

We Trust You, As Our Patient, To

- Know that you are a full partner in your care; ask questions and share your feelings.
- Be honest about your history, symptoms and other important information.
- Prepare for and keep scheduled appointments or reschedule as early as possible.
- Let us know when you have seen a non-CHC provider or any medications, tests, and procedures that the provider has ordered for you.
- Make healthy decisions about your daily habits and lifestyle.
- Learn about and understand your condition.
- Follow the plan you and your provider agreed upon, including taking medications as directed.
- Call your provider first with all problems, unless it is a medical emergency.
- End every visit with a clear understanding of your provider's expectations, treatment goals and future plans.
- Give us feedback to help us improve our care for you.

Your participation with the Provider and Care Team is essential to a successful treatment plan. Failure to schedule follow-up appointments with your CHC or referred providers may result in discharge.

*We look forward to serving you and your **families'** healthcare needs.*



3



MAIN NUMBERS
(407) 905-8827
(352) 314-7400



AFTER-HOURS
(407) 905-8827
(352) 314-7400



How To Communicate With Us

- During regular business hours, call our **main number**.
- When contacting the Care Team, you may be asked voicemail. If so, leave your name, date of birth and call. Our staff will return your call as soon as possible.
- You can also send non-urgent messages or questions to our patient portal (www.chcfl.org/portal).
- Our commitment to you is 24/7. For after-hours assistance, call our **after-hours number**. The answering service will connect you to the provider who will return your call.
- Remember, 911 is the number to call if you are having a medical emergency.
- Always notify the Care Team if you are admitted to the hospital when you are discharged from the hospital.
- Please request all records from non-CHC providers (407) 660-1667. For assistance, please contact a Referral Representative at (407) 905-8827.

Your Patient Centered Medical/Dental Home keeps you informed and empowers you to make the best healthcare decisions. The Medical/Dental Home can bring you, your family, and the healthcare team together to help you make the best choices about your care.

Community Health Centers is a Health Center Program grantee under 42 U.S.C. 2533(g)-(n), deemed a Public Health Service employee under 42 U.S.C. 2533(g)-(n), Community Health Center (CHC), a Federally Qualified Health Center (FQHC) and a Federal Tort Claims Act (FTCA) covered by professional liability insurance through our enrollment in the FQHC program.



Welcome

TO YOUR **MEDICAL / DENTAL** HOME

