

## PATIENT'S RIGHTS

It is our intent that all patients:

- Be treated with respect, consideration and dignity.
- Have their medical records and personal disclosures handled in a confidential manner. Patient information shall not be released or divulged to anyone without written authorization signed by the patient or guardian.
- Have information regarding their diagnoses, treatments, and prognoses provided to them to the degree that they are known. If concern for a patient's health ever makes it inadvisable to give such information to the patient, this information will be made available to an individual designated by the patient or to a legally authorized individual.
- Participate in health care decisions unless this is contraindicated by concerns for the patient's health.
- Be charged for services according to ability to pay.

## PATIENT'S RESPONSIBILITIES

- Keeping scheduled appointments or calling and rescheduling within 24 hours of scheduled appointment.
- Following the instructions of the health care providers to the best of their ability, and for bringing any problems about the instructions to the attention of the providers. While the providers will try to provide the best possible care for their patients, patients must realize that neither a center nor a provider can accept responsibility for the consequences of a patient refusing treatment or not complying with therapy instructions.
- We ask that patients pay for services at the time services are rendered.
- Informing the center staff, about any changes in their name, address, health history, telephone number, insurance or financial status.
- Providing the center with proof of individual or family income if asked.
- Informing the physician or center management about any problems or concerns that they have in relation to their dealing with the center.

## HOURS OF OPERATION

Monday  
Tuesday  
Thursday  
Friday  
8:30 a.m. – 5:30 p.m.

Wednesday  
9:00 a.m. – 6:30 p.m.

First and Third Saturday  
9:00 a.m. – 1:00 p.m.

## SERVICES

- Family Practice
- Internal Medicine
- Pediatrics
- KidMed Screenings
- LACHIP Applications
- Comprehensive Dental Services
- Chronic Disease Management
- HIV Counseling/Testing – Free
- HIV Primary Care
- Immunizations
- WIC
- Nutrition Counseling
- Case Management
- Mental Health
- School, Sports, & Work Physicals
- Discounted Pharmacy Program
- Medication Assistance
- Laboratory Services
- Medicaid Applications

For an appointment or more information please give us a call:

Phone: 225.650.2000

1-866-MYCCFHC

1-866-(692-2342)

Fax: 225.650.2099



*Family Serving Families*

"OUR MISSION IS  
TO PROVIDE  
QUALITY AND AFFORDABLE  
HEALTH CARE  
WITH COMPASSION AND  
RESPECT FOR CONFIDENTIALITY."

3140 FLORIDA BLVD.  
BATON ROUGE, LA  
70806

## HISTORY AND STRUCTURE

Capitol City Family Health Center, a Federally Qualified Health Center, was founded in 1997 by a group of dedicated people with the goal to ensure that affordable, accessible, quality health services were accessible to people in the community. Capitol City Family Health Center, a private-nonprofit corporation, is guided by a Board of Directors with a majority of the members receiving their health care at the health center. All services are provided without regard to race, color, national origin, sex, age, or ability to pay.

## THE STAFF

Capitol City Family Health Center's staff is led by a Chief Executive Officer and a full array of competent, qualified, compassionate doctors, dentists, nurse practitioners, nutritionists, case managers, and other medical and administrative personnel.

## LABORATORY AND PHARMACY SERVICES

Laboratory and pharmacy services are available to help medical staff diagnose illness and initiate treatment immediately. There are minimal charges for these services and some patients may qualify for a minimum-pay category to help offset costs.

## EMERGENCIES

Capitol City Family Health Center offers after-hours call services. You can access the on call staff after regular business hours by calling 225.650.2000. You will receive instructions and will be able to discuss your emergency with a member of our staff.

## SERVICES

The center provides health services throughout their life cycles. If needed services are not available on site, a referral system is in place to meet patient needs.



*We are a Certified Medicaid Application Center.*

### BILLING FOR SERVICES:

- Medicare
- Medicaid
- Cash or Check
- CommunityCare Referrals
- Many private insurance plans
- Debit/Credit Cards
- Sliding fee/discount payments

We ask that patients pay for services at the time services are rendered. **Proof of income is required for discounted fees.** This service is available to individuals and families who wish to apply and who qualify. Patients receiving the discount pay minimal fees.

## Adult Health Care

- Routine health examinations and annual physicals
- Primary care services
- Family planning services
- Nutrition counseling

*Children and Adolescents* may come to the center to obtain KIDMED, school and sports physicals, acute illness exams, routine health checkups, immunizations, dental care, and health education.

*Preventative Dental Care* is an important aspect of total health care at the center. The dental program helps patients of all ages in tooth decay and gum disease prevention, as well as comprehensive treatment.

*Medication Assistance* is available to all patients of Capitol City Family Health Center free of charge.

*WIC* is a special food program for women, infant and children. Its purpose is to provide nutrition education and a nutritious food package to Louisiana's low income women and preschool age children. WIC services are provided at the center for eligible participants.

*HIV Primary Care Services* include a wide range of testing, evaluation and counseling for adult patients. Services offered include substance abuse programs, family and relationship counseling, ADAP and Medicaid certifications.

*Visit our website at [www.ccfhc.org](http://www.ccfhc.org)*