



It is our Mission to provide Quality, comprehensive Health Care in an environment distinguished by exceptional service. Your Health is important to us. Our Health Center locations and contact information is provided below along with some helpful tips to access care.

**Health Center locations and Hours of Operation available at
Hotelfunds.org and by phone at 1 (718) 606-FUND (3863)**

PRIMARY CARE:

Our Health Center Clerical Staff will help to assign you a Primary Care Provider (PCP) to address your individual healthcare needs. Your PCP will collaborate with your care team to provide you with any necessary services, including but not limited to age and gender appropriate screening exams or treatments. If there is a need to change your PCP, you may do so by speaking with Health Center Clerical Staff.

MEDICAL SPECIALTIES:

Your PCP may refer you to a Specialist for evaluation or treatment if needed. If the Specialty you require is not available at your Health Center, our Clerical staff will schedule an appointment for you at another Health Center or with a Network Provider. If you visit a Network Provider and s/he requests diagnostic tests or a follow-up visit, you must return to the Health Center to obtain another referral from your PCP.

APPOINTMENTS

Try to plan ahead and schedule future appointments for anticipated needs such as: annual physical exams, routine check-ups, vaccinations, or diagnostic tests.

Same Day appointments are available for Emergent or Urgent conditions. Call before coming to the center, this will minimize the wait and allow time for the provider to address your immediate needs.

Please arrive about 15 minutes early for your appointment to allow your care team to prepare for your visit with your Provider.

You may call your Health Center to schedule an appointment or utilize our patient portal www.HappyHealthyme.org to request an appointment.

PATIENT PORTAL:

It is important to create a Portal account. Instruction regarding how to set-up a portal account, can be found at www.HappyHealthme.org. The patient portal may be used to:

- Access information from your medical records.
- View lab results* and your doctor's comments without needing to come in to the center.
- Request new appointments or cancel/reschedule right from your portal account.
- Request medication refills without the need to schedule an appointment with your doctor.
- Message your care team with questions to get fast and convenient answers.
- Update important demographic information such as address or phone number.

** Some of the results will not be displayed. Ask your doctor for more information.*

PHARMACY:

A pharmacy is located in each of our Health Centers. Our pharmacy's formulary offers a broad range medications, a list is available at hotelfunds.org/pharmacies you can chose to download or print the formulary to take it with you when you visit your doctor.

A Co-pay may apply. Check our website or call the pharmacy for the hours of operation. Save time and order your medication refill(s) by:

Utilizing the RefillPro app on your mobile device.

Requesting a refill through your HappyHealthyMe.org Patient Portal.

Calling your local Health Center Pharmacy and following the prompts for our automated refill system.

Look on your prescription label for the prescription number and enter the number when you call or into the App. You will be provided with time to pick-up your medication.



WHAT TO DO WHEN THE HEALTH CENTERS ARE CLOSED:

Hours of Operations available at Hotelfunds.org, If you need assistance for a:

- Medical or Dental condition that can wait until the next business day, contact your center during hours of operation to schedule a same day appointment.
- Medical or Dental condition, that cannot wait until the next business day, call your Health Center. Our answering service will ask a few questions and direct you to a healthcare provider or registered nurse.
- MEDICAL EMERGENCY – in the event of a life or limb threatening condition, proceed to the nearest hospital Emergency department and bring your insurance card.
- Ambulance services will be covered only for true medical emergency conditions.
- To minimize out-of-pocket costs for emergency department or hospital care, utilize health center affiliated hospitals.
- Emergency Medical Care will be covered according to fee schedule; therefore, a portion of emergency services charges may be your responsibility.

If you have questions regarding the coverage of Emergency or Hospital services, refer to the Summary Plan Description (SPD) or contact the Benefits Department, located at 305 West 44th Street, NY, NY 10036 or call Phone # (212) 586-6400

PATIENT RESPONSIBILITIES:

- Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters relating to your health.
- Use HappyHealthyMe.org or call to cancel or reschedule your appointments if you are unable to keep them.
- Keep us informed of your current home number, cell number, and mailing address. If an emergency arises, we need a current way to contact you.
- Be courteous and considerate to other patients and staff, respecting the policies of our Health and Dental Centers.

As a patient you have the right to complain without fear of reprisal about the care and services you are receiving, and to have staff respond with a written response. If you are not satisfied with the response you may complain to the New York State Health Department @ 1-800-804-5447.