



## COMMUNITY HEALTH PARTNERS

ACCESSIBLE. AFFORDABLE. AVAILABLE.



## PATIENT HANDBOOK

### OUR PROMISE

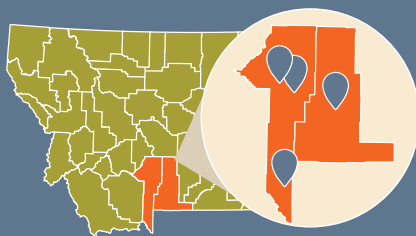
Community Health Partners (CHP) is where compassion meets healthcare. We are resourceful, one-stop health clinics, welcoming all regardless of ability to pay and without judgment. We are people-centered and believe great health is about more than just healthcare. It's about building a strong, healthy community - one individual at a time.



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## OUR MEDICAL CLINICS



### BOZEMAN

1695 Tschache Lane • 406-585-1360

Monday, Wednesday & Friday | 8AM-5PM

Tuesday & Thursday | 8AM-7PM

### BELGRADE

19 East Main Street • 406-924-5754

Monday & Wednesday | 8AM-7PM

Tuesday, Thursday & Friday | 8AM-5PM

### LIVINGSTON

112 West Lewis Street • 406-222-1111

Monday, Wednesday & Friday | 8AM-5PM

Tuesday & Thursday | 8AM-7PM

### WEST YELLOWSTONE

11 South Electric Street • 406-646-9441

Monday, Thursday | 9AM-6PM

Tuesday, Wednesday & Friday | 8AM-5PM

## OUR DENTAL CLINICS

### BOZEMAN

1695 Tschache Lane • 406-585-8701

M-F Walk-in Clinic | 7:30AM-9:30AM

M-F Scheduled Patients | 10AM-4:30PM

### LIVINGSTON

112 West Lewis Street • 406-946-4291

T, W & F Walk-in Clinic | 7:30AM-9:30AM

T, W & F Scheduled Patients | 10AM-4:00PM

Thursday Scheduled Patients | 8AM-4:00PM



## PRIMARY MEDICAL CARE

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- Routine physical visits for newborns, children, and adults of all ages
- On-going disease care (diabetes, high blood pressure, etc.)
- Short-term illness care (common colds, urinary tract infections, etc.)
- Routine immunizations
- DOT and sports physicals
- Pregnancy tests (no charge)

### **We also offer:**

Assistance with paperwork, as needed  
(Medicaid & Affordable Care Act Insurance).

Help with pharmacy medication assistance programs  
and other available community resources.



## DENTAL CARE

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- Primary dental care for children and adults
- Walk-in clinics for serious dental emergencies

## BEHAVIORAL HEALTH

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**Licensed counselors, social workers and counselors-in-training provide mental health care including:**

- Group visits
  - Parents groups
  - Individualized therapy
- (sliding scale and free services available)*

## LEARNING PARTNERS

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- Career Support in Livingston
- Adult education
- TANF/Pathways Support
- HiSET preparation and testing
- Parent Support in Livingston
- Parents as Teachers Home Visiting for Families with 0-5 year olds.
- Circle of Security Parenting Workshops
- Parent Liaison Support for Livingston families with elementary aged children

# OUR SLIDING FEE SCALE AND BILLING

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## Your cost is based on your income.

Community Health Partners (CHP) offers a sliding-fee scale for all our services and is based on annual household income. The Sliding Fee Application must be completed before you can have a discount on services.

You will need to have the names of all people living in your household. And we will ask for proof of income from all working members (over 18 years old) of the household.

### Examples of proof of income:

- Page of federal income tax return that shows proof of income
- Three (3) current consecutive pay stubs
- Most recent W-2 for all employment
- Unemployment check stubs
- Social security/disability award letters
- A letter from your employer including employer contact, hourly wages and hours worked weekly or bi-weekly.
- If you do not have proof of income or are unemployed, you can make a self-declaration and CHP may approve a three month slide.

Some other community healthcare practices may offer a discount to CHP patients. A referral must come from CHP in order for other medical practices to honor our slide. Not all practices will honor CHP's slide.

CHP offers interest-free payment plans and by making payments as little as five dollars a month can keep your account current. CHP relies on patients paying their balances for us to continue providing quality health care. For billing questions call CHP's billing department at 406-823-6304.

CHP accepts all forms of insurance including private, Medicaid, Medicare and Healthy Montana Kids.



## **AFTER HOURS & PRESCRIPTION REFILLS POLICIES**

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### **If you are in need of medical attention after clinic hours:**

- Call Bozeman Health Deaconess Hospital at (406) 414-5000
- Ask to speak with the CHP provider on call
- A CHP medical provider will call you back within 20 minutes
- If the CHP provider advises you to go to the Emergency Department, both Bozeman Health Deaconess Hospital and Livingston HealthCare will honor CHP's sliding scale. You will only be charged a percentage of your bill based on your sliding scale.
- The hospital will call CHP to make sure that you were referred.
- If you are NOT referred by CHP, the hospital will charge you full price for your visit.

### **Prescription Refill Policy:**

- CHP requests patients call their pharmacy first and allow 2-3 business days for processing medication refills.

**\*\*Please remember that on-call providers do not refill medications after hours.**



## WHAT YOU CAN EXPECT FROM CHP

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- Deliver considerate, respectful, and timely care.
- Explain your diagnosis, treatment, and prognosis in terms you can understand.
- Provide information so you can decide about your care and give your informed consent before any procedure is done.
- All CHP staff will respect your personal privacy.
- Protect confidential medical records and release information only with your written consent.
- Explain any charges made by CHP, even if they are covered by insurance.
- If you request, we will give you a copy of any CHP medical records regarding your care and treatment.
- Work with you to manage your pain effectively.
- Provide care that considers your mental, spiritual, and cultural values.





## YOU ARE RESPONSIBLE TO

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- Be on time for appointments and call in advance if you need to cancel your appointment.
- Be a partner in your care. Create a shared plan with your provider and follow the plan. Let us know if it is not working.
- Be considerate of other patients and staff.
- Let your medical provider know when you do not understand what is being said about your treatment and illness or what you are expected to do.
- Apply for interest-free payment plans when facing difficulty paying bills.
- Report any changes in your address, phone number, status of advance directives, and financial status.

### **Provide the medical staff with medical records regarding:**

- Your health concerns, past illnesses, hospitalizations, medications and unexpected changes in your health condition.
- Be honest with us, let us know if you have any concerns about following the recommended plan of care



## COMMUNITY HEALTH PARTNERS

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### OUR FUNDING

Community Health Partners is a federally-funded community health center. This means CHP receives federal dollars to ensure that those who enter our doors receive health care services with fees based on their income. At CHP we believe everyone deserves access to health care and all patient payments (Medicare, Medicaid, insurance, and out-of-pocket) go toward providing care to more people in the counties we serve.

The majority of our board members are CHP patients and it is their job and also that of every staff member to make sure we offer outstanding services all the time.

Community Health Partners' **mission** is to enhance community health and well-being.

And our **vision** is 100% access and zero disparity.

PROUDLY SERVING THE PEOPLE OF PARK  
AND GALLATIN COUNTIES SINCE 1997

VISIT US AT: [CHPHEALTHMT.ORG](http://CHPHEALTHMT.ORG)