Island Health Care

Patient Education & Orientation

Welcome from the CEO

Dear New Patient,

Welcome to Island Health Care (IHC), Martha's Vineyard's Federally Qualified Health Center (FQHC).

We are proud to be part of a national system of health centers with common patient-centered standards, goals and performance requirements. Health centers like ours currently serve over 30 million Americans—the largest primary health care system in the country.

At Island Health Care, our mission is to provide the people of Martha's Vineyard with access to equitable, high-quality, affordable health care; resources and support for social and economic needs; and public health leadership. Our team of clinicians—physicians, nurse practitioners, nurses, medical assistants, community health workers, and mental health professionals—are here when you need them, ready to provide the care you deserve. In addition to the information included here, please visit our website at ihimv.org for more details and background on our health center.

Island Health Care has adopted the Patient Centered Medical Home (PCMH) model of care and is officially recognized by the National Committee for Quality Assurance. PCMH emphasizes that YOU are a member of the care team. Together, our goal is to prevent illness and keep you healthy. In the PCMH model, you participate in your plan of care with a provider and a care team. As a team, we will closely track your progress and rely on you to actively participate in decisions about your care. Your care team will also coordinate the care you receive from other doctors.

We are so pleased that you have chosen us to partner with you in your care and look forward to sharing our mission with you. Welcome to the Island Health Care family!

Cynthia Mitchell
CEO, Island Health Care

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Office Hours

- Monday – Thursday: 8:00am – 8:00pm
- Friday and Saturday: 8:00am – 4:00pm
- Closed Daily for Lunch: 12:00pm – 1:00pm
- Closed Sunday

Primary Care and Preventive Services: We offer in-person and telehealth visits by phone or video, when appropriate. When you make an appointment, be sure to let our staff know the nature of your visit (sports physical, ear pain, etc.) and whether you have several questions or concerns to discuss at your visit. We want to be sure to schedule enough time to meet your needs!

Care Team: When you book your first appointment, Island Health Care will offer you a provider/care team based on current appointment availability. You are free at any time to request another provider/care team, understanding that appointment availability among providers varies somewhat. We will work with you to accommodate your request as soon as availability occurs. Your care team provides access to evidence-based care, patient-family education, and self-management support.

As a Patient Centered Medical Home (PCMH), your health care team will:

- Provide safe and timely evidence-based primary care, education and self-management support
- Explain medications, treatments, diseases, and test results so you can understand them
- Listen to you and encourage you to ask questions and share your feelings to help us make good decisions about your care together
- Connect you with other trusted specialists, including behavioral health and coordinate that care
- Provide 24/7 access to clinical advice
- Keep your personal health information secure and private
- Provide equal access to all patients regardless of insurance status or income level
- Assist you in obtaining health insurance coverage
- Facilitate transfer of medical records from and to other providers
- Ask you about your social or economic situation that may impact your health

We ask that you:

- Take charge of your own health
- Ask questions, share your feelings, and be part of your care
- Call us first with all health problems unless it is a medical emergency
- Be honest and complete when sharing your medical history, care obtained from other providers, symptoms, current medications including over the counter, vitamins, and supplements, and any changes in your health
- Be willing to make healthy decisions to promote wellness and prevent disease
- Work with your care team to establish plans of care and goals to improve your health
- Let your provider know if you are unable to take medications or follow through with your care plan
- Keep your scheduled appointments
- Provide feedback on how we can better serve you
- Use MyChart (our patient portal) to access your chart and communicate with staff
- Call us if you do not receive your test results within two weeks
- **Please set up your voicemail and answer our incoming calls.**

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Insurance/Payment:

- Insurance plan coverage varies. Please be aware of the limits and conditions of your own policy. In the event your health plan determines a service to be "not covered," you will be responsible for the fee.
- Please bring proof of insurance to every office visit. Otherwise, you will be billed directly until you can provide proof of insurance.
- All required payments and co-payments are collected at appointment check-in. Any other arrangements must be made in advance.
- The parents or legal guardians of a child are responsible for fees incurred for the child, whether accompanying the child to the visit or not. If your child will be brought to an appointment by a babysitter, grandparent, etc., be sure they are aware of this policy. Please note that there is a special form to fill out if you'd like your child to attend an appointment with someone other than their parent/legal guardian. You can find this form on our website or by asking the front desk.

If you do not have insurance, or even if you do and your co-pay is higher than you can afford, Island Health Care offers a **SLIDING FEE DISCOUNT** for those who are income eligible. Request sliding fee information at the front desk or download it from our website at **ihimv.org/forms**.

Appointment Reminders: Island Health Care will remind you of scheduled appointments by text message, patient portal (MyChart) message, or phone call. Be sure we have your cell phone number on file.

Appointment Check-in: If you've signed up for MyChart, you will receive a check-in questionnaire in advance of each visit. Please fill this out ahead of time if you can as it helps streamline the process once you arrive at the clinic. If you are not able to fill it out in advance, the front desk will help you check in and fill out the required paperwork when you arrive for your visit.

Arriving Late or Missing an Appointment: If you anticipate being late for an appointment, please call us. If you are more than 5 minutes late, we may suggest your appointment be rescheduled, or ask you to wait, depending on the provider's availability.

Missed appointments dramatically impact our other patients and the office staff, as well as your own health care. If you are unable to make it to your appointment, please notify us at least 24 hours in advance.

Prescriptions Refills: If you are in need of a prescription refill, **please contact your pharmacy.** They will send a refill request to us electronically. Prescription refill requests require at least 24-48 hours; plan ahead so you do not run out!

We cannot refill medications we did not prescribe, or medications for patients we have never seen or haven't seen in the past year. We do not prescribe new medications over the telephone; you must make an appointment.

Please note that many prescriptions now require prior authorizations from your health insurance carrier and this may cause a delay in processing your refill request.

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Lab and Imaging Results: Your lab and imaging results will be posted on the secure patient portal, MyChart. This is the quickest way to access your results. Please note that due to federal law, these results may become available to you before your care team has a chance to review them and reach out to you. If you receive results before hearing directly from your care team and you have immediate concerns, please call us at 508-939-9358 and press option 3 to speak with a nurse.

If your labs/imaging results are normal, you may receive a call from a Medical Assistant or other member of the care team. If your results are abnormal or require follow up, you will receive a call from your provider or a nurse. If you do not hear from us within two weeks, please call us and select option 3 to speak to a nurse.

Patient Portal "MyChart": We are happy to offer a patient portal. A patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an internet connection. Using a secure username and password, patients can view health information, such as upcoming appointments, recent visit summaries, medications, immunizations, and lab, imaging, and other results.

It's easy to sign up using your email address. MyChart Customer Service Center is available 8am to 4:30pm weekdays at **(888) 661-6162** (choose **Option 1**). You can also call the office at **508-939-9358** or ask about it during your next visit.

Calling the Office: The most efficient way to talk to the right person is to select an option from our telephone menu to be transferred directly to the correct team member. Choose option "1" for a Portuguese speaking staff member.

Our staff are committed to answering their phones when they are at their desks but if you reach voicemail, please leave a detailed message including your full name, date of birth and phone number and you will get a call back as soon as possible.

24/7 Clinical Advice: During regular hours, you may call the health center at **508-939-9358** and choose the **Nurse Line (option 3).** To receive clinical advice by phone when the health center is closed, you can call the same number (508-939-9358) and choose option 3 to reach our call center. When the call center answers, ask to speak to the nurse on call. A nurse will call you back within 30 minutes. Sometimes the nurses have many calls come in at one time, so if you do not receive a call within 30 minutes, call again.

Please limit night-time and Sunday/holiday calls to emergencies, urgent problems that can't wait, or if you are truly worried about something.

Same-Day Visits: If you need to be seen on short notice, please call the office at **508-939-9358** at 8 am to try to book a same-day visit and we will do our best to get you in for a same- or next-day appointment. Please do not show up to the clinic without a scheduled appointment.

Referrals: When necessary, we recommend referrals to a specialist. We will obtain the necessary authorization from your insurance company; this may take several days to complete. Many referrals require a primary care appointment within 6 months of the request. If you have any questions, please call our referrals department at **339-215-3779**.

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Travel Assistance: The Travel Assistance Program (TAP) provides funding and reimbursement to help patients cover the costs of traveling to medical, dental, and behavioral health appointments both here on Martha's Vineyard and off-island. See our website "Services" section for the application or contact Benita Griffin-Dobel, Lead Community Health Worker at **339-215-3935**.

Medical Records Transfers: In order to transfer records from previous or other current providers to Island Health Care, you will need to complete and sign an **Authorization to Disclose Patient Health Information** (form available at the clinic or on our website at **ihimv.org/forms**. You may submit this form directly to your previous PCP or the Island Health Care team will fax it over to that provider for you. It is important to include a **contact number at that practice** (the form requests this) to help us to coordinate the transition. You may also request copies of all or part of your medical records as needed.

Mental & Behavioral Health / Substance Use Disorder Counseling: Our Behavioral Health team aims to provide evidence-based approaches to care that include medication, counseling, therapy, care management, patient advocacy, referral services, and social support through our behavioral health providers, community health workers, and peer recovery coaches. Medications for Opioid Use Disorder (MOUD) for those individuals who experience opioid use disorders can be effective in helping patients sustain recovery.

Dental & Oral Health Services: Island Health Care works with Polished Dental to hold monthly dental clinics that offer preventive dental services. Call our offices for alternatives. Island Health Care is excited to be opening a dental clinic in late 2024. At this dental clinic, we will offer an array of dental services to Islanders regardless of insurance status or ability to pay. If you would like to be placed on the waiting list, please visit **ihimv.org/dental**.

Public Health Nursing: The Public Health Nursing Team is responsible for serving all six island towns, providing home visits (newborn to elderly) and conducting Wellness Clinics.

Interpretation and Translation Services: All IHC patients have the right to an interpreter. There are Brazilian Portuguese-speaking interpreters available whenever the health center is open. We can also interpret in 240 other languages by phone and video at no charge to patients.

All IHC patients also have the right to waive the interpreter service if they choose.

Resources for Patient Education and Self-Management Support

Here are local resources you may find helpful. Your Provider will make specific recommendations and/or connect you with a Community Health Worker (CHW) who can help to determine which resources may be best for you. Visit **ihimv.org/resources** for more information.

Name	Contact Information	Description
Find Help	findhelp.org	Connects people in need and the programs that serve them (with dignity and ease). Online database and platform for resources.
First Stop MV	508-693-7900 x222 firststopmv.com	FirstStop Martha's Vineyard (FirstStop MV) is an Island-wide reference guide to support the health and wellness of our friends, family, clients and neighbors.
Dukes County Social Services	508-696-3844 dukescounty.org/social-services	Dukes County's Public Benefits Access Department aims to support lower-income Dukes County residents to become economically and socially secure and empower them to achieve and maintain stability and well-being. The Social Services Caseworker assists Islanders with applying for public benefits, including fuel assistance and SNAP (supplemental nutrition assistance program).
Winter Warming Shelter	508-560-3678 111 Edgartown Road, Oak Bluffs	Open seasonally, generally November to April. Any person facing food insecurity or experiencing homelessness is welcome. The winter warming shelter provides hot dinner and breakfast; snacks, and take away lunch.
Island Food Pantry	508-296-8384 137 Vineyard Ave, Oak Bluffs	Provides non-perishable grocery items, fresh produce, bread, dairy products, frozen meats, fruits and vegetables. The food pantry is available to anyone who is not financially able to obtain food.
Food Baskets MV	508-696-1948 55 School St, Oak Bluffs	Walk through pantry available to all with a need. For folks who are homebound or transportation is an issue – home deliveries are possible. Call for more information.
Meals on Wheels	508-693-4339	Hot, nutritious meals delivered to the home – can be every week day or a set number of days during the week, *pro re nata*. Must be 60 years or older, home-bound, with no life-threatening food allergies. Call 1-800-244-4630 or visit your local Council on Aging to register!
WIC Nutrition Assistance (Health Imperatives)	508-771-7896	Health Imperatives provides WIC (Women, Infants, Children) support and services to women who are pregnant or postpartum and families who have a child or children under five. If you qualify for WIC, you can receive free and healthy food, nutrition education, breastfeeding support, and referrals to a variety of health, economic, and family services.

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Name	Contact Information	Description
Martha's Vineyard Community Services (MVCS)	508-693-7900 mvcommunityservices.org	MVCS offers a wide variety of services, supports, and resources to help children, families, and individuals to lead their healthiest lives. This includes an array of support groups including a Caregiver Support Group, Veterans Support Group, and a WOC Support Group.
MV Family Center (MVCS)	508-687-9182	The Family Center connects families with resources within our community and provides education and support to parents/caregivers of children ages 0-8, including the prenatal and pre-adoptive period.
Healthy Families Program (Health Imperatives)	508-540-2968 marthasvineyard@healthimperatives.org	The Healthy Families Program provides FREE support, home visits, coaching, education, resources, and transportation to help young, first-time parents up to age 26.
Family Caregiver & Dementia Support Services (MV Center for Living)	508-939-9440	The Family Caregiver Support Program advocates for caregivers, provides information and referral to programs and services in support of your caregiving efforts, and meaningful tools and tips for a better caregiving experience.
Healthy Aging MV (HAMV)	508-684-8133 hamv.org	HAMV is a planning, advocacy, and community-building organization dedicated to creating an aging-friendly Island. HAMV is a great resource for educational opportunities and support. They can help with things like fall risk assessments, Matter of Balance classes to reduce the risk of falls, wellness checks, and more.
Immigration Resource Center	508-771-1727 info@cacci.cc	The Immigration Resource Center provides free/low-cost legal counsel and assistance for immigrants and their families. Services are accredited and fully confidential based on your needs and regardless of your legal status. We also offer help to become a U. S. Citizen.
The Red House Peer Recovery Support Center	508-693-2900 redhouserecovery.org	The Red House Peer Recovery Support Center (PRSC) serves as a safe place for those affected by and seeking help with their addiction, be it substance or behavioral. Peers with lived experience help to guide and support new members on their new journey in recovery. The Red House PRSC offers a monthly calendar of structured groups, workshops, trainings, services as well as recovery oriented social events.

Resources for Patient Education and Self-Management Support

Name	Contact Information	Description
New Paths Support Group	508-693-7900 x241	New Paths is an intensive substance use disorder group recovery program for adults who seek substance use support and who may also experience co-occurring mental health disorders. New Paths begins with the philosophy that everyone can reach their recovery goals.
Narcotics Anonymous	866-686-2669 mvana.org	NA is a nonprofit fellowship or society of men and women for whom drugs had become a major problem. It is a group of recovering addicts who meet regularly to help each other stay clean. There is only one requirement for membership, the desire to stop using.
Alcoholics Anonymous	508-627-7084 (24 hrs) aaonmv.org	Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help other alcoholics to achieve sobriety. The only requirement for membership is a desire to stop drinking.
CONNECT to End Violence	24/7 Crisis Hotline: 508-696-7233	CONNECT to End Violence, a dual domestic violence program and rape crisis center, provides free and confidential services to individuals who have experienced or witnessed domestic or sexual violence as well as loved ones, friends, acquaintances or coworkers who may also be impacted. All services, including bilingual, are available on a walk-in basis, or by appointment.
Adult & Community Education Martha's Vineyard (ACE MV)	acemv.org	ACE MV's mission is to empower year-round Vineyard residents by providing equitable access to higher education, workforce training, community-building and career navigation support. ACE MV offers a variety of educational opportunities, including interpretation and translation courses, early childhood education, and more.