



## **New Patient Education/Orientation**

### **PLEASE READ BEFORE YOUR FIRST VISIT**

#### **Welcome from the CEO**

Welcome to Island Health Care (IHC), Martha's Vineyard's Federally Qualified Community 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 nearly 25 million Americans – the largest primary health care system in the country.

Our highly-trained and qualified Nurse Practitioners are our health center's primary care providers (PCPs), supported by Registered Nurses, Licensed Practical Nurses, Certified Nursing and Medical Assistants, Peer Recovery Coaches/Community Health Workers and Public Health Nurses. In addition, IHC provides strong patient support through our front desk Practice Associates, Referral Coordinators, Outreach and Enrollment Specialists and administrative staff, as well as numerous community collaborations and programs. We work with other health care providers and organizations in the community to help lead and sustain efforts to offer our patients a strong continuum of care and support.

Our mission is to provide the highest quality of primary health care to all in our community, including the underserved, uninsured and most vulnerable, regardless of ability to pay. We believe that our success lies in consistently meeting and exceeding our patients' needs, and helping them to improve and maintain their health and wellbeing.

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

Cynthia Mitchell, CEO

#### **About Island Health Care**

At Island Health Care, our mission is to ensure all islanders and visitors, regardless of income or insurance status, have access to high quality health care. Our clinicians – nurse practitioners, nurses, psychiatrists, and collaborating physicians – 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 [www.ihimv.org](http://www.ihimv.org) for more details and background on our health center staff.

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 a PCMH, 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.

#### **Office Hours**

Monday – Thursday: 8:00am – 8:00pm

Friday and Saturday: 8:00am – 4:00pm

Closed Daily for Lunch: 12:00 pm – 1:00 pm

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 also if you have several questions or concerns to discuss at your visit. We want to be sure to schedule enough time to meet your needs!

### **Patient Centered Medical Home**

#### **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 our FollowMyHealth patient portal to access your chart and communicate with staff
- Call if you do not receive your test results within two weeks

## **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 he or she is aware of this policy.
- We are currently in-network with many insurance providers. Contact your insurer to verify.

Our **Outreach and Enrollment Specialist**, Shawn Scherer, is a certified Massachusetts Insurance Navigator. She provides up-to-date information, helps patients choose an insurance plan, and helps complete the online enrollment that can often result in immediate, affordable coverage. **339-215-3810**

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 your electronic check in (Phreesia) or download it from our website at [www.ihimv.org](http://www.ihimv.org).

## **New Patients**

1. All new patients should complete the Patient Registration Form, , Patient Medical History Form, and Consent Form included in the New Patient packet before their first appointment. You can download it from our website at [www.ihimv.org](http://www.ihimv.org) or pick up the forms from the Island Health Care clinic, **fill it out, and return it to the office; we will then contact you about an appointment.**
2. 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.
3. In order to make Island Health Care your primary care provider (PCP), you may need to contact your insurance company to notify them **IN ADVANCE** of your first visit and make any changes.
4. Submit vaccination/immunization records with your Patient Registration Form.
5. **Please set up your voicemail and answer our incoming calls.**

## **Preparing for an Appointment**

1. Bring a **photo ID** and your **insurance card** (if you have one).
2. Bring all of your medications you are taking with you. *Bring the actual containers* or a list of the medications with the dosage and number of times a day the medications are to be taken; include any over-the-counter medications.
3. We use an electronic registration and check-in system called Phreesia. Please respond to any texts or emails from Phreesia; do not opt out!
4. Enroll in our patient portal, FollowMyHealth; we will email you an invitation. See “other services” below.
5. If telehealth video, be sure to download the Zoom app in advance of your appointment. You will receive a Phreesia message 20 minutes before your appointment time; follow that link.
6. Telehealth visits (phone or video) require that you be in a quiet, private location.

If you anticipate being late for an appointment, please call us. If you will be less than 5 minutes late, you will be seen in order by arrival time. If you are more than 5 minutes late, we may suggest your appointment be rescheduled, or ask you to wait, depending on 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 call to cancel. If you do not call to cancel prior to your scheduled appointment time, you will be charged a \$25 missed appointment fee.

### **Medical Records Transfers**

Before or as part of your first visit, you will need to arrange to get your prior medical records. The practice functions most effectively as a medical home if patients provide a complete medical history and information about care obtained outside the practice.

In order to transfer them to us from previous/other current providers, you will need to complete and sign an **Authorization to Disclose Patient Health Information** included in this packet (form also available at the clinic or on our website at <https://www.ihimv.org/access-care/>). 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. Depending on the volume and method of transfer, there may be a charge for this service.

## After Your Visit

### Prescriptions/Refills

Please be prepared to provide the name and dose of the medication and your preferred pharmacy. Prescription refill requests require at least 24-48 hours; plan ahead so you do not run out! Contact your pharmacy for refills; they will send an electronic request to us.

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 and this may cause a delay in processing your refill request.

### Lab and Imaging Results

Your lab and imaging results will be posted on the secure patient portal, FollowMyHealth. Your provider will contact you by telephone if necessary.

## OTHER SERVICES

### Patient Portal "FollowMyHealth"

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
- Allergies
- Lab and Other Results

It's easy to sign up using your email address. Just call the office at **508-939-9358**, or ask about it during your next visit. For technical support with FollowMyHealth, call 888-670-9775.

### Pre-registration and Check-in using Phreesia

Phreesia is an online registration tool. You will receive a link via email and/or text three days prior to your visit. Please complete all pages before your appointment. If not completed in advance, you'll receive another link to complete the registration *and* check in for your appointment.

### Appointment Reminders

Island Health Care will remind you by phone call, text message, or patient portal message. If you would like a text message reminder, you can choose this option in the patient portal "FollowMyHealth" under "notification preferences." ***Be sure we have your cell phone number.*** Several days before your appointment, you will be notified to complete pre-registration which serves also as a reminder about your appointment.

Please keep your scheduled appointments. Notify us 24 hours in advance if you must cancel.

### 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 508-939-9358**

During regular hours, you may call the health center at 508-939-9358 and choose the Nurse Line. 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 508-939-9358**

If you need to be seen on short notice, please call the office at 8am to try to book a same-day visit. **Limited same-day appointments are available.** Same-day visits cannot be booked in advance.

### **Referrals 339-215-3779**

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. We cannot authorize referrals to patients we have never seen. Many referrals require a primary care appointment within 6 months of the request.

### **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 Haley Dolan at (339) 444-5410.

### **Mental & Behavioral Health /Substance Abuse Counseling**

Island Health Care regularly screens for possible substance use or mental health issues. Our Community Health Workers/Peer Recovery Coaches can provide confidential support, and help individuals and families navigate available behavioral health resources. Services include:

- Patient-centered teaching and counseling, and medication therapies;
- Use of Vivitrol, an opioid antagonist specifically designed to address addiction;
- Behavioral health and substance counseling through Island Counseling Center (ICC) at MV Community Services;
- Collaboration with other substance abuse services including transition from detox and in-patient care;
- Care management, patient advocacy and referral services;
- Accepting new patients recently discharged from the hospital emergency room and acute care who need a medical home.

### **Dental & Oral Health Services**

Island Health Care connects MassHealth and Health SafetyNet patients by referral to the Community Health Center in Bourne and Mashpee. Call our offices for other alternatives.

### **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. The Public Health Nurses are also charged with following reportable diseases on the island, including monitoring test results and performing contact tracing as part of the ongoing COVID-19 testing initiative.

## Resources for Patient Education and Self-Management Support

**Here are local resources you may find helpful. Your Provider will make specific recommendations.**

First Stop MV	508-693-7900 x222 firststopmv.org	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. By providing critical public information and helpful resources, FirstStop MV keeps our community connected to a network of support and each other.
Dukes County Social Services	508-696-3844 <a href="https://www.dukescounty.org/social-services">https://www.dukescounty.org/social-services</a>	Supports lower-income Dukes County residents to be economically and socially secure, and to empower them to achieve and maintain stability and well being. The Social Services Caseworker assists Islanders with applying for public benefits.
Find Help	<a href="https://www.findhelp.org">https://www.findhelp.org</a>	Connects people in need and the programs that serve them (with dignity and ease). Online database and platform for resources.
MV Times	<a href="https://www.mvtimes.com/community/useful-information/groups/">https://www.mvtimes.com/community/useful-information/groups/</a>	A comprehensive list of island-wide support groups.
Refuge Recovery	508-693-7900 x451	A mindfulness-based addiction recovery community that practices and utilizes Buddhist philosophy as the foundation of the recovery process.
New Paths Support Group	508-693-7900 x361	A structured outpatient addiction program for adults who seek substance use support and who may also experience co-occurring mental health disorders.
Narcotics Anonymous	<a href="tel:866-686-2669">866-686-2669</a> <a href="http://www.mvana.org">www.mvana.org</a>	NA is a nonprofit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only one requirement for membership, the desire to stop using.
Alcoholics Anonymous	<a href="tel:508-627-7084">508-627-7084 (24 hrs)</a> <a href="http://aaonmv.org/12step/">aaonmv.org/12step/</a>	Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help each other to recover from alcoholism.
Novel CONNECTIONs	<a href="mailto:emedeiros@mvcommunityservices.org">emedeiros@mvcommunityservices.org</a>	Non-traditional support group that reads and discusses books with themes surrounding domestic and sexual violence, boundaries, interpersonal relationships, and family dynamics while promoting healthy relationships, empowerment, and self-care. Registration required.
CONNECT to End Violence	<a href="tel:508-696-7233">24/7 Crisis Hotline: 508-696-7233</a> 508-693-7900	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.
MV Family Center	<a href="tel:508-687-9182">508-687-9182</a> <a href="https://www.mvcommunityservices.org/services/youth-family-services/mvfamilycenter/events-gatherings/">https://www.mvcommunityservices.org/services/youth-family-services/mvfamilycenter/events-gatherings/</a>	Hosts parent support groups, family activities, and monthly parent-education events.
Parent Café	<a href="tel:508-693-7900">508-693-7900 x402</a> <a href="mailto:claury@mvcommunityservices.org">claury@mvcommunityservices.org</a>	Island Wide Youth Collaborative hosts a weekly one-hour virtual discussion group for parents, by parents, of children & teens dealing with anxiety.

Healthy Families	508-540-2968; marthasvineyard@healthimperatives.org	FREE supports, resources, transportation and education to assist young parents in raising healthy, happy children.
Grandparents Raising Grandchildren	508-693-7900 x402 claury@mvcommunityservices.org	The Island Wide Youth Collaborative invites grandparents raising grandchildren to encourage support, exchange information and ideas, discuss various topics and provide free resources.
Immigration Resource Center	<a href="tel:508-771-1727">508-771-1727</a> <a href="mailto:cmickle@cacci.cc">cmickle@cacci.cc</a>	IRC is open, but is not currently seeing clients in person due to COVID-19. Any questions or concerns can be directed to Collin Mickel.
Transgender & Gender Non-Binary Support Group	<a href="tel:508-693-7900">508-693-7900</a> x274	MVCS support group for youth and adults of all ages who identify as transgender, gender non-binary or any other of the multitude of identities on the transgender spectrum.
Parents & Caregivers of Transgender Young People Group	<a href="tel:508-693-7900">508-693-7900</a> x410	The Island Wide Youth Collaborative runs a Support Group for Parents and Caregivers of Transgender Young People.
WOC Support Group	<a href="mailto:deh2137@barnard.edu">deh2137@barnard.edu</a>	A space for Women of Color to gather, express themselves and learn from one another. This group meets on Tuesday from 5-6pm via Zoom.
Caregiver Support Group	<a href="tel:508-693-7900">508-693-7900</a> x320	A support group for caregivers caring for a loved one with a physical illness or dementia.
Dementia Family Supports & Resources	508-939-9440	For families and caregivers of individuals with dementia: memory screenings; support, counseling, & referrals; information & education.
Veterans Support Group	<a href="tel:508-693-7900">508-693-7900</a> x216	Readjustment counseling for War Veterans; offers focused individual and group services to returning war veterans. A support group meets weekly to discuss the challenges of reintegrating after the war experience.
WIC Nutrition	508-771-7896	FREE nutrition assistance for income eligible families with children ages five and under including healthy foods, nutrition education, breastfeeding support, and referrals for healthcare and other services.
Parents Apart	<a href="tel:508-693-7900">508-693-7900</a> x225 <a href="mailto:info@mvcommunityservices.com">info@mvcommunityservices.com</a>	Psycho-educational program designed to assist parents in understanding the impact of divorce on children and provides parents with skills and tools to help their children adjust positively to the changes.
ACE MV	<a href="https://www.acemv.org/">https://www.acemv.org/</a>	ACE MV often offers free or reduced price English-language classes, usually once in the fall and once in the spring. For more information, see website.