

Welcome to Tri-City Health Center



Patient Handbook

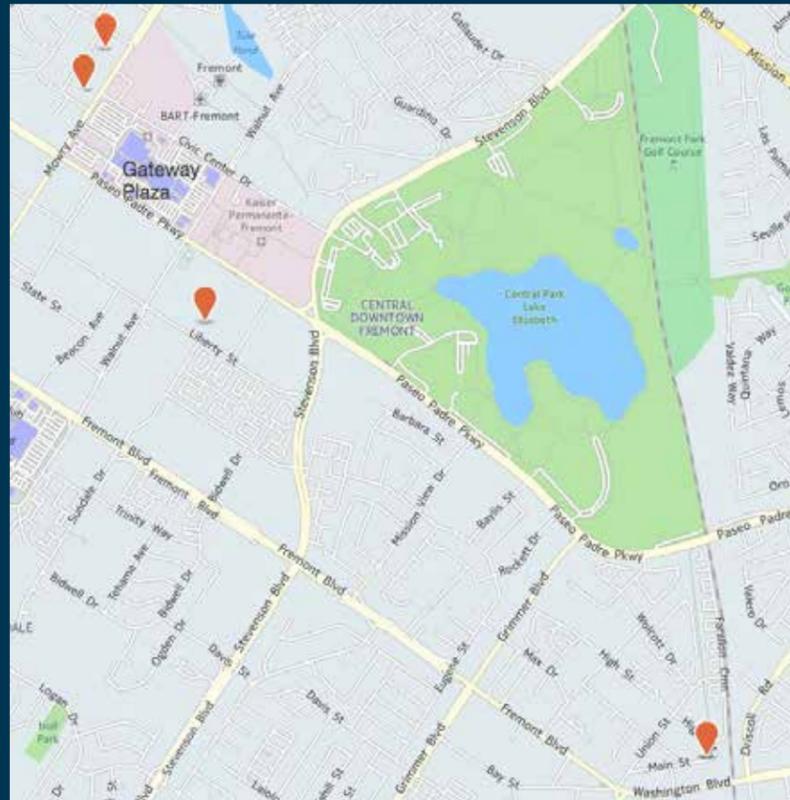
Tri-City Health Center Clinic Sites

Liberty Site
39500 Liberty Street. Fremont, CA 94538

Mowry I
2299 Mowry Ave. Suite 3B, Fremont, CA 94538

Mowry II
1999 Mowry Ave. Suite F and N, Fremont, CA 94538

Main Street Village
3607 Main Street Suite B. Fremont, CA 94539



IMPORTANT PHONE NUMBERS

TCHC Administration Line:	510-770-8133
TCHC Appointment Line:	510-770-8040
TCHC Appointment Cancellation Line:	510-252-6888
TCHC Behavioral Health Line:	510-456-4389
TCHC Billing Department: (listen for prompt to connect you with our Billing Department)	510-770-8040
TCHC Dental Office:	510-505-9409
TCHC Enabling and Outreach Services	510-252-6852
TCHC Medical Records:	510-252-5848
TCHC Referrals Department:	510-252-5836

LOCAL EMERGENCY NUMBERS

Crisis Support Services of Alameda County:	800-309-2131
Fremont Fire Department:	510-494-4200
Fremont Police Department:	510-790-6800
Poison Control:	800-222-1222

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WELCOME:

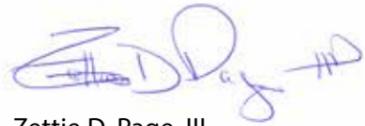
Dear Friend,

For over 40 years Tri-City Health Center has grown with the community we serve. Over the last four decades, Tri-City Health Center has delivered quality and affordable health care services to Alameda County. We empower patients to take control of their health by offering comprehensive medical, dental, vision and preventative care from a staff that represents our culturally diverse community. In addition, collaborative partnerships have helped us extend the range of our comprehensive health care programs and services.

At Tri-City Health Center we believe in patient centered care. Our patients are provided with comprehensive quality health care by a team of health care providers dedicated to serving the community.

As Tri-City Health Center evolves with the ever-changing healthcare landscape, our commitment to the community will stay the same, "To provide the highest quality of care to all individuals with the utmost respect and dignity."

Warm Regards,



Zettie D. Page, III
MD, PhD, MBA, MSW, MS
Chief Executive Officer

Mission:

Tri-City Health Center (TCHC) is committed to delivering excellent health services in a caring, nurturing, and respectful atmosphere and improving the quality of life for every individual and family in our community.

Values:

Quality: To consistently strive to deliver the highest possible quality of patient care.

Equality: To ensure individuals and families receive quality health care without regard to ability to pay.

Respect : To treat all patients, staff members, and our community with utmost respect and dignity.



YOUR RIGHTS AND RESPONSIBILITIES:

As a patient, you have a set of rights that will help you understand your health and/or illness and that will ensure that you are able to participate in decisions affecting your health. In line with state and federal law, Tri-City Health Center is committed to protecting these rights.

YOUR RIGHTS:

- All services will be explained to you in a way that you understand and in the language that you speak.
- You will receive services that respect who you are, no matter what background you come from and where you come from.
- Tri-City Health Center will follow all laws about keeping your medical information and record private. Your medical information will not be given to others outside of TCHC unless you give written permission. You will only be contacted by phone, email, and mail in the way you tell our staff that we may contact you.
- You will get information about your health and your health conditions and work with your medical provider to decide on your care and treatment. You will be given the best quality of care that can be provided through Tri-City Health Center. You have the right to say "No" to any treatment.
- If you have a sudden, serious illness that puts your life in danger, you will be checked by a medical provider and emergency services will be called right away if the best treatment cannot be given to you at Tri-City Health Center's clinics.
- You have the right to talk to someone and/or to fill out a written form if you do not feel good about the services that were provided to you or any other part of your care at Tri-City Health Center. Speaking to a Clinic Manager or filing a grievance will not be held against you in getting any other services at Tri-City Health Center.

To help us provide you with the best care possible, we also ask that you accept responsibility for being an active partner in managing your health.

YOUR RESPONSIBILITIES:

- You are responsible for being on time. If you are unable to keep an appointment, you are requested to call 2 hours before your scheduled appointment time to avoid a 'No-Show.'
- You are responsible to provide the staff involved with your care all the information and documentation necessary to deliver and administer care.
- You are responsible to inform staff of any change in your address, phone number, income, and health.
- You are responsible to follow directions, prescriptions, and recommendations given by clinical staff.
- You should treat staff members and other patients with respect and dignity, including refraining from physical or verbal harassment.
- You are responsible for the payment of your services received if not covered by your healthcare plan.
- You are responsible for providing the clinic with your insurance information, responding to and complying with information from your insurance carrier to ensure continued coverage.
- You are responsible for complying to posted TCHC information in your specific clinic.



PATIENT SAFETY:

The following guidelines are designed to promote safety and security while receiving high quality patient centered care at Tri-City Health Center. Disruptive behaviors will not be tolerated. If staff or another patron reports the any of the items listed below, security measures and/or legal action will be taken. This includes but, is not limited to:

- Harassment of any kind.
- Use of loud, threatening, abusive, or obscene language.
- Offensive remarks of racial, sexual, or personally derogatory nature.
- Use of physical violence or act in a threatening manner towards others.
- Arrive on site under the influence of drugs/alcohol.
- Arrive on site in possession of alcohol or drug paraphernalia.

To ensure safety across all sites, we request patients to be mindful of the following:

- Do not block entrance with personal items such as strollers, bikes, or carts.
- Report unkept facilities to staff.
- Keep all personal belongings with you.
- Do not loiter in front of entrance.
- Smoke only in designated areas outside of the clinic.
- Keep your minor child with you at all times.
- During evening clinic, park your vehicle in a well-lighted area.

OUR PRIVACY PRACTICES

To our patients:

At Tri-City Health Center (TCHC), we are committed to providing you with the highest quality of care in an environment that protects your privacy and the confidentiality of your medical information. As part of our compliance efforts, TCHC must provide you with a **Notice of Privacy Practices** which describes how your medical information may be used and disclosed. TCHC has coordinated its response to the HIPAA regulations with our medical staff. This has been done to ensure that you will receive this notice the first time you seek care at a TCHC facility. You will be asked to acknowledge that you have been offered this document.

TCHC may use and disclose your medical information to:

- Medical staff and personnel who provide you with care.
- Remind you about an appointment.
- Talk to family or friends involved in your care (unless you object).
- Ensure that we follow the rules of regulatory agencies regarding quality of care and effective use of resources.
- Comply with legal requirements, subpoenas, or court orders for mandatory reporting, such as with cases involving child or elder abuse.
- As they develop and seek out the best possible treatments for diseases and medical conditions, all researchers must follow specific regulations to ensure the privacy of patient information.
- Tell you about care-related benefits or services that may be of interest to you.
- Request payment from your insurance company.
- Notify your child's school about your immunization records if you authorize TCHC to do so.

Should you have any further questions regarding our privacy practices or the disclosure of your health information, please feel free to contact our HIPAA Officer at 510-252-6809.

BROAD SPECTRUM OF SERVICES:

Tri-City Health Center offers a wide variety of primary care services to meet the needs of patients of all ages and stages of life:

Primary Care: Primary care focuses on the health maintenance of adults ages 18 and older. Primary care is performed and managed by each patient's primary care provider, often collaborating with other health professionals, and utilizing consultation or referrals as appropriate.

Pediatric Care: Pediatric care focuses on the specialized needs of children from birth to the age of 18. Services include sick visits, new born visits, well checks/physicals, sport physicals, nutrition consultations, referrals services for dental, vision, and many other specialty services.

Family Planning: Services include contraception, emergency contraception, pregnancy testing with counseling, preconception counseling, limited infertility services, sexually transmitted infection testing and treatment, breast and cervical cancer screening, and HIV screening. Individual reproductive health education and counseling is a component of all services.

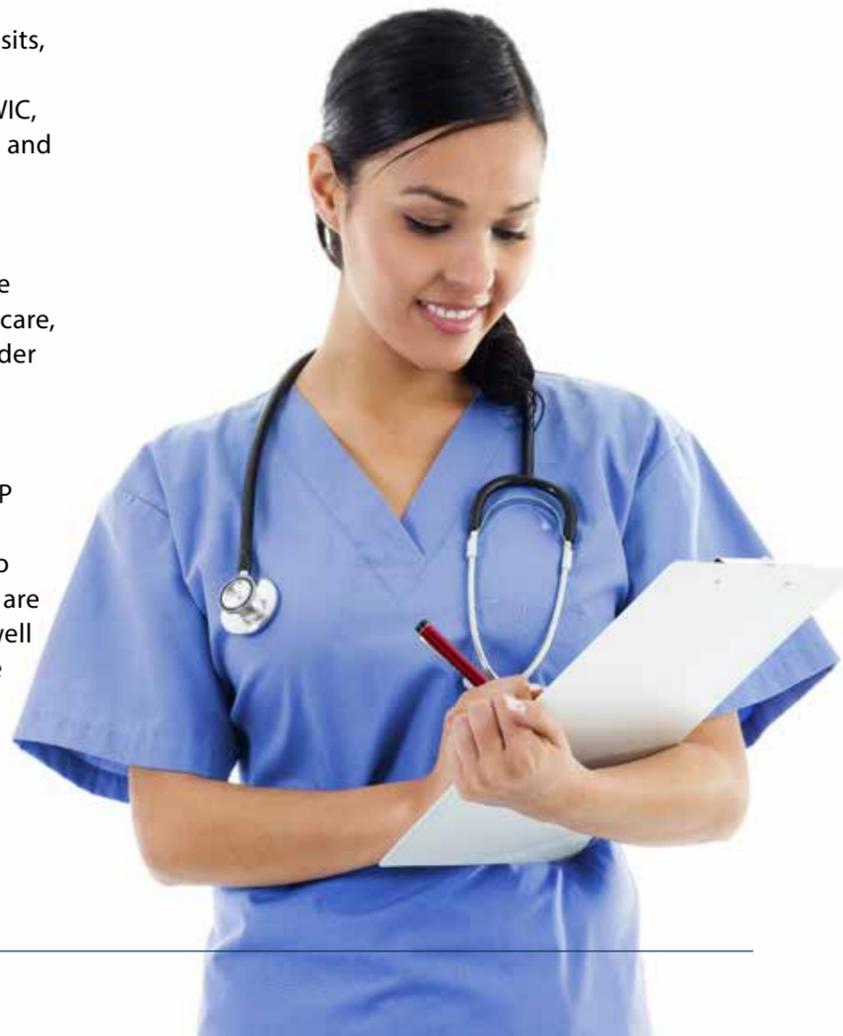
Prenatal: Services include obstetrics medical visits, health education, nutrition & behavioral health counseling, enrollment assistance, referrals to WIC, and other specialty services including adoption and pregnancy termination services.

HIV/Hepatitis C: TCHC offers HIV/Hepatitis C (HCV) specialized primary care. Services include confidential HIV/STD/HCV testing, HIV primary care, risk reduction counseling, and care services under one roof. Comprehensive HIV medical services are combined with on-site case management, client advocacy, psychosocial support/mental health, medical transportation assistance, ADAP medication assistance enrollment, emergency assistance, housing assistance, and a Linkage to Care coordinator. Drop-in harm reduction sites are located in Downtown and South Hayward, as well as at our clinic site in Fremont. Services include street outreach, syringe exchange, workshops, and wound care.

Teen Health: Teen Clinic offers sexual and reproductive health care to youth ages 12-24. Services are low or no cost and completely confidential. TCHC's Teen Clinic provides a range of confidential preventive health services that include:

- Contraceptive services
- Pregnancy testing and options counseling
- Pelvic exams
- Screening for breast and cervical cancer
- Screening for STDs including HIV/AIDS
- Health education
- Referrals to other health and social services

Chronic Disease Management: The aim of the TCHC chronic care program is to promote the early detection of chronic diseases, to monitor the health of chronic care patients, to reduce the risk of complications, and to encourage patients to make healthy lifestyle choices that help maximize their quality of life. Chronic care patients are invited to health & wellness classes, one-on-one nutrition & health education counseling, and assistance with medication management & referrals.



Nutrition Counseling: Registered Dietitians and Comprehensive Perinatal Health Workers (CPHWs) are able to provide nutrition counseling and health education services to patients of all ages. Classes are offered to targeted populations (i.e. HIV, diabetic, hypertensive, obese pediatric, low risk prenatal, and gestational diabetic) to address the unique needs and provide support. Family nutrition classes are also available to patients

TransVision: TransVision coordinates TCHC's transgender clinic for access to non-HIV primary care, including hormone access and HIV/STD screening and testing. Services include:

- Comprehensive HIV/Primary care
- Hormone therapy and informed consent for HRT
- HIV/STD Screening
- Patient navigation
- Legal system assistance with identification documents, court documents, and advocacy
- Venue-based outreach
- One-on-one risk reduction counseling
- Multi-session groups
- Case management

Behavioral Health: Integrated Primary Care combines medical and behavioral health services in order to fully meet the needs of TCHC's members. Offering mental health treatment in primary care is convenient for patients, build on existing provider-patient relationships, and can help improve care of patients who have both medical and mental disorders. TCHC's Behavioral Health team are mental health professionals who have been specially trained to help patients cope with problems that affect their overall health and wellbeing. An initial evaluation/assessment can be done if interested in being referred to specialty mental health services. The Behavioral Health team is made up of licensed mental health clinicians and clinical support staff. Services are provided in English and Spanish.

Dental Services: Dental services are offered to all TCHC patients. Services include examinations, fluoride treatments, fillings, extractions and other minor restorative care. Health PAC patients must receive a referral from a Tri-City Health Center medical provider. Medical (Alameda Alliance and Anthem Blue Cross members) may contact the dental office directly. Uninsured patients may qualify for dental care under a sliding fee program after a member services screening. The dental staff provides service in multiple languages including Spanish, Farsi, Hindi, Punjabi and Urdu.

Vision Services: Vision services will be offered to all TCHC patients. Complete vision services includes comprehensive eye exams for all ages, affordable glasses, contact lens fitting, and annual retinopathy screening. (Coming to Tri-City Health Center, January 2015)

Referrals: TCHC patients are eligible to receive referrals to specialty clinics. Referral services that are offered to the TCHC community include both outside specialty agencies (medical, specialty mental health/psychiatry, labs, financial assistance, social services, etc.) and in-house specialties (behavioral health, nutrition, dental, case management/care coordination, health education/classes, and member services/enrollment). Referrals are processed by TCHC clinical and support staff.

Coordination of Care: To ensure that we provide effective and quality care, your team at TCHC, will work with you and any outside facilities/institutions or specialists, to guarantee that your needs and preferences for health services are addressed. Appropriate staff will assist in navigating the various internal and external resources that can best address your health needs.

INFORMATION FOR YOUR VISIT:

Our goal is to help you get settled for your appointment as quickly as possible. It is important that you bring everything necessary to your appointment. Whether you are a new patient or an established patient, please bring the following to your appointments:

- Your co-payment or method of payment. Cash, checks, debit/credit cards are all acceptable forms of payment.
- Your insurance card or proof of insurance.
- Proof of income if you believe you may qualify for any one of our healthcare coverage programs.
- Medications you are currently taking.
- Any necessary documents that are needed for your PCP to review/complete for your appointment (i.e discharge paperwork from ER, lab work, etc).

NEW MEMBER PROCESS IF YOU HAVE INSURANCE:

- If you are a new patient to Tri-City Health Center and you are already enrolled in a health care coverage program, patients are required to arrive an hour prior to your scheduled appointment for the registration process.

IF YOU DO NOT HAVE INSURANCE:

If you are a new patient to Tri-City Health Center and you are not enrolled in a healthcare coverage program or are unsure of your coverage, our front desk will assess and screen to see which programs you qualify for. Based on your family income and size, you may be eligible for the following programs:

- Cancer Detection Program
- Family PACT
- Homeless Program
- TCHC Sliding Scale Program

What healthcare coverage programs/insurances does TCHC accept?

Tri-City Health Center staff will work with you to ensure we identify a program that you are eligible for. We will never deny services based on your ability to pay.

Currently, Tri-City accepts the below following programs:

- Alameda Alliance
- Blue Cross
- Cancer Detection Program
- CHDP Gateway
- Family PACT
- IHSS
- IZ Program
- HealthPac
- Homeless Program
- Medical
- Medicare

*The above list may be subject to changes from the county or state.

If you have any further questions, please contact our Billing Department by calling 510-770-8040 (listen for prompt).

Helping you enroll in coverage:

Our staff is trained to assist you with processing applications for coverage programs such as: Health PAC, Medical or those available through the Covered CA health insurance exchange. To ensure you are informed of your care coverage, our staff will explain the benefits and coverage through the different programs. Once your application has been processed, you will receive an informational brochure with more details about the corresponding coverage program along with a Notice of Privacy Practice.

TCHC sliding scale program:

Patients who are at or below 200% of the Federal Poverty Guideline are entitled to a sliding fee discount from 25% to 100% of the charges for that day.

Inquire at the Front Desk to see if you qualify for a sliding fee discount.

Forms of payment:

We accept credit cards, debit cards, money order, cash, and checks.

Interpreter services:

When scheduling your next appointment, please let us know if you will need an interpreter. Our staff will arrange for an interpreter to be available for your appointment.

Interpreter availability varies pending healthcare coverage program. Please contact the appointment line to learn more at 510-770-8040.



CLINIC SITES, SERVICES AND HOURS

Listed here are our locations and the services provided at each, and the day/hours services are available.

Clinic	Services Provided	Hours of Operation
Mowry I 2299 Mowry Ave. Suite 3B Fremont, CA 94538	<ul style="list-style-type: none"> Behavioral Health Health Insurance Enrollment/ Member Services Immunizations Pediatric Primary Care 	Monday 8:00 am – 7:00 pm Tuesday 8:00 am – 5:00 pm Wednesday 8:00 am – 7:00 pm Thursday 8:00 am – 5:00 pm Friday 8:00 am – 5:00 pm Saturday CLOSED Sunday CLOSED
Mowry II 1999 Mowry Ave. Suite F Fremont, CA 94538	<ul style="list-style-type: none"> Walk-in only, no appointments needed Rapid attention for minor illnesses and injuries 	Monday - Friday 7:00 am – 9:00 am & 7:00 pm – 9:00 pm Saturday CLOSED Sunday CLOSED
Mowry II 1999 Mowry Ave. Suite F Fremont, CA 94538	<ul style="list-style-type: none"> Adult Primary Care Health Insurance Enrollment/ Member Services HIV/HEP C Prevention, Testing, Treatment, and Case Management Transgender Care 	Monday - Friday 9:00 am – 7:00 pm Saturday CLOSED Sunday CLOSED
Mowry II 1999 Mowry Ave. Suite N Fremont, CA 94538	<ul style="list-style-type: none"> Adult Primary Care Behavioral Health Family Planning Health Insurance Enrollment/ Member Services Prenatal Care Women's Health 	Monday & Wednesday 8:00 am – 7:00 pm Tuesday, Thursday & Friday 8:00 am – 5:00 pm Saturday CLOSED Sunday CLOSED
Mowry II 1999 Mowry Ave. Suite N Fremont, CA 94538	<ul style="list-style-type: none"> Family Planning Teen Health 	Monday - Thursday 9:30 am – 6:00 pm Friday 8:30 am – 5:00 pm Saturday CLOSED Sunday CLOSED

Clinic	Services Provided	Hours of Operation
Liberty Site 39500 Liberty Street Fremont, CA 94538	<ul style="list-style-type: none"> Adult Primary Care Behavioral Health Chronic Care Management Health Insurance Enrollment/ Member Services Nutrition Medication Assistance Onsite Triage Nurse Vision Services (coming January 2015) 	Monday 8:00 am – 7:00 pm Tuesday 8:00 am – 7:00 pm Wednesday 8:00 am – 7:00 pm Thursday 8:00 am – 7:00 pm Friday 8:00 am – 5:00 pm Saturday 8:00 am – 5:00 pm Sunday CLOSED
Main Street Village 3607 Main Street Suite B. Fremont, CA 94539	<ul style="list-style-type: none"> Adult Primary Care Behavioral Health Health Insurance Enrollment/ Member Services 	Monday 8:00am- 5:00pm Tuesday CLOSED Wednesday 8:00a-5:00pm Thursday CLOSED Friday 8:00am-5:00pm Saturday CLOSED Sunday CLOSED
Dental 38056 Martha Ave Fremont, CA 94536	<ul style="list-style-type: none"> Examinations Fluoride treatments Fillings Extractions Other minor restorative care 	Monday 9:00 am – 6:30 pm Tuesday 9:00 am – 6:30 pm Wednesday 9:00 am – 6:30 pm Thursday 8:30 am – 5:00 pm Friday 9:00 am – 5:00 pm Saturday 9:00 am – 4:30 pm Sunday CLOSED

*Current as of 11/01/2014



AFTER HOURS CARE:

Tri-City Health Center provides an after-hours triage nurse by telephone. After Hours medical on-call services are provided after clinic hours in the evenings, on weekends, and holidays by calling the appointment line: 510-770-8040

When you call in for medical assistance to the clinic after clinic hours, you will first hear a message stating that if you are experiencing an emergency, you should hang up and call 9-1-1.

After this message you will be transferred to our answering service. This service will take your message and an on-call provider will contact you. The on-call provider will document and discuss your symptoms and recommend an appropriate course of action.

Our call center staff will contact you to schedule a follow-up appointment. TCHC staff will contact you to schedule a follow-up appointment, if needed.

The following is a list of hospitals in the area that can provide you with emergency care.

Alameda Health System – Highland Hospital
1411 E. 31st Street
Oakland, CA 94602
Main Hospital Operator: 510-437-4800
Emergency Services: 510-437-4559

Eden Medical Center
20103 Lake Chabot Road
Castro Valley, CA 94546
Main Hospital Operator: 510-537-1234
Emergency Services: 510-889-5015

St. Rose Hospital
27200 Calaroga Avenue
Hayward, CA 94545
Main Hospital Operator: 510-264-4000
Emergency Services: 510-264-4026

Washington Hospital
2000 Mowry Avenue
Fremont, CA 94538
Main Hospital Operator: 510-797-1111



Selecting your Primary Care Provider

When enrolling as a new patient at Tri-City Health Center, we will work with you to help you select one of our providers as your primary care provider.

Your primary care provider will be your health care advocate, direct link to all TCHC services, and your resource for referrals to specialists.

We encourage patients to view our Provider Directory at <http://tri-cityhealth.org/about/providers/> to learn more about our providers.

Communicating with your provider and health care team

Patients are encouraged to be proactive with their healthcare. If you need to schedule an appointment or would like a concern addressed by your health care team, call the appointment line at 510-770-8040.

If no appointment is needed, a Call Center staff member will document and communicate your question or concern to your care team through TCHC internal communication.

Make an appointment

Call 510-770-8040 to make or reschedule an appointment.

Please arrive 20 minutes prior to your scheduled appointment time. To ensure you are seen in a timely manner, we want to allow time for you to complete pending forms/applications necessary for your appointment with your provider.

Please bring:

- Photo ID
- Your co-payment or method of payment. Cash, credit, debit/credit cards are all acceptable forms of payment.
- Your insurance card or evidence of insurance
- Proof of income if you believe you may qualify for any one of our healthcare coverage programs
- Medications you are currently taking

Please let us know:

- If you have had any change to your listed address or phone number
- If you would like information regarding a healthcare coverage program
- Any change in your current insurance or healthcare coverage program

Cancel or reschedule an appointment

If you need to cancel or reschedule an appointment, please call 510-252-6888 within 2 hours of your appointment to prevent a no-show on your appointment record.

Selecting a pharmacy

Tri-City Health Center works with a number of pharmacies in the tri-city area.

Our preferred pharmacies are the following:

- AHF
- Walgreens
- Safeway
- CVS
- Rite Aid
- Mowry Medical Pharmacy
- Custom Care Pharmacy

Please let your health care team know which pharmacy you prefer to use. We are also able to send prescriptions to other pharmacies as well, so if your preferred pharmacy is not listed, please let us know and we will indicate your preference in your chart.

Requesting a medication refill

If you have existing refills or are unsure if you have any refills left, please call your pharmacy. If needed, your pharmacy may contact Tri-City Health Center to submit the request to your provider.

We encourage all patients to submit requests at least one week before you run out of your medication. Once you call in to your pharmacy, please allow at least 48-72 hours for your medication to be refilled.

If a prior authorization for a medication is needed from your insurance company, it can take up to one week for processing. Please allow time for requests to be processed.

If you need further assistance, you can call our appointment line at 510-770-8040. Follow the prompts to get transferred directly to our Medical Assistant Support staff.

Medication Assistance Program

Tri-City Health Center's Medication Assistance Program assists uninsured or underinsured patients in obtaining medications at no cost or low cost. The Medication Assistance Programs are run by pharmaceutical companies to provide free or low cost medications to people who cannot afford to buy their medicine.

Patients are referred by their provider based on their medication needs. After the referral is placed, the Medication Assistance Program Advocate will determine your eligibility and contact you to schedule an intake appointment. During your appointment, staff will assist with application completion and any further assessment if needed.

To learn more about this program, we encourage you to ask your primary care provider.

Advanced Health Care Directives

If you have an existing Advanced Health Care Directive, please inform staff so we can include this information in your chart. Tri-City Health Center does not offer assistance with completion of an Advanced Health Care Directive or have forms on site.



Late Policy

Please arrive at the clinic 20 minutes prior to your scheduled appointment time. Arriving after your appointment time may lead to a longer wait time to see your provider or we may need to reschedule your appointment.

Cancellation Policy

Please call promptly if you are unable to make your appointment and need to cancel. All appointments must be cancelled with a 2 hour notice. If TCHC receives no notice of cancellation, your appointment will be marked as a 'No-Show.'

Please call our cancellation hotline at 510-252-6888.

No-Show Policy

After 3 no-show appointments, patients are limited to scheduling a same-day appointment with the call center and/or in the clinic. Same-day appointments availability varies per day. TCHC cannot guarantee an appointment with your assigned primary care provider.

For more information regarding the no-show policy, please inquire with front desk staff.

Discharge Policy

The Discharge Policy exists to ensure the safety and well-being of Tri-City Health Center patients and staff. Patients will be discharged when a patient has met one or more of the following criteria:

- Patient intentionally carries weapons into the clinic.
- Patient uses threats against any patient or staff.
- Patient steals any property of TCHC or any property of any person working/visiting TCHC.
- Patient deliberately alters a prescription.
- Patient continues to be verbally abusive towards staff or other patients.
- Patient does not comply with medical advice and/or guidelines.
- Patient provides false patient identification and/or information.
- It is deemed by medical staff that continued care at TCHC is not in the best interest of the patient.

For more information regarding the discharge policy, please request to speak with a clinic manager.

Guide Dogs and Other Service Animals

Please leave your pets at home when you come to any of our clinics. Service animals are those animals trained to help patients and visitors with activities of daily living. They are welcome in any area of the clinic that is unrestricted to patients and visitors, provided that the presence of the service animal does not alter the policies, practices, or procedures of Tri-City Health Center. You are responsible for maintaining and keeping animal under control. Please inform staff that a service animal is required during visit.

For information, call the Compliance Department at 510-252-5819.

Cell Phones

The use of cell phones is prohibited where critical medical equipment is in operation. Please read and follow all posted signs about the use of cell phones, and use only in approved areas. If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors.



Requesting your Health Records:

You have the right to obtain a copy of your medical records and to request that your records be provided to someone else (subject to certain limitations). In order to protect your privacy, we must have your written permission before releasing the records. To begin your request, you can obtain a copy of the Authorization for Release of Health Information form from any front desk staff at all sites.

When completing the form:

- Be sure to fill it out completely, including signing and dating it.
- Incomplete forms may be returned to you for completion.
- If you are the health care agent, court appointed guardian, holder of a Medi-Cal power of attorney or similar legally appointed representative, please attach proof of your authority to act on behalf of the patient.

Return the completed form (and any attachments) via fax, in person, or by mail to the address below:
 Fax #: 510-770-8141
 Mailing Address: 39500 Liberty Street
 Fremont, CA 94538

There is a fee for copying your health records. The first 10 pages are free, and after the initial 10 pages patient is responsible for paying a flat fee of \$15. There is no charge for records sent directly to a physician or health care facility for continuing care.

If picking up requested medical records on site, TCHC will require proof of identification.

If you have any further questions, please contact the Medical Records Department at 510-252-5848

Complaints/Grievances

Please inform staff if you do not feel good about the services provided to you or any other part of your care at Tri-City Health Center. Speaking to a clinic manager will not be held against you in getting any other services at Tri-City Health Center. We will do our best to address/resolve the issue that you identify. If, after speaking with a Clinic Manager, you are still unhappy with situation, you may file a formal grievance.

Patient grievance forms are available at all clinic sites and can be obtained by talking with the Clinic Manager. Once a formal grievance is received, it is directed to the appropriate investigator for immediate attention which will include:

- A thorough investigation of relevant facts
- A follow up letter sent to the person submitting the grievance upon completion of the investigation is (within 30 days of receipt of grievance)

If necessary, we may call the person filing the grievance in order to obtain additional details about the situation (if they give permission to be contacted).

In addition to Tri-City Health Center's complaint and grievance procedures, managed care patients have the right to file grievances with their health plan and the Department of Managed Health Care. As a courtesy, you can find the phone numbers for the main managed care companies we contract with below. However, please refer to any materials you received from your managed care company for additional details or updates to this information.

- Community Health Center Network (CHCN): (510) 796-2200
- Alameda Alliance for Health (AAH): (510) 747-4567
- Anthem Blue Cross: (800) 333-0912
- California Department of Managed Health Care (DMHC): (888) 466-2219

For further questions regarding this please speak with applicable Clinic Managers.

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