

Teche Action Clinic Board of Directors

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Mr. Darrell Jupiter	Board Member
Mrs. Denise Pitts	Board Member
Dr. Eugene Dial	Board Member
Gary M. Wiltz, MD	C.E.O.

Important Numbers

Emergency (fire, police, & ambulance)	911
Poison Control Center	800-222-1222
Homeland Security	800-237-3239
<u>NATIONAL HOTLINES</u>	
Child Find Hotline	800-426-5678
National Sexual Assault Hotline	800-656-4673
Drug Helpline	800-662-4357
Child Help National Child Abuse Hotline	800-422-4453
National Suicide Prevention Lifeline	800-273-8255

**Teche Action Clinic
Primary Care Medical Home**

PATIENT INFORMATION BROCHURE



**“KEEPING TAB’S ON YOUR HEALTH
THROUGH OUR MEDICAL HOME MODEL”**

“Your One Stop Medical Home Shop”

Welcome to Teche Action Board, Inc., a private, not-for-profit federally qualified health center, committed to providing comprehensive, safe, quality health care to residents of St. Mary, Terrebonne, St. John, St. James, Lafourche and Assumption Parishes and surrounding areas. **Teche Action Clinic wants to be your Primary Care Medical Home.** The care we deliver to our users is patient-focused, coordinated and comprehensive. We are Community Health Professionals serving the needs of your entire family.

What is a Primary Care Medical Home?

Also called a patient-centered medical home, a PCMH is a source of primary health care in which services are provided to a patient by a designated primary care clinician who works collaboratively with an interdisciplinary team to deliver safe, high-quality care. In this model, teams work together to accomplish the following goals: Partnering with patients and involving them in developing their treatment plan; providing enhanced access to care, including same-day appointments, e-mails, and telephone calls; tracking and coordinating care delivered by other clinicians and facilities; managing care transitions and encouraging patient self-management.

13 Locations to serve you

Teche Action Clinic 1115 Weber street Franklin, LA (337) 828-2550	West. St. Mary SBHC 1811 Hwy 182 West Baldwin, LA (337) 924-9646	TAC@ Morgan City 1124 7th Street Morgan City, LA (985) 384-2371
TAC@ Pierre Part 3617 Hwy 70 South Pierre Part, LA (985) 252-6211	TAC@ Houma 809 West Tunnel Blvd. Houma, LA (985) 851-1717	TAC@ Dulac/Ashland N. 189 Mozart Drive Houma, LA (985) 868-3700
TAC@ Thibodaux 1709 Ridgefield Rd. Thibodaux, LA (985) 446-7341	TAC@ Galliano 121 W. 134th Place Galliano, LA (985) 325-3607	TAC@ Edgard 159 E. Third Street Edgard, LA (985) 497-8726
TAC@ Reserve 471 Central Ave. Reserve, LA (985) 479-1315	TAC@ ESJH 1 Wildcat Drive Reserve, LA (985) 536-6492	TAC@WSJE 2555 LA Hwy 18 Edgard, LA (985) 267-1093
TAC@ LES, 393 Greenwood Dr. LaPlace, LA (985) 359-6492		TAC Mobile Unit 1115 Weber Street Franklin, LA (337) 828-2550

SPEAK UP

Speak 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.

Pay 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.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use 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 The Joint Commission.

Participate in all decisions about your treatment. You are the center of the health care team.



If you have any concerns about patient care and safety at Teche Action Board, Inc's facilities, we encourage you to contact any employee or member of management. If the concerns in question cannot be resolved at this level, please contact the Joint Commission at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Or

Faxed to 630/792-5636

Or

Emailed to: complaint@jointcommission.org



Teche Action Board, Inc.
Patient Complaint Process

All TAB, Inc. facilities are community responsive. In an effort to continually improve, expand, and monitor our scope of services, we welcome and solicit all patient and family input. In addition to periodic patient satisfaction surveys, your comments or suggestions may be expressed verbally and/or in writing.

Should you have the need to file a complaint, you may do so by following TAB's Inc. complaint process.

COMPLAINT PROCESS

To voice a concern, complaint or grievance, please ask for the complaint officer or designee. The complaint officer or designee will speak to you about the issue, follow-up and report the outcome of the investigative process to all parties involved. You can request a patient complaint form from the front desk receptionist. After completing the form, return it to the complaint officer or designee.

You may also verbally express complaints by calling the complaint officer at 1-800-426-9141. You can expect a response from the complaint officer or designee within a reasonable time frame.

If the problem has not been solved to your satisfaction, you may file a formal written grievance with the clinic's administration or Teche Action Board, Inc.

Formal grievances should be submitted in writing to:

Teche Action Board, Inc.
Complaint Officer
1115 Weber Street
Franklin, LA 70538
Phone: 1-800-426-9141

All Teche Action Clinic Campuses are tobacco free. All patients, family members, and visitors are prohibited from smoking or using tobacco products in or on the clinic premises.

Teche Action Board, Inc. is a non-profit community based federally qualified health center established in 1974. Our organization is governed by a board of directors which consists of community volunteers, 51% of its membership is made up of client users. Teche Action Clinic was the first community health center in Louisiana to receive accreditation by The Joint Commission (1999) and designated as a Primary Care Medical Home in 2011. **Teche Action Clinic receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, or itself and its covered individuals.**

OUR MISSION:

The Mission of Teche Action Board, Inc. is to continually improve its ability to identify and eliminate the unique health disparities of the residents of St. Mary, St. John, St. James, and Terrebonne Parishes. The residents of those parishes and surrounding areas will be provided safe, quality, culturally competent, comprehensive primary and preventive health care services, regardless of race, ethnic origin, age, sex, religion, or ability to pay.*

*According to a sliding fee scale
TAB, Inc. Bylaws, 2016

OUR VISION:

Teche Action Board, Inc. will become the leader in the delivery of safe, quality comprehensive primary and preventive health care that will be recognized and acknowledged on a local, state, and national level. We will be known as a caring, culturally competent, community responsive institution where all who seek health services shall come. We will have a caring, sensitive staff and a barrier free facility in which to provide these services, and at the end of the day, both patients and staff will know that they have been well served and satisfied.

Holidays

All Teche Action Board, Inc. facilities are closed in observance of the following holidays: New Years Day, Martin Luther King Holiday, Mardi Gras, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Day

YOUR RIGHTS AS A PATIENT

1. You have a right to impartial access to treatment regardless of race, ethnic origin, age, sex, religion, handicap, or ability to pay (according to a sliding fee scale).
2. You have a right to reasonable response to your request for treatment within the scope of the organization's mission, capacity, and regulations.
3. You have a right to considerate, respectful care at all times with consideration of your psycho-social, spiritual, and cultural values and beliefs.
4. You have a right to participate in the development and implementation of your plan of care.
5. You have a right to personal and informational privacy. You have a right to confidential treatment. You have a right to confidential treatment.
6. You have a right to access any information contained in your medical record.
7. You have a right to expect reasonable safety and security and to know how this organization will respond to disruptive behavior.
8. You have a right to expect an appropriate assessment and management of pain; information about pain and pain relief measures.
9. You have a right to be informed of any research or experimentation that could affect your care. You may then decide whether or not you want to participate in it.
10. You have a right to obtain complete and current information concerning your diagnosis, treatment, and any known prognosis.

SUMMARY OF OUR NOTICE OF PRIVACY PRACTICES

TECHE ACTION BOARD, INC.

Revised: July 1, 2016

There are also various other ways in which we may use or disclose your information:

- Appointment reminders
- To allow oversight of the quality of the healthcare we provide
- To allow workers' compensation claims
- As required by subpoena in lawsuits and disputes
- Various uses as required by law or to avert a serious threat to health or safety

Your rights regarding health information about you:

You have the following rights regarding health information we maintain about you.

- * Right to inspect and copy (retrieval and copying fees will be assessed)
- * Right to request an amendment
- * Right to an accounting of disclosure
- * Right to request restrictions
- * Right to request confidential communications
- * Right to a paper copy of this notice

Changes to this notice

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. Any revised notices will be posted in our facility. In addition, each time you register for treatment or health care services we will offer you a copy of the current notice in effect.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us by contacting the complaint officer. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

SUMMARY OF OUR NOTICE OF PRIVACY PRACTICES

TECHE ACTION BOARD, INC.

Revised: July 1, 2016

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully. If you have any questions about this notice, please contact Teche Action Board, Inc. at 337-828-2550.

Who will follow this notice?

Teche Action Clinic @ Franklin

Teche Action Clinic @ Dulac

Teche Action Clinic @ West St. Mary

Teche Action Clinic @ Reserve

Teche Action Clinic @ Thibodaux

Teche Action Clinic @ East St. John High

Teche Action Clinic @ West St. John Elem.

Teche Action Clinic @ Edgard

Teche Action Clinic @ Houma

Teche Action Clinic @ Pierre Part

Teche Action Clinic @ Morgan City

Teche Action Clinic @ Galliano

Teche Action Clinic @ Laplace Elem.

Teche Action Clinic Mobile Unit

This notice describes our privacy practices. All of the above sites and locations follow the terms of this notice. In addition, these sites and locations may share health information with each other for treatment, payment, or health care operations purposes described in this notice.

Our pledge regarding health information:

We understand that health information about you and your health care is personal. We are committed to protecting health information about you. We create a record of the care and services you receive from us. 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 this health care practice, whether made by your personal doctor or others working in this office. This notice will tell you about the ways in which we may use and disclose health information about you, and describe certain obligations we have regarding the use and disclosure of your health information.

We are required by HIPAA law to:

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

How we may use and disclose health information about you.

The following categories describe different ways that we may use and disclose health information. By coming for care, you give us the right to use your information for treatment, to get reimbursed for your care, and to operate our organization.

YOUR RIGHTS AS A PATIENT

11. You have a right to reasonable informed participation in decisions involving your health care.
12. You have a right to formulate an advance directive to know how the organization will honor that directive to the extent permitted by law.
13. You have a right to accept health care or to refuse treatment, to the extent permitted by law. You also have the right to be informed of the health consequences of refusing treatment.
14. You have a right to expect that within its capacity, the organization will make reasonable response to the request of a patient for services. The clinic will provide evaluation, service, and/or referral as indicated by the urgency of the care.
15. You have a right to expect that within its capacity, the organization shall report situations of suspected abuse, neglect or exploitation of children, vulnerable adults, and the elderly to the appropriate legal authority.
16. You have a right to request and receive an itemized and detailed explanation of the total bill for services rendered in the clinic regardless of your source of payment.
17. You shall be informed of the organization's rules and regulations applicable to your conduct as a patient.
18. You shall have access to a copy of the Code of Ethics Policy upon request.
19. You have a right to designate a representative decision maker in the event that you are incapable of understanding a proposed treatment or you are unable to communicate your wishes regarding your care.
20. You have a right to express any concerns, complaints, or grievances about your care, verbally or in writing, without threat of discrimination or a reprisal.

YOUR RESPONSIBILITIES AS A PATIENT

1. You are responsible for providing accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. You are responsible for reporting unexpected changes in your condition, including pain to the provider or nurse.
3. You are responsible for giving the clinic a copy of your advance directive, if one exists.
4. You are responsible for providing timely, accurate and complete information about your address, phone number, income, and insurance coverage to the clinic.
5. You are responsible for following the instructions and advice of your health care provider.
6. You are responsible for following the treatment plan with instructions recommended by your provider.
7. You are responsible for asking questions if you do not understand and clearly comprehend the contemplated course of action and what is expected of you.
8. You are responsible for notifying your doctor or nurse if you do not understand information about your care or treatment.
9. You are responsible for keeping all your scheduled appointments including appointments made by your provider for other tests and referral appointments for specialist.
10. You are responsible for canceling appointments in advance if you are unable to keep it.

Sliding Fee Discounts

Teche Action Clinic offers a sliding fee discount to all uninsured and underinsured individuals who qualify based on an approved sliding fee scale. This sliding fee scale is based on the United States Department of Health and Human Services (HHS) Federal Poverty Guidelines and uses household size and income to determine eligibility. The Federal Poverty guidelines assists TAC in assessing eligibility for individuals living at and/or below Federal Poverty Level.

In order to apply for a sliding fee discount, the patient must provide household size and proof of total household income at the time of service. Once eligibility is established, the patients charges will be discounted down to a nominal fee. All nominal fees are due at the time of service. Proof of income must be updated annually.

2018 HHS Poverty Guidelines Persons in Family	48 Contiguous States and D.C	Alaska	Hawaii
1	\$12,140	\$15,180	\$13,960
2	\$16,460	\$20,580	\$18,930
3	\$20,780	\$25,980	\$23,900
4	\$25,100	\$31,380	\$28,870
5	\$29,420	\$36,780	\$33,840
6	\$33,740	\$42,180	\$38,810
7	\$38,060	\$47,580	\$43,780
8	\$42,380	\$52,980	\$48,750
For each additional person, add	\$4,320	4320	4320

All patient must submit proof of income each year in order to continue receiving discounted services.

SERVICES

WE HAVE MUCH TO OFFER ...

Primary care services
Family Medicine
Specialty Referrals
Health maintenance
Medication Management
Immunizations
School and sports physicals
Behavioral/ Mental Health Services
Pharmacy Services
Diagnostic Services
Chronic disease management of Diabetes

Fees

All patients are responsible for meeting their financial obligation with Teche Action Clinic. Each facility accepts Medicare, Medicaid, most private insurance, and private pay. All co-pays and deductibles for Medicare and Private Insurance must be paid at the time of service. In order for Medicaid to pay for your visit, all Medicaid recipients enrolled in the Healthy Louisiana program sponsored by the state must select a Teche Action Clinic provider. All beneficiaries and participating providers are responsible for abiding by the terms of this program. The receptionist can answer any questions you have regarding this matter. Private Pay patients are eligible for reduced or discounted fees; however, proper and sufficient proof of income is required at the time of visit. In order to apply for a sliding fee scale discount, you must present the most recent 30 days work of income. If you receive social security or disability benefits, a copy of your monthly check or a copy of the award letter can be presented as proof of income. We can accept a copy of a current food stamp sheet as proof of income. A current list of what is considered acceptable proof of income may be obtained from the receptionist.

YOUR RESPONSIBILITIES AS A PATIENT

11. You are responsible for participating in the planning and implementation of your care.
12. You are responsible for informing your doctor or nurse if you are not satisfied with any aspect of your care.
13. You are responsible for your actions and the consequences if you refuse treatment or do not follow the provider's instructions.
14. You are responsible for paying any balance that is due to the clinic or making arrangements to meet your financial obligations in a timely manner.
15. You are responsible for following the clinic rules and regulations affecting your care and conduct and for respecting the clinic's property.
16. You are responsible for acting in a considerate and cooperative manner and to be considerate of the rights of other patients and clinic personnel.
17. You are responsible for obtaining and taking your medications as prescribed by your provider. If available, samples may be given.
18. You are responsible for abstaining from smoking on the clinic's property. No illicit drugs, alcohol, or fire arms are allowed on clinic properties.
19. You are responsible for asking your doctor or nurse what to expect regarding pain; discussing pain relief options; assisting in measuring your pain; participating in the development of a pain management plan; informing your doctor or nurse if your pain is not relieved.
20. You are responsible for identifying and reporting any safety concerns that may affect your care.

SERVICES

If you have any questions about the services offered through Teche Action Clinic, please call us at any of the locations listed in this brochure. No medical record or information will be released without the knowledge and consent of the patient. **All patient information is kept confidential.** We strive to provide all of our patients with the best quality care possible and take great pride in the education, training, and capabilities of each staff member.

Teche Action Clinic's team of administrators, physicians, nurse practitioners, physician assistants, social workers, nurses, health educators, medical assistants and support staff are dedicated to caring for our patients with all respect, dignity, and confidentiality. There are no income, age, or residency requirements for services. It is our policy to provide all patients with quality health care at reasonable fees. We can assist you with Medicaid, Medicare, MSP, Medicare Part D and Health Insurance Marketplace applications. All of our locations are Certified Medicaid Enrollment Assistance Centers, Certified Medicare Application Centers and SHIP assistance centers. Most private insurance carriers, Medicare, and Medicaid are accepted. Teche Action Clinic also offers sliding fee discounts based on the family income and size for the uninsured and underinsured and those experiencing financial difficulties.

Teche Action Clinic takes a **inter-disciplinary team** approach to health care delivery by providing safe, quality, comprehensive health care to individuals and families in need of services. Teche Action Clinic clinicians are properly licensed and credentialed to meet or exceed industry standards. Our staff is dedicated and committed to meeting your health care needs through the **Primary Care Medical Home Model** whose philosophy is to deliver care that is patient-centered, comprehensive, coordinated, accessible and continually improved through a systems-based approach to quality and safety.

Teche Action Clinic's provider staff includes all Board Certified and/or eligible physicians. Specialties include:

- Internal Medicines
- Family Medicine
- Pediatrics
- OB/GYN
- Behavioral/Mental Health
- Dental
- Pharmacy
- Nutritional Counseling

SERVICES

Teche Action Clinic is committed to providing every patient with 24 hours a day, 7 days a week access to appointment availability and scheduling, requests for prescription renewal, test results and clinical advice to address your urgent health care needs. We offer flexible scheduling to accommodate your patient care needs. Every effort will be made to schedule you with a desired physician if you request one. However, if it is not possible to see that clinician, we will try to assist you in selecting one whose specialty meets your unique health needs. For this reason, when you schedule an appointment, staff will occasionally need to ask the general nature of your visit. Such information is confidential. Specialized consultations and hospital referrals will be made based upon the patient's preference and the judgment of the attending clinician.

Teche Action Clinic patients are urged to make and keep scheduled appointments to see their health care provider. You can schedule an appointment by calling the location you wish to visit. Our staff is always ready and available to serve you. All patients who have scheduled appointments are encouraged to be on time for his or her appointment. If you are fifteen minutes late, your appointment is considered cancelled, you will become a work-in appointment and seen between appointments. If you are too early for an appointment, you may not be called until your scheduled appointment time. It is the responsibility of patients to maintain all appointments as assigned to ensure optimum care is provided. If you are unable to keep a scheduled appointment, please contact us within 24 hours of the scheduled time. This enables us to schedule other patients. Your cooperation on this matter is greatly appreciated. Walk-in appointments are always welcomed. We make every effort to accommodate walk-ins based on triage evaluation and provider availability.

After Hours Coverage

Teche Action Clinic patients who need to reach us for an urgent healthcare need after regular office hours can do so by calling the office and giving information to the answering service. The answering service will contact the physician on call. **Note: If you think you are experiencing a life threatening episode such as chest pains, severe shortness of breath, numbness, etc., please call 911 or go to the nearest emergency room.** You may advise them as to who your TAC Primary Care Clinician is, and he or she may be contacted. Teche Action Clinic is not responsible for any charges resulting from your emergency room visit.