



Duffy Health Center New Patient Packet

Updated March 21, 2024

Welcome to the Duffy Health Center! In this packet, you will find:

Essential New Patient Information

1. Organization details:
 - a. Business hours and after-hours coverage.
 - b. Resources for education and self-management:
 - i. Actively participating in your care.
 - ii. Preparing for your appointment.
 - c. Role of Connections Case Managers.
 - i. Includes accepting patients regardless of an ability to pay and sliding scale.
 - d. Evidence-based care, services provided, and telehealth availability.
 - e. Duffy as a safe place for everyone.
2. Partnering in care through the Patient Centered Medical Home model:
 - a. The care team, which includes you!
 - b. Prescribing practices.
3. Community resources.

Copies of Consents and Notices

4. Copy of Informed Consent and Availability of Financial Assistance agreements.
5. Notice of privacy practices.
6. Client/patient grievance process and form.
 - a. Patient rights and responsibilities.
 - b. Grievance process, including the form.



Duffy Health Center Hours

Monday/Segunda-feira:

8:00 a.m. - 9:00 p.m.

6:00 p.m. - 9:00 p.m. *Telehealth only, by appointment*
Somente telemedicina, por agendamento

Tuesday / Terça-feira:

8:00 a.m. - 9:00 p.m.

6:00 p.m. - 9:00 p.m. *Telehealth only, by appointment*
Somente telemedicina, por agendamento

Wednesday / Quarta-feira:

8:00 a.m. - 9:00 p.m.

6:00 p.m. - 9:00 p.m. *Telehealth only, by appointment*
Somente telemedicina, por agendamento

Thursday / Quinta-feira:

8:00 a.m. - 9:00 p.m.

6:00 p.m. - 9:00 p.m. *Telehealth only, by appointment*
Somente telemedicina, por agendamento

Closed / Fechadas: 12:00 p.m. - 2:00 p.m. for staff meeting

Friday / Sexta-feira:

8:00 a.m. - 5:00 p.m.

AFTER HOURS COVERAGE

If you are having a **medical emergency**, please call 911. For a **behavioral health emergency**, call 988.

If you have an **urgent issue after business hours**, please call 508-771-9599 for our 24 hour on-call nurse line.

As ligações telefônicas são atendidas de Segunda a Sexta de 8:00 AM – 5:00 PM. Em caso de emergência, ligue para 911.

Resources for Education and Self-Management

ACTIVELY PARTICIPATING IN YOUR CARE

Talk to us!

- Give us feedback on how the office works through surveys or the comment box.
- Talk with your care team about your health problems and concerns.
- Ask your team how you can best take care of yourself. Take charge of your health by assuming responsibility for aspects of your care.
- Follow the Care Plan your team has developed with you, and let your team know when you can't.
- Call Duffy Health Center for advice before going to the Emergency Room in a non-emergent situation.

Take care of yourself!

- Set health goals that you feel you can reach.
- Do things to reach your goals and lower your health risks.
- Join support groups with people like you.

Learn before you decide.

- Look at different treatment options, their risks, and benefits.
- Create an action plan with support from your care team.

Be safe.

- Tell us about any medicines, supplements, and herbal or holistic products you take.
- Talk with us about any safety concerns you have.

Identify solutions. Problem solving steps:

- **Identify the problem.** What has changed? What is going to change?
- **Find solutions.** Think of ways to correct the problem based on your experiences, tools, and the support you have available.
- **Check in with your care team** if you have questions or want some support. Let them know what in your life has changed and share any issues you are experiencing. Ask them for ideas about new tools that could help you.
- **Take action.** Choose how to solve the problem once you have options. Set a realistic action plan. Pick a solution you can handle; get help if you need it. Check to make sure your solution choice works. Try something different if one solution doesn't work.

HOW TO PREPARE FOR AN APPOINTMENT

- ✓ Make a list and prioritize your concerns.
 - Put the most important topics first on the list so you will bring them up at the start of the appointment.
 - Write down anything you were confused about at the last visit.
- ✓ Take information with you to the visit.
 - Bring a list of your medications and supplements (name, dose, frequency) or bring your medications with you.
 - If you are experiencing any side effects, write them down and bring to your appointment.
- ✓ Keep your care team up to date.
 - Think about what has changed since your last appointment, or recently. Some examples are weight, sleep, appetite, or energy level.
 - If you have gone to the Emergency Room or Urgent Care, let the care team know when and why. If you had medication changes, it's helpful to bring the discharge paperwork with you.
- ✓ Request an interpreter if you need one.

Talking with your care team: this website has worksheets that will help you bring information to the Duffy Health Center. <https://www.nia.nih.gov/health/medical-care-and-appointments/talking-your-doctor-worksheets>

- ✓ Recording your family health history.
- ✓ Questions to consider when choosing a new doctor.
- ✓ Life changes to discuss with your doctor.
- ✓ Prioritizing concerns to share with your doctor.
- ✓ Tracking your medications.

Role of Connections Case Managers

Duffy Health Center is committed to providing the best treatment for our patients. **No patient will be turned away due to an inability to pay for services.**

My insurance is active	I need to renew my insurance	I do not have insurance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Help with new or returning patient paperwork	<input type="checkbox"/> Help to complete application	<input type="checkbox"/> Help to complete insurance application
<input type="checkbox"/> Help you pick a PCP	<input type="checkbox"/> Help you pick a PCP	<input type="checkbox"/> Set up sliding fee scale
		<input type="checkbox"/> Help you pick a PCP

In most cases, patients' bills are covered by their insurance. If you have health insurance, including Medicare and/or Medicaid, Duffy Health Center will submit claims on your behalf.

Under certain circumstances, a patient may be eligible for a **sliding fee scale**. Persons who are on the sliding fee scale will need to reapply at least once a year. Connections staff will help you get the required proof of income of your household, which can include:

- Recent tax form
- W2 form
- Recent check stubs
- Other proof of income

In some cases, co-payments or discounted fees may be charged. Payment for services will be requested at the time of your visit. Cash, personal checks, money orders, or cashier's checks are accepted.

Non-U.S. citizens who are not eligible for a social security number (SSN) or do not have documentation of their immigration status may still qualify for MassHealth Limited or the Health Safety Net. In order to apply, non-U.S. citizens need to show:

- Proof of their income; and
- Proof of identity to be eligible for the Health Safety Net

Non-U.S. citizens do not have to submit their immigration documents with the application if they are applying only for their children but are not applying for any health coverage for themselves.

If individuals do not have pay stubs or tax records, they can prove what their income is in other ways, like giving us a signed statement from their employer containing the gross (before taxes and deductions) pay and hours worked.

Applications and the information on them will be kept confidential. This means that:

- Names and addresses will not be sent to immigration enforcement officials **and**
- We will not match information with other agencies if individuals do not have social security numbers.

Connections staff will help you in contacting insurance companies about changes. Inform Duffy Health Center and your insurance company of any changes in:

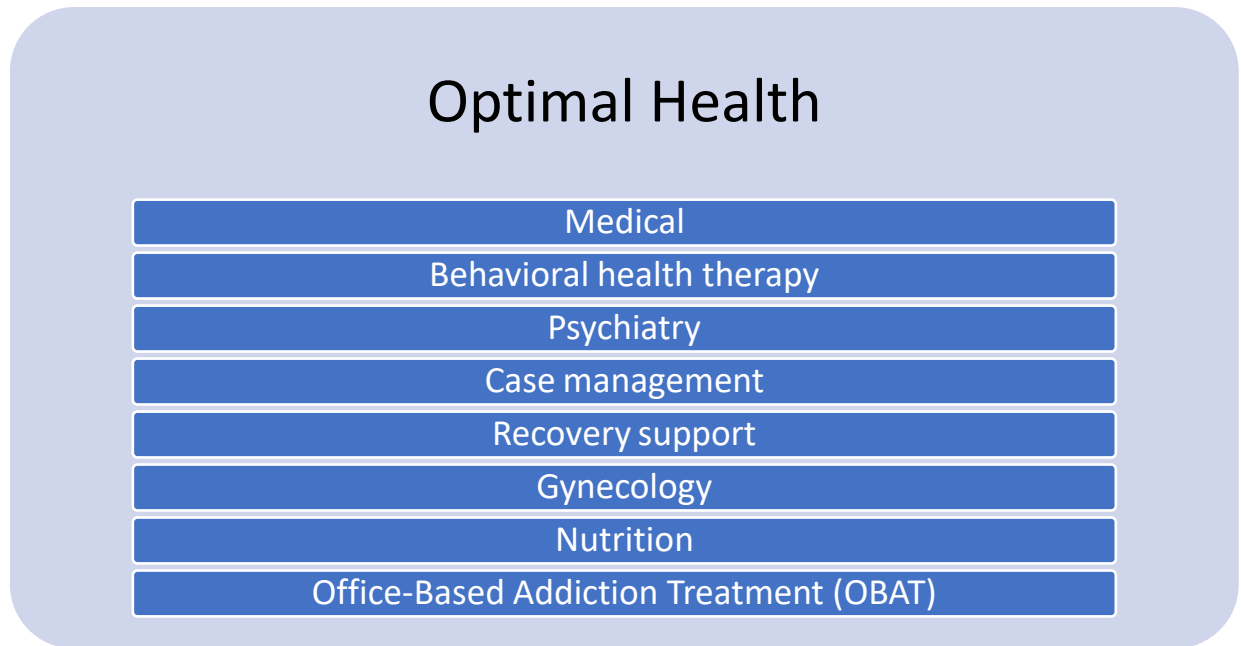
- Address
- Phone number
- Monthly income
- Insurance status

The Duffy Health Center reserves the right to reschedule your visit, refer you to another practice, or discharge you from the practice if you do not provide us with the required information.

Evidence-Based Care, Services Provided, and Telehealth Availability

Duffy Health Center provides care that is based on up-to-date research and knowledge, otherwise known as “evidence-based care.”

These services are available at the Duffy Health Center to help patients reach optimal health:



To provide flexibility and choice in how the service is delivered, appointments are available through telehealth. This may include video and audio connection.

Duffy Health Center uses MyChart as the patient portal, or a way for you to access your medical information.

Duffy Health Center as a Safe Space

To keep the Duffy Health Center a safe space and ensure that everyone has a positive experience:

- Thank you for not smoking in or within 25 feet of the building entrance – our health care facility offers a clean air environment for all to share.
- Limit your cell phone use to the stairwell or step outside the building.
- Remain aware of your personal belongings. Duffy Health Center is not responsible for lost or stolen items.
- **Theft and drug dealing are crimes. We abide by the law and require patients to do the same.**
- **Discussion about drugs or illegal activities is not allowed.**
- **Anything that looks like or can be used as a weapon is not permitted on the premises.**
- As with all buildings that are open to the public, Duffy Health Center expects that you will:
 - Be honest and trustworthy.
 - Respect the rights of others.
 - Take responsibility for your actions.

Duffy Health Center's front office staff is here to assist you. They understand that you may have medical and other issues that are causing you pain and frustration. Please provide them with the same dignity and respect which they offer you.

It is our job is to improve health, save lives, and create a healthy community regardless of what our patients or colleagues look like, what they believe, who they love, where they come from, and how they got here. Guided by the needs of our patients and the talents of a diverse and inclusive workforce, Duffy is committed to delivering equitable health care in a culturally responsive, compassionate way in order to improve the health and wellbeing of the diverse communities we serve.

Partnering in Care: The Patient Centered Medical Home Model

Duffy Health Center uses a model of care called “Patient Centered Medical Home” (PCMH). Your care team is centered around you, and may include staff from the medical, behavioral, and case management departments.

PCMH means:

- There is a focus on the **partnership** between you, your PCP, and your care team.
- All data and information in possession of any member of my PCMH coordination team, including claims, results of medical and case management encounters, treatments, diagnostic tests, screenings, and prescriptions may be shared among the PCMH coordination team to better coordinate my care and treatment.
- Care is easier to access, coordinated, and comprehensive. Care may include referrals to support services.
- Ensures your preventative, acute, and chronic care needs are met.
- Emphasis on efficient and timely service delivery.

Members of your care team:

- Plan for your appointment by reviewing your record and making sure all required documents are in your chart.
 - You may be asked to provide updated documentation or consent.
- Make sure testing is completed, results are obtained, and you are notified of your results in a timely manner.
- Follow up on referrals. This means tracking if you went to the appointment, that the specialist has the information needed to treat you, and that Duffy Health Center receives the information back from the specialist office.
- If you are in the hospital, care team members will coordinate your care after discharge.

Duffy Health Center Prescribing Practices

Duffy Health Center is dedicated to safe prescribing to improve health. Our providers work with you to do a thorough evaluation and recommend medications with the lowest risk. Your balanced physical and emotional health as well as a mutually satisfied relationship is the goal.

- Evidence shows the combination of psychotherapy and medication provides the best results for mental health conditions; therefore we may require participation in individual or group therapy.
- We recognize that habit forming medication may be specified in the treatment of specific conditions. You will receive medication information and education to assist you with informed treatment and enable you to participate in shared-decision making in treatment options.

A written treatment agreement may be needed for certain medications. Expectations in this agreement may include:

- Frequent visits
- Urine drug screens
- Pill counts

To help this process we ask you to sign consents for previous treatment records. If you are uncomfortable with this practice, we would be happy to provide you with a list of other local care providers.

Food Pantries on Cape Cod

Serving all of Cape Cod

<p>Cape Cod and Islands Veterans Outreach 247 Stevens Street Suite E, Hyannis, MA 02601 508-778-1590</p>	<p>Independence House 160 Basset Lane, Hyannis, MA 02601 508-771-6507</p>
<p>Elder Services of Cape Cod 68 Route 134, South Dennis, MA 02660 800-244-4630</p>	<p>Calvary Baptist Church Pantry Kitchen/Pantry 25 Lincoln Rd., Hyannis, MA 02601 508-775-1830</p>
<p>Local/Lunch and Dinner 63 Canal Rd., Orleans, MA 508-255-1095</p>	<p>Yarmouth Food Pantry 845 Main Street (Rte. 28) – Unit 16, South Yarmouth 508-771-1135</p>
<p>Salvation Army Food Pantry & Soup Kitchen 100 North St., Hyannis, MA 02601 508-775-0364</p>	<p>The Family Pantry of Cape Cod 133 Queen Anne Rd, Harwich, MA 02645 508-432-6519</p>

Town of Barnstable

<p>Calvary Baptist Church Pantry Kitchen/Pantry Calvary Baptist Church – 508-775-1830 25 Lincoln Rd., Hyannis, MA Temporary Meal program is being served Mon. Wed. & Fri from 5:30 to 6:30 at Faith Assembly of God Church, 154 Bearses Way, Hyannis.</p>	<p>Salvation Army Food Pantry & Soup Kitchen Salvation Army – 508-775-0364 100 North St., Hyannis, MA Breakfast 8:30-9:15 (Soup Kitchen Mon. – Friday) Lunch 11:30 -12:15 (Soup Kitchen Mon. – Friday)</p>
<p>St. Vincent De Paul Food Pantry, St. Francis Xavier Church 21 Cross Street Hyannis, MA Tues. & Fri., 10-12 noon 508-775-3073</p>	<p>Cape Cod Community College Family Pantry Satellite site of The Family Pantry of Cape Cod 4C's Campus, lower level of the gym building, Hyannis, MA – 508-362-2131 x4365 Monday 9:30-12:30, Tuesday 10-2:30, Wednesday 9:00 - Noon</p>
<p>Independence House 160 Basset Lane, Hyannis, MA 508-771-6507</p>	<p>First Baptist Church 486 Main Street, Hyannis, MA 508-775-1846</p>
<p>AIDS Support Group of Cape Cod 428 South Street, Hyannis, MA 508-778-1954</p>	<p>Cape Organization for the Rights of the Disabled CORD 106 Bassett Lane, Hyannis, MA 508-775-8300</p>
<p>Cape Cod and Islands Veterans Outreach 247 Stevens Street Suite E, Hyannis, MA Open Thursday 9:00-2:00pm 508-778-1590</p>	

Town of Yarmouth

St Pius X Food Pantry 5 Barbara Street.4, South Yarmouth, MA Open by request 508-394-2244	Brown Bag Program Yarmouth Senior Center 528 Forest Road, West Yarmouth, MA 1st Friday of the month 2-4
Yarmouth Food Pantry 508-771-1135 845 Main Street (Rte. 28) – Unit 16, South Yarmouth, MA Tuesdays & Thursdays 5:30-6:30, 2nd Friday 3-4:00 PM, 3rd Sat & 4th Fri. 10-11AM	St David's Episcopal Church 205 Old Main Street, Yarmouth, MA Third Wed of the Month - Paper Pantry and Take-Home Meal Program 508-394-4222

Town of Dennis

Elder Services of Cape Cod 68 Route 134, South Dennis 800-244-4630	
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Town of Harwich

Hand of Hope Outreach Food Pantry 49 Rt. 28, West Harwich MA Tues./Weds. /Thurs. 1-3pm Mon./Fri. 10-3pm 508-432-1312	The Family Pantry of Cape Cod 133 Queen Anne Rd, Harwich, MA Tues. 10-3:30, Wed 10-Noon Thurs. 10-3:30 & 5- 7PM & Sat. 10-Noon 508-432-6519
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Towns of Chatham, Orleans and Brewster

St. Christopher's Episcopal Church Pantry 625 Main St., Chatham, MA 508-240-0694	Lower Cape Outreach Council 19 Brewster Cross Road, Orleans, MA 508-240-0694
St. Vincent de Paul St. Joan of Arc 61 Canal Rd., Orleans, MA Pantry open 3rd Sat. of the month 9am-11am 508-255-8080	Local/Lunch and Dinner St. Joan of Arc Church 63 Canal Rd., Orleans, MA Serving lunch Tues. 12noon Serving dinner Thurs. 6pm 508-255-1094
St. Vincent de Paul Our Lady of the Cape 468 Stoney Brook Road, Brewster, MA 508-385-7582	

Town of Wellfleet

<p>Lower Cape Outreach Council Wellfleet Route 6, Wellfleet, MA 508-240-0694</p>	<p>Mustard Seed Kitchen Main St., Wellfleet, MA Tues. & Thurs. meal delivery for people who need short term help. 508-349-2049</p>
<p>Lower Cape Outreach Council Truro Route 6A Truro, MA 508-240-0694</p>	<p>Lower Cape Outreach Council Provincetown Route 6A Provincetown, MA 508-240-0694</p>
<p>Soup Kitchen in Provincetown (SKIP) 24 Shank Painter Rd Provincetown, MA Meals served Nov.-April, Mon.-Fri., 12:30-1:30pm 508-487-8331</p>	<p>AIDS Support Group of Cape Cod 96-98 Bradford St., Provincetown, MA Lunch program and emergency Food Pantry available Monday through Friday 508-487-9445</p>

Towns of Mashpee and Falmouth

<p>Mashpee Tribal Council Pantry 483 Great Neck Road, South Mashpee, MA Open every other Mon. & Wed. 10-2pm 508-477-0208 x189</p>	<p>Christ the King Food Pantry, St. Vincent de Paul Route 151 & Jobs Fishing Rd., Mashpee, MA Open Wed. 10-12 noon & 2nd & Last Weds of month 5-7pm</p>
<p>Around the Table, Saint Barnabas Episcopal Church 91 Main Street, Falmouth, MA Mon., Wed., Fri., lunch only 508-548-4863</p>	<p>The Falmouth Service Center 611 Gifford St., Falmouth, MA Open: Mon. 10am-6pm, Tues & Thurs., 10-2pm, Wed. 5-7pm, Fri. 10-12noon 508-548-2794</p>

Towns of Sandwich and Bourne

<p>Bourne Friends Food Pantry 20 Commerce Park, Pocasset, MA Every Thurs. 9-11; 4th Thurs. 5 to 7PM 3rd Sat 9-12 508-759-3351</p>	<p>Sandwich Food Pantry 331 Cotuit Rd., Sandwich, MA Office hours Mon. thru Fri. 10 - noon Open Wed. 10-12 noon, Last Wed. of each month 6-7:30pm and 3rd Sat. of each month 10 to 12</p>
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Nantucket and Martha's Vineyard

<p>Nantucket Food Pantry 10 Washington Street Nantucket, MA Open Tues. & Thurs. 4PM – 6PM 508-228-7438</p>	<p>Serving Hands & Family to Family Food Distribution First Baptist Church 100 William Street, Vineyard Haven, MA Open the Friday following the first Thursday of the month 2-3PM</p>
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Community Resources Phone List

- Cape Cod Council of Churches.....508-394-6361
- Cape Organization for the Rights of the Disabled (CORD).....508-775-8300
 - 106 Bassett Lane, Hyannis
- Catholic Social Services.....508-771-6771
 - 372 North Street, Hyannis
- Department of Transitional Assistance (DTA).....508-862-6600
 - 181 North Street, Hyannis
- Fuel Assistance Program.....877-383-5243
- Housing Assistance Corporation (HAC).....508-771-5400
 - 460 West Main Street, Hyannis
- Homeless Prevention Council.....508-255-9667
- Needy Fund-Cape Cod Times.....800-422-1446 / 508-778-5661
- Salvation Army.....508-775-0364
 - 100 North Street, Hyannis
- St. Vincent DePaul.....508-255-8080
- Barnstable Housing Authority.....508-771-7222
- Independence House.....800-439-6507 / 508-771-6507
 - 160 Bassett Lane, Hyannis
- St. Joseph's House.....774-470-5976
 - 77 Winter Street, Hyannis

Check out findhelp.org to find other local resources.



MassHealth Dental Providers



Routine Care

Ellen Jones Community Dental Center
516 Route 134, Patriot Square
South Dennis, MA 02660
Ph. 508-778-5400

Gateway Dental
269 Barnstable Road
Hyannis, MA 02601
Ph. 508-771-7751
Accepting new

Harbor Community Health Center
735 Attucks Lane
Hyannis, MA 02601
Ph. 508-778-5420
Currently taking waiting list

Wilkens Family Dental Hygiene Clinic
at Cape Cod Community College
(Open during school year, cash only, no MH)
2240 Iyannough Road West
Barnstable, MA 02668
Ph. 774-330-4371

Prime Dental
17 School Street
Hyannis, MA 02601
Ph. 508-815-1333

Great Expressions Dental
274 Barnstable Road
Hyannis, MA 02601
Ph. 508-289-1327

Duffy Health Center – Community Dental Hygienists
Check at the Front Desk.

Insurance is billed if you have MassHealth Standard, CarePlus, or Family Assistance. Other/no insurance rate is self-pay. Check with the Front Desk or Connections!

Proactive Preventive Measures – you can help prevent painful tooth and gum conditions by following some simple steps:

- Brush your teeth at least twice every day.
- Floss your teeth every day.
- If you chew gum, use only sugarless gum.
- Do not use any tobacco products.
- Schedule regular dental cleanings every 6 months (or as advised by your dentist).

Emergency Care

- Ellen Jones
- Gateway Dental
- Harbor Community Health Center – clinic opens at 8 AM, come early morning