how we may contact you are: By mail or phone.

## YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU:

- ✓ The right to request restrictions on certain uses and disclosures of protected health information. We are not required to agree to your request.
- ✓ The right to receive confidential communications of protected health information.
- ✓ The right to inspect and copy protected health information.
- ✓ The right to amend protected health information. To request an amendment, your request must be in writing. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include an appropriate reason to support the request.
- ✓ The right to receive an accounting of disclosures of protected health information.
- ✓ The right to receive this notice electronically and to obtain a paper copy of the notice from us upon request.

**To contact us with any questions, concerns or complaints** with regard to the protection of your health information, please call **502-774-8631** and ask the Operator for the Privacy Officer.

You may contact us or the Secretary of Health and Human Services if you believe your privacy rights have been violated.

You will not be penalized for filing a complaint. You have the right to revoke your consent, in writing, except where we have already made disclosures in reliance to your prior consent.

We are required to abide by the terms of the notice currently in effect. We reserve the right to change the terms of this notice and to make the new notice provisions effective for all protected health information that we maintain. If we change this notice, we will provide you with the revised notice upon your next visit to Family Health Centers.

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

PLEASE REVIEW IT CAREFULLY. WE ARE REQUIRED BY LAW TO MAINTAIN THE PRIVACY OF PROTECTED HEALTH INFORMATION. WHERE STATE LAWS EXIST THAT ARE MORE STRINGENT THAN FEDERAL PRIVACY LAWS, THE STATE LAWS ARE ADHERED TO.

## Your Rights

### Title VI of the Civil Rights Act of 1964

Provided by the U.S. Department of Health and Human Services  
Office for Civil Rights, Washington, D.C. 20201  
202-619-0403

#### What Is Title VI?

Title VI of the Civil Rights Act of 1964 is a national law that protects persons from discrimination based on their race, color, or national origin in programs and activities that receive Federal financial assistance.

If you are eligible for Medicaid, other health care, or human services, you cannot be denied assistance because of your race, color, or national origin. The Office for Civil Rights (OCR) in the U. S. Department of Health and Human Services (DHHS) enforces Title VI as well as other civil rights laws.

Some of the institutions or programs that may be covered by Title VI are:

- ✓ Extended care facilities
- ✓ Public assistance programs
- ✓ Nursing homes
- ✓ Adoption agencies
- ✓ Hospitals
- ✓ Day care centers
- ✓ Mental health centers
- ✓ Senior citizen centers
- ✓ Medicaid and Medicare
- ✓ Family health centers and clinics
- ✓ Alcohol and drug treatment centers

#### Prohibited Discriminatory Acts

There are many forms of illegal discrimination based on race, color, or national origin that frequently limit the opportunities of minorities to gain equal access to services. A recipient of Federal financial assistance may not, based on race, color, or national origin:

- ✓ Deny services, financial aid or other benefits provided as a part of health or human service programs.
- ✓ Provide a different service, financial aid or other benefit, or provide them in a different manner from those provided to others under the program.
- ✓ Segregate or separately treat individuals in any matter related to the receipt of any service, financial aid or other benefit...

More common discriminatory practices are identified in the DHHS Title VI regulation found at 45 CFR Part 80.

## Making Healthy Choices

Why do YOU want to be healthy? Is it so you can be active and feel good? Spend time with your family and friends? Look forward to a long life? Once you've figured out why you want to be healthy, here's how to do it:

### 1. LOWER YOUR RISK: Make healthy choices

Making healthy choices means **eating well, regular physical activity,** and being **smoke-free**. Changing unhealthy habits can be a challenge. You **can** be successful if you:

*Start small...* Set a small goal for something **you** want to change— such as adding one piece of fruit to one meal each day, walking around your block twice after dinner three times a week, or cutting out desserts at lunch. Practice this goal for one or two weeks to make it a habit. Feel successful! Then make a new goal.

*Get support...* Make these changes with the help of friends, family, and your health care provider. Ask your sister to go to Stop Smoking classes with you. Get a co-worker to walk with you at lunch. Ask your family to change eating habits with you. Join a water aerobics class for beginners.

Eating well, exercising, and being smoke-free are the best ways to lower your risk for health conditions like heart disease, heart attack, stroke, diabetes, and many cancers. You can also control conditions you already have by making healthy choices. **Ask your doctor what you can do and turn the page for ideas to get started!**

### 2. CATCH IT EARLY: Keep up with health screenings

**Many diseases and health conditions can be prevented or controlled if they are caught early.** That is why screening tests are so useful. They can find problems a long time before you would notice any signs that something was wrong. Sometimes catching it early can mean the difference between life and death.

Men and women should have regular screenings for heart health, diabetes, cancers, and other conditions. **Check the Screening Checklist on the next pages to see if you are due for any screenings.** Make an appointment with your doctor to get screened today!

- ▶ Your medical provider may recommend that you be screened sooner or more often than advised on the next pages, depending on your age, race / ethnicity, health, family history, or other factors.
- ▶ Your provider may also recommend testing for sexually transmitted diseases, a bone density scan, or a chest x-ray.
- ▶ Ask about staying up-to-date with immunizations for Tetanus, Flu, Hepatitis B, and Pneumonia.



For information on how to file a complaint of discrimination, or to obtain information of a civil rights nature, please contact the OCR.

Their employees will make every effort to provide prompt service.

Hotlines:  
1-800-368-1019  
(Voice)

1-800-537-7697  
(TDD)

E-Mail:  
ocrmail@hhs.gov  
Website:  
<http://hhs.gov/ocr>

Or, you may contact Family Health Centers' Compliance Officer at 502-772-8400.

# CATCH IT EARLY: Screening Checklist

## MEN and WOMEN

### Blood pressure

**Why?** ▶ If you have high blood pressure, blood moves through your arteries with more force than normal. This can damage your blood vessels, which can cause heart disease, heart attack, stroke, and kidney disease. Screening can find high blood pressure early so you can take action to prevent these serious conditions.

**How?** ▶ Blood pressure cuff on arm.

**When?** ▶ Age 18 and up, at least every 2 years.

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

### Cholesterol

**Why?** ▶ Cholesterol is a soft, fat-like substance found in the bloodstream and in your body's cells. When there is too much in your blood, it can join up with other fats to clog your arteries (the "pipes" that carry blood through your body). These clogs can reduce blood flow to the heart or brain and cause heart attack or stroke. Screening can find high cholesterol early so you can take action to prevent these serious conditions.

**How?** ▶ Blood test for cholesterol level.

**When?** ▶ For MEN: age 35 to 65, every 5 years.  
For WOMEN: age 45 to 65, every 5 years.

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

### Diabetes

**Why?** ▶ Everyone has some glucose (sugar) in their blood, because your body uses it for energy. But if your blood sugar is too high, you are at risk for diabetes or may already have the disease. Diabetes can cause heart disease, stroke, nerve damage, and kidney or eye problems. Screening can find high blood sugar early so you can take action to prevent diabetes or keep it under control to prevent these serious conditions.

**How?** ▶ Blood test for glucose level.

**When?** ▶ Age 45 and up, every 3 years (especially if you are overweight).

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

### Colorectal cancer

**Why?** ▶ Cancers of the colon and rectum can be deadly because often they are found too late to be treated. Colorectal cancer develops from growths in the colon and rectum called "polyps." Screening can actually prevent colorectal cancer because the polyps can be removed before they become cancerous.

**How?** ▶ Fecal occult blood test (patient receives kit to collect stool sample at home so it can be tested for blood at the clinic); Colonoscopy (flexible tube with camera is inserted to check entire rectum and colon for problems); or other similar procedures.

**When?** ▶ Age 50 and up, every year for fecal occult blood testing OR every 10 years for colonoscopy (*more often if colorectal cancer runs in your family*).

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

## MEN and WOMEN

### Dental cleaning

**Why?** ▶ Regular dental check-ups and cleanings keep your teeth and gums healthy.

**When?** ▶ Age 6 months and up, every 6 months. Also make sure to brush and floss daily.

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

## WOMEN

### Breast cancer

**Why?** ▶ Breast cancer can develop when breast cells divide and grow abnormally. Screening can find breast cancers at an early stage, when they are small and treatments will work best.

**How?** ▶ Mammogram (each breast is pressed between two plates so that an X-ray image can be made).

**When?** ▶ Age 40 and up, every 1 to 2 years (more often if breast cancer runs in your family). Women should also do self-breast exams every month. Ask your health care provider for instructions.

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

### Cervical cancer

**Why?** ▶ Cervical cancers can develop if cells in the lining of the cervix become abnormal (sometimes caused by STDs). Screening can find abnormal cells early so they can be removed before they become cancerous.

**How?** ▶ Pap test (a metal or plastic instrument is placed in the vagina so that the cervix can be seen clearly and a sample of cells and mucous can be taken from the cervix to be tested).

**When?** ▶ Age 21 (or earlier if sexually active) to 65, at least every 3 years (more often if you have a history of abnormal results or your medical provider requires the test to receive birth control).

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

## MEN

### Prostate cancer

**Why?** ▶ The prostate is a gland in men that produces fluid for semen. Some prostate cancers grow very slowly and remain in the prostate; others grow quickly and spread – but it can be difficult to tell the difference.

**How?** ▶ Blood test for prostate-specific antigen (PSA); Digital rectal exam (the prostate gland is in front of the rectum, so the doctor can feel if there are any bumps or hard places in the prostate which might be cancer).

**When?** ▶ Age 45 and up: talk with your doctor about the benefits and risks of testing.

AM I DUE FOR A SCREENING?  YES  NO

MY QUESTIONS: \_\_\_\_\_

## Lower Your Risk: Ideas to Get Started

### Eating Well

- a) Eat a variety of foods. Picking foods from each of the categories below everyday will help you get all the vitamins and minerals you need to be healthy. Eat at least five fruits and vegetables a day.
  - **Vegetables** – especially dark green leafy vegetables, deep-yellow vegetables, & legumes
  - **Fruits** – especially melons, berries, and citrus fruits (such as oranges and grapefruits)
  - **Meats/Beans** – choose lower fat meats (such as lean pork or poultry prepared without the skin), eggs, fish, & beans (such as navy, kidney, or black beans)
  - **Dairy products** – choose low-fat milk, yogurt, & cheese
  - **Grains** – especially whole grains (such as oatmeal or whole grain breads)
- b) Limit foods that are high fat. High-fat foods can cause weight gain because they are high in calories. They can also increase your cholesterol. These include ice cream, butter, cheese, cream, whole milk, and meats like bacon or chicken with the skin.
- c) Limit portion sizes. If you have smaller amounts at every meal, you can make a big difference in how many calories you eat and how much weight you gain over time. Have half a chicken breast instead of eating the whole thing. Have one scoop of mashed potatoes instead of two. Have one Coke a day instead of three. Use smaller plates! To find out how much you need to eat, go to [www.mypyramid.gov](http://www.mypyramid.gov).



### Physical Activity

All kinds of moderate physical activity can help you stay healthy, including walking, water aerobics, gardening, and shooting baskets with the kids. Adults should aim for 30 minutes of moderate physical activity most days of the week. In general, the more physically active you are, the healthier you will be. If you haven't been active before, walking is a great way to start. Ask your medical provider for advice. Find a partner and a place and time to walk. Warm up with stretching before you start and cool down when you are finished. Start slow with just 10 minutes a day. Add five more minutes each week until you work up to walking 30 minutes most days.

### Being Smoke-Free

Smoking is probably one of the hardest unhealthy habits to break, but quitting now is one of the best things you can do for your health. Ask your medical provider about medications to help you quit. Call Louisville Metro Public Health and Wellness to register for free stop smoking classes so you can get the support you'll need: (502) 574-7867. Call the Kentucky Tobacco Quit Line for information and support: 800-QUIT-NOW.

**Ask your medical provider about other adult health issues, such as taking medicines correctly, sexual health, menopause, depression, pain management, alcohol and drug addictions, dental health, hearing and eye tests, and immunizations.**

## Making Your Own Healthcare Choices

All adults in hospitals, nursing homes, and other health care settings like Family Health Centers, have certain rights. You have the right to quality medical care, and the right to confidentiality. Equally important is your right, as an adult patient, to make your own decisions ahead of time about the kind of treatment you would want in a medical crisis.

### What is an Advance Directive?

An Advance Directive instructs your doctors, in advance, what kind of treatment you want—or do not want—if you develop a serious medical condition. For example, if you are taken to a hospital in a coma, your Advance Directive will speak for you. The hospital staff will know exactly what kind of treatment you want, even though you are unable to communicate. Your Advance Directive only goes into effect if you become so sick that you cannot communicate your decisions about medical treatment.

If you decide to write an Advance Directive, talk to your family, close friends and doctor before making any decisions. Begin by deciding which of the following types of Advance Directives best suits your wishes. Remember, the decision to have an Advance Directive is entirely up to you. Family Health Centers will honor your Advance Directive to the **full extent permitted by Kentucky law**.

#### 1. Living Wills

In Kentucky, a Living Will is a legal document that lets a person age 18 or older who is of sound mind document his or her wishes about medical treatment should he or she be at the end of life and unable to communicate. It may also be called a “directive to physicians,” “health care declaration,” or “medical directive.” This piece of paper is called a Living Will because it expresses what you want done while you are still alive, not after you are dead as in a traditional Last Will and Testament. A Living Will does not become effective until two doctors certify that your medical condition is terminal. It would allow withholding food or fluids or treatments if you wish, but does not apply to a pregnant woman. If you have a Living Will, Family Health Centers will put a copy of it in your medical record. A Living Will must be notarized or witnessed by two people who are not blood relatives, or who do not stand to inherit property or money at the time of your death.

#### 2. Medical Power-of-Attorney

A Medical Power-of-Attorney is a legal document that allows an individual to appoint someone else to make decisions about his or her medical care if he or she is unable to communicate.

*continued on following page*

## Advance Directives

### Taking Charge

### Your Right to Make Health Care Decisions



## Advance Directives

continued

### For more information, contact:

Division of Aging Services,  
Commonwealth of Kentucky,  
502-564-6930

Senior Citizens Centers (See your local telephone directory.)

Legal Aid and Legal Services Corporation (See your local telephone directory.)

A Private Attorney

State Legislators or Legislative Research Commission,  
1-800-372-7181

Louisville Bar Association Lawyer Referral Service,  
502-583-1801

Kentucky Organ Donor Affiliates,  
1-800-525-3456

This information is provided in accordance with the Commonwealth of Kentucky's "Living Will Act." It is provided for information purposes only, and should not be considered legal advice. Family Health Centers takes no position on whether a person should execute an Advance Directive.

This type of advance directive may also be called a "health care proxy," "durable power of attorney for health care," or "designation of a health care agent or surrogate." A surrogate or agent is an adult you select to make health care decisions for you, should you become unable to make these decisions for yourself. This person can be a relative or friend. They may not be an employee, owner, director or officer of a health care facility in which you are a resident or patient, unless they are related to you by blood or marriage.

### 3.A Statement of Your Own Decisions

A Statement of Your Own Decisions can be used to express your wishes regarding medical treatment. If you tell your doctor what you want—or don't want—make sure he or she writes it down in your medical record. It's a good idea to discuss your wishes, but you cannot be sure they will be honored unless you write them down and give them to your family and doctor.

Part 1 of the Kentucky Advance Directive is a form allowing you to grant medical power of attorney to a health care surrogate. Part 2 is a form allowing you to create a Living Will. You can obtain a copy of this document from your Family Health Center receptionist.

You can best protect your treatment wishes by having a living will and appointing a health care agent. Each offers something the other does not. The appointment of an agent ensures a more flexible form of decision making, since the agent can respond to unanticipated changes and base decisions not only on written or verbal expressions of treatment wishes, but also on general knowledge of the patient. Nonetheless, the living will can be very useful for several reasons. If the agent becomes unavailable or unwilling to serve, the living will can serve to guide medical decision making. The living will can reassure the agent that he or she is following the wishes of the principal and ease the burden of decision making. If the agent's decisions are challenged, the living will can provide evidence that the agent is acting in good faith. Finally, not everyone has someone to serve as a health care agent.

### If You Choose An Advance Directive

If you choose to have an Advance Directive, make sure that someone—your lawyer or a member of your family—knows where it is. Ask your Family Health Center physician to make your Advance Directive part of your medical record. Keep a copy of this paper in a place where it can be found easily, and place a card in your wallet that says you have an Advance Directive and where it can be found.



## What you should know about HIV and AIDS

HIV (Human Immunodeficiency Virus) is the virus that causes AIDS (Acquired Immune Deficiency Syndrome). It makes the body weak and unable to fight infection and disease. HIV may live in the body for years before any symptoms appear. During this time, the infected person may not know they are sick and may be spreading the disease to others. At the point where the HIV-infected person can no longer fight off other illnesses, he or she is sick with AIDS.

There is no vaccine to prevent AIDS. AIDS is fatal. There is no cure.

### How AIDS is not spread

You cannot get HIV or AIDS by:

- Nonsexual casual contact such as hugging, shaking hands, and closed-mouth kissing.
- Sharing food, forks, spoons, or plates.
- Donating blood or plasma.
- Being a friend to someone with HIV or AIDS.

### How AIDS is spread

The HIV virus is passed from an infected person to another person by:

- Sharing body fluids during sex (vaginal sex, oral sex, or anal sex). This is true whether you are heterosexual ("straight") or homosexual ("gay").
- Sharing needles, syringes, or "works."
- An infected mother passing the virus to her unborn child before or during childbirth.
- An infected mother passing the virus to her child through breast milk.
- Receiving contaminated blood or blood products, organ/tissue transplants, and artificial insemination (rare now since testing for HIV antibodies began.)

### Don't be afraid, BE CAREFUL

Here are easy steps you can take to reduce your chances of becoming infected with HIV or AIDS:

- Do not shoot drugs. If you do, get help. Do not share needles, syringes, or "works."
- Have sex only with a person you know is not infected or do not have sex.
- Whether you are gay or straight, use a latex condom (rubber) with a spermicide (contraceptive foam), or a female condom, or a dental dam, every time you decide to have sex. Although condoms are not 100% effective, latex condoms with spermicide used properly offer the best protection against the HIV virus.

*continued on following page*

## HIV and AIDS

*Information in accordance with KRS 214.610*

**If you have HIV, or suspect you have been exposed to the virus, see your Family Health Center provider immediately.**



## HIV and AIDS

continued

### FACTS ON HEPATITIS B

*(The following information is from the Hepatitis B Foundation)*

- Hepatitis B is the most common cause of serious liver disease.
  - One out of 20 people in the U.S. is infected with the Hepatitis B virus.
  - Each year 200,000 people in the U.S. will become infected with Hepatitis B.
  - One-third of the people in the U.S. who have Hepatitis B do not know they are infected.
  - 5,000 people will die this year in the U.S. from the virus.
  - The Hepatitis B virus is transmitted through blood and body fluids containing blood.
  - This can occur through direct blood-to-blood contact, unprotected sex, illicit drug use, and from an infected woman to her newborn during birth.
  - HBV is 100 times more infectious than the AIDS virus.
- Need more information? Ask your provider. Vaccines are available to prevent Hepatitis B.**

#### You should be tested if you:

- Have had sex with someone who has HIV
- Have shared needles or syringes with someone who has HIV
- Have had multiple sex partners or if you have sex with someone who has had multiple partners
- Have had sex through prostitution (male or female)
- Have had sex with injecting drug users
- Had a blood transfusion between 1978 and 1985
- Are a woman who is pregnant or desires to be pregnant and who wishes to reduce the chance of your baby getting HIV from you, should you be HIV positive.

Remember: You can't tell whether or not someone has HIV just by looking at them.

#### Diagnosis and Treatment

Early diagnosis of HIV infection is very important! The earlier you know about your infection, the better your chances are for treatment. If you have HIV, or suspect you have been exposed to the virus, see your Family Health Center doctor or nurse immediately.

#### For information about HIV and AIDS, contact:

Specialty Clinic - 850 Barret Ave., Ste. 301	502-574-6699
HIV Care Coordinators	502-574-0161
Wings Clinic	502-561-8844
Care Team Ministries	502-574-6086
Pastoral Care & Counseling	502-574-8484
AIDS Service Center	502-584-5490
Internet Resource Site	www.friendtofriend.org

Center for Disease Control National AIDS Hotline (24 hours, 7days/wk.)	1-800-342-2437
AIDS referral, education, and information (including pamphlets and brochures). Hearing impaired, call 1-800-243-7889, Monday through Friday, 10 AM - 10 PM.	

Louisville Metro Health Department	574-8000
Entry point to social and support services programs.	

## Health Education Classes

### Family Planning Class

Thinking about dating or in a relationship? Have questions about birth control or condoms? Learn more about the FHC Family Planning Program, birth control methods, sexually transmitted diseases (STDs), and how to protect your sexual health. Offered at Portland, East Broadway, Iroquois, and Fairdale.

### Early Prenatal Class

Congratulations, you're pregnant! Prenatal class is a great way to learn about nutrition, exercise, and coping with discomforts during pregnancy. Sign up during your first or second trimester. Offered at Portland, East Broadway, Iroquois, and Fairdale.

### Labor & Delivery Class

Are you ready to give birth? Learn about what to expect during labor, when to go to the hospital, and procedures that may be used during labor. A videotaped birth and caesarean section will also be shown. Sign up during your second or third trimester. Offered at Portland, East Broadway, Iroquois, and Fairdale.

### Prepared Childbirth

Getting ready to give birth? This multi-part class will answer all your questions about what to expect during labor, when to go to the hospital, and procedures that may be used during labor. You will have a chance to practice positions and relaxation techniques for labor during this class. Several videotaped births will be shown. Sign up during your second or third trimester. Offered at Portland.

### Cooper/Clayton Stop Smoking Class

Are you a smoker? Are you ready to quit? The Cooper/Clayton Method has helped many smokers quit – and it can work for you too. Attend 13 weekly one-hour sessions with other former smokers and use nicotine replacement products (patches, gum, or lozenges) to help break your addiction to nicotine. Offered at Portland.

### Diabetes Management Class

Patients and family members will learn about diabetes and steps for self-managing their condition. These classes are taught by a Certified Diabetes Educator. Offered for all FHC clinics.

### Living Well Workshop

Do you have diabetes, arthritis, asthma, heart or lung disease, high blood pressure, cancer, pain, depression, or other ongoing health conditions? Get support and learn how to manage your condition during this six-week workshop. Offered at Portland and Fairdale clinics.

## Classes and Programs

**Call 772-8588 for class schedules, registration, and more information about the health education classes listed.**

**MORE CLASSES! Call 574-6663 for information about free classes offered by the Louisville Metro Department of Public Health and Wellness, including exercise (Low-Impact Aerobics and Tai Chi), weight control, and diabetes management.**

## Health Education Classes

### Car Seat Safety Class

Learn how to keep your child safe in your car. Car seats are provided and can be used for newborns up to toddlers weighing 40 lbs. FHC also has free booster seats (children 40–80 lbs.) and bike helmets (toddlers to adults). Offered at Portland, East Broadway, Iroquois, and Fairdale. Please call to find out the fee for a car seat or bike helmet.

### TOPS: Take Pounds Off Sensibly

Want to lose weight? Join the TOPS weekly weight-loss support group. You'll have weekly weigh-ins, learn how to manage your eating, and get support to stay motivated. Members also get a monthly magazine with recipes and more. Offered at Portland.

### We Can! Workshop

For parents of 7 to 13 year old children. Help your child eat better and be more active to maintain a healthy weight. Class includes a Parents Handbook, cooking demos, and a chance to talk with and get support from other parents. Offered at Portland.

Our schedule of classes varies according to interest shown and the availability of instructors.

## Could your child be suffering from lead poisoning?

### SYMPTOMS:

- Sleep disorders
- Speech difficulties
- Learning disabilities
- Poor attention span
- Kidney problems

SOME NEIGHBORHOODS HAVE HIGHER THAN AVERAGE LEAD CONTENT IN HOMES AND SOIL.

PLEASE BRING IN YOUR CHILD FOR TESTING.

**CHILDREN SIX AND UNDER NEED TESTING EVEN WHEN THERE ARE NO SYMPTOMS.**

## Health Clinics

### Diabetes Group Clinic

Held four times a year at FHC-Portland for patients of FHC. You will learn about diabetes, visit with other diabetics, get a foot exam and see a doctor, all in one session! For more information, call Shelon at 772-8566.

### Well Child Checkups

Well checks are for these ages:

- ✓ 2 weeks  
*Earlier if you have breastfeeding or other complications*
- ✓ 2, 4, 6, 9, 12, 15 and 18 months
- ✓ 2, 2½ and 3 years
- ✓ Yearly after age 3 through 20.

Passport patients: Well Checks are EPSDT visits. (EPSDT means Early, Periodic, Screening, Diagnosis and Treatment.)



## Make A Difference!

Since 1976, FHC has been serving patients without regard to their ability to pay. Patient services include primary care, pediatrics, women's health, pharmacy, dental, lab, health education, X-ray and a variety of other services.

FHC is a federally-qualified health center and an independent 501c3 (not-for-profit) corporation.

FHC earned "Work/Life Designation" status for family-friendly workplace practices and policies. Business First has also recognized FHC as a TOP 25 Employer!

*Join our team on the move!*

### Excellent Benefits

- ✓ **Great working environment– Qualified, dedicated staff working toward common goal– providing the highest quality care to our patients!**
- ✓ **Health Insurance and HSAs (\$1000 FHC contribution)**
- ✓ **Life Insurance (FREE)**
- ✓ **Long-Term Disability Ins. (FREE)**
- ✓ **Short-Term Disability and Dental (available)**
- ✓ **Kentucky Retirement System (includes death, disability, health insurance and early retirement benefits)**
- ✓ **Employee Health Program (in-house health, dental, lab, radiology, pharmacy)**
- ✓ **Employee Assistance Program (FREE)**
- ✓ **Deferred Compensation Program (FREE)**
- ✓ **Tuition Reimbursement (Up to \$1500/year)**
- ✓ **Recruiting Bonus (up to \$500)**
- ✓ **Immunization Program (FREE)**
- ✓ **Credit Union (FREE)**
- ✓ **Parking at All Locations (FREE)**
- ✓ **Holidays (10 - Including Birthday)**
- ✓ **Vacation (12 - 22 Days Per Year)**
- ✓ **Sick Days (10 Days Per Year)**
- ✓ **Shift Differential (12% Premium Pay for 5-9 PM and Sat. hours)**

- All positions require High School Diploma or equivalent.
- Please provide proof of education and/or licenses with application.
- Kentucky residency not required. EOE.

### EQUAL OPPORTUNITY

Family Health Centers, Inc. is an equal opportunity employer and all terms and conditions of employment are provided without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age (40 and over), physical or mental disability or Vietnam era status. All employees are certified by the Louisville Metro Civil Service Board. All persons in similar circumstances are treated the same in terms of employment opportunities and personnel actions.

Family Health Centers selects employees from candidates provided through the Louisville Metro Civil Service Board. Equal employment opportunities in matters of compensation, benefits and working conditions will be provided to all employees without unlawfully discriminating because of age, color, national origin, race, religion, sex, sexual orientation, gender identity, disability or Vietnam era status.

## Careers and Jobs at FHC

### Apply

#### In Person:

Louisville Metro Civil Service Board  
517 Court Place,  
1st floor, Louisville,  
KY 40202

#### Online:

Please check this website weekly!  
[www.louisvilleky.gov/humanresources](http://www.louisvilleky.gov/humanresources)

#### For More Information

Call:  
Civil Service  
(502) 574-3854



FHC is a Member of the Better Business Bureau.

# Zero Tolerance Policy



## Workplace Violence Prohibited

### Everyone's Safety is Our Concern

Family Health Centers is committed to provide a safe environment for patients and employees.

Patients have a responsibility to be considerate and cooperative in dealing with FHC staff and to respect the rights of other patients. Any form of violent behavior, including physical or verbal threats, harassment, intimidation, and other disruptive behavior on FHC clinic property will not be tolerated.

Individuals who commit acts of aggression or violence may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both.

We need your help to keep Family Health Centers safe. If you observe violent or disruptive behavior by anyone on Clinic premises, report it immediately to the nearest staff person. All reports of incidents will be taken seriously and dealt with appropriately.

For questions or more information, contact the FHC Ombudsman at 774-8631.

## FAQs Frequently Asked Questions

### HOW DO I GET A REFILL ON MY PRESCRIPTION?

- ▶ If the prescription is filled at FHC's Pharmacy at Portland, call the FHC Pharmacy to get a refill. If there are no refills available they will contact your provider.
- ▶ If the prescription is filled at an outside pharmacy, call that pharmacy and they will fax a request that will go to your provider.

### HOW DO I ASK MY DOCTOR OR NURSE PRACTITIONER A QUESTION?

Call and leave a message for your provider. From the phone menu, select the "Same Day Appointment" or "Nurse" option.

### HOW DO I GET A REFERRAL TO A SPECIALIST?

- ▶ You must first see your FHC provider about the health problem for which you want to be referred to a specialist.
- ▶ If you have been seen by your FHC provider for this problem, call and request a renewal of your referral to the specialist. You may be asked to select the "Request a Referral" option by the phone menu message.

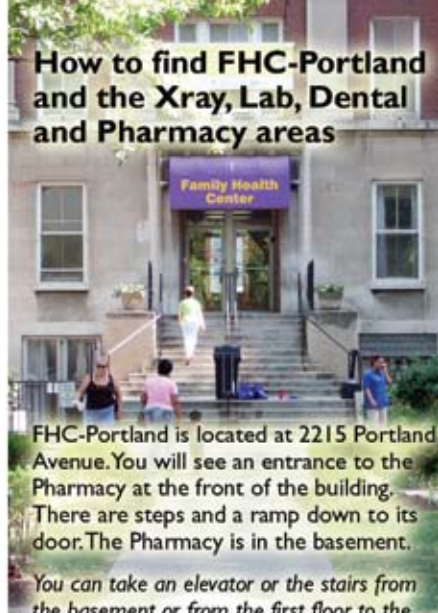
### HOW LONG WILL IT TAKE TO GET PAPERS FILLED OUT BY MY PROVIDER?

We ask that you allow at least three (3) working days for your provider to complete paperwork.

### HOW DO I GET AN APPOINTMENT FOR A PAP SMEAR OR MAMMOGRAM?

Call to make an appointment with your provider for a Pap smear or breast exam. At that appointment, your provider will complete the paperwork for your mammogram.

## How to find FHC-Portland and the Xray, Lab, Dental and Pharmacy areas



FHC-Portland is located at 2215 Portland Avenue. You will see an entrance to the Pharmacy at the front of the building. There are steps and a ramp down to its door. The Pharmacy is in the basement.

You can take an elevator or the stairs from the basement or from the first floor to the second floor where the Lab, Dental and X-ray departments are located.

**PHARMACY NUMBER: 772-8625**

## DIRECTIONS

### From FHC-East Broadway:

1. Go left (west) out of the parking lot on East Broadway.
2. Turn right onto S. Jackson St.
3. Turn left onto E. Muhammad Ali Blvd.
4. Merge onto I-65 north toward I-64 / I-71
5. Merge onto I-64 west via Exit 137 toward St. Louis.
6. Merge onto N 22nd St. / US 150 via Exit 3 toward US-150 East.
7. Turn right onto Portland Avenue / US-150 West
8. Go past Carter St. and turn right into the FHC-Portland parking lot.

### From Phoenix Health Center:

1. From Phoenix Health Center walk to Clay St.
2. Turn left on Clay St.
3. Walk 2 blocks to Broadway.
4. On Broadway at Clay Street catch Bus #43 going west on Broadway to Portland.
5. TARC will let you off at Family Health Center-Portland.

### From FHC-Iroquois:

1. Go north on Taylor Blvd. toward the Watterson Expressway.
2. Merge onto I-264 west via the ramp on your left.
3. Keep right via Exit 0-A toward Lexington / Louisville.
4. Take I-64 east.
5. Merge onto North 22nd St. / US 150 via Exit 3.
6. Turn right onto Portland Avenue / US-150 West.
7. Go past Carter St. and turn right into the FHC-Portland parking lot.



### From FHC-Southwest:

1. Go northeast on 3rd St. Rd. / KY-907 toward Stonestreet Rd. and turn left.
2. From Stonestreet, turn right onto Dixie Hwy.
3. Merge onto I-264 W.
4. Keep right via Exit 0-A toward Louisville / Lexington.
5. Take I-64 east.
6. Merge onto N 22nd St. / US-150 via Exit 3.
7. Turn right onto Portland Avenue / US-150 W.
8. Go past Carter St. and turn right into the parking lot.

### From FHC-Fairdale:

1. From Neighborhood Place, turn left onto National Turnpike KY-1020 toward the Gene Snyder Expressway.
2. Merge onto the Gene Snyder / KY-841 toward I-65 / I-265.
3. Merge onto I-65 N via Exit 10 to Louisville.
4. Merge onto I-64 W. via Exit 137 toward St. Louis.
5. Merge onto No 22nd St. / US-150 via Exit 3.
6. Turn right onto Portland Avenue / US-150 W.
7. Go past Carter St. and turn right into the FHC-Portland parking lot.

### From FHC-Americana:

1. Go north on Southside Dr. toward W. Kenwood.
2. Stay straight to go onto S. 2nd St.
3. Turn left onto W. Wellington.
4. Turn right onto Southern Pkwy.
5. Merge onto I-264 W. via the ramp on the left.
6. Keep right via Exit 0-A toward Louisville / Lexington.
7. Go about 10 miles and take I-64 E.
8. Merge onto N 22nd St. via Exit 3.
9. Turn right onto Portland Ave.
10. Go past Carter St. and turn right into the parking lot.



*For billing questions, refer to page 3.*