Providing medical, dental, behavioral health, enabling, and WIC services to individuals of all ages in Jefferson and Lewis Counties.
Welcome

Thank you for choosing North Country Family Health Center (NCFHC or Health Center) as your trusted healthcare provider. We are honored to care for you and your family by providing medical, dental, behavioral health, enabling, and WIC services to individuals from birth through end of life. As a Federally Qualified Health Center, our services are provided to all patients regardless of ability to pay and offer those who qualify discounts based on your family size and income.

We welcome all patients including those with disabilities and those who need translation and interpretation services. We are always happy to assist patients who may need assistance completing their medical forms and paperwork.

We are committed to providing you both with the best care and with the best experience possible. If you would like to share a comment, suggestion, or have a complaint please contact us.

Our Health Center’s Administration Contacts:
Joey Marie Horton, Chief Executive Officer: 315.782.9450 or jhorton@NoCoFamilyHealth.org
Barbara Fargo, Clinical Operations Officer: 315.782.9450 or bfargo@NoCoFamilyHealth.org
You may utilize our Health Center’s website at www.NoCoFamilyHealth.org and/or info@nocofamilyhealth.org to communicate with us too.

Corporate Compliance Hotline:
For patients, families, employees, and business associates to report known or suspected instances of fraud, waste, neglect, or abuse: 315.955.6480, extension 8066.

Other Contacts:
New York State Department of Health: 1.800.628.5972
What is a FQHC?

A Federally Qualified Health Center (FQHC) is a Community Health Center selected by the federal government to receive special funding because they provide comprehensive, quality care to anyone who needs it, regardless of ability to pay. Community Health Centers provide high-quality healthcare that is affordable and accessible.

As an FQHC we offer “one-stop shopping” – primary and preventive healthcare visits, laboratory services, dental, behavioral health services, and case management – all conveniently located, coordinated, and tailored to meet our patients’ needs. Additionally, North Country Family Health Center, similar to all other FQHCs, is managed by a consumer driven Board of Directors. If you are interested in serving on the Board of Directors, please let us know.
• **Mission**
  - To improve the health, wellness, and quality of life of all individuals in our community by providing accessible, high quality, affordable, patient-centered, and integrated health services.

• **Vision**
  - A community in which every individual achieves a healthy and wholesome life.

• **Values**
  - **Access** – We commit to making sure that everyone has access to healthcare.
  - **Quality** – We commit to providing high quality care.
  - **Integration** – We integrate our services to ensure wellness of the whole person.
  - **Diversity** – We embrace a diverse community and a diverse workforce.
  - **Respect** – We treat every individual with dignity.
  - **Community** – We foster community partnerships to ensure collaborative approaches to providing access to care.
Our Community Health Center
Locations

WE PROVIDE SERVICES IN OUR COMMUNITY HEALTH CENTERS IN BOTH JEFFERSON & LEWIS COUNTIES. ALL HOURS OF OPERATION REFLECT THE MOST RECENT BOARD APPROVED HOURS.

Jefferson County Locations:

Main Site:

Medical, Dental, Behavioral Health, & Enabling Services
238 Arsenal Street
Watertown, NY 13601
Phone: 315.782.9450
Fax: 315.782.2643

Medical and Behavioral Health Services:
Monday - Friday: 8:00 a.m. – 6:00 p.m.
Saturday: 8:00 a.m. – 12:00 noon (pediatrics only)

Dental Services:
Monday – Thursday: 7:30 a.m. – 5:30 p.m.
Fridays: 7:30 a.m. – 5:00 p.m.

Administrative Office:
Monday – Friday: 8:00 a.m. – 4:30 p.m.

LeRay Dental: Dental Services
26908 Independence Way
Suite 202
Evans Mills, NY 13637
Phone: 315.782.2628
Fax: 315.782.6406

Monday, Tuesday, & Wednesday: 8:00 a.m. – 4:30 p.m.
Thursdays: 8:00 a.m. – 6:00 p.m.
Fridays: 7:30 a.m. – 4:00 p.m.

Jefferson Community College Site
Medical & Behavioral Health Services
1220 Coffeen Street, Building #17
Watertown, NY 13601
Phone: 315.786.1042
Fax: 315.786.7162

Monday – Friday: 8:30 a.m. – 4:30 p.m.
Our Community Health Center Locations
Continued . . .

**WIC Program**
238 Arsenal Street
Watertown, NY 13601
Phone: 315.782.9222
Fax: 315.782.6248

Hours of Operation:
Monday – Friday: 7:15 a.m. – 5:00 p.m. with the exception of:
1st Tuesday, & 3rd Wednesday: 9:00 a.m. – 7:00 p.m.
2nd Thursday, and 5th Tuesday or Thursday, office closed until 2:00
p.m. for staff meeting; open 2:00 p.m. – 5:00 p.m.
Saturdays: 8:00 a.m. – 3:30 p.m. (closed for 30 minute lunch)
(Closed 1st Saturday of the month for system updates required by
WIC Program and following Holidays if they fall on the weekend.)
Temporary clinics located in Theresa, Adams, and Clayton. Hours
of operation range from 8:45 a.m. to 5:00 p.m. depending onsite
availability and participants’ needs.

**LeRay WIC Program**
26908 Independence Way
2nd Floor
Evans Mills, NY 13637
Phone: 315.782.9222, Press #2
Fax: 315.782.6248

Hours of Operation:
Monday – Friday: 9:00 a.m. – 5:00 p.m. (closed for 30 minute
lunch) with the exception of:
2nd & 4th Monday: 9:30 a.m. – 6:00 p.m.
Closed: 2nd Thursday, 3rd Tuesday, 4th Thursday, and 4th Tuesday for
staff meetings and to run dual clinics.
Closed 5th Tuesday or Thursday, when available, for additional staff
meeting in Watertown.

WIC staff also provides services at outlying sites in Adams, Clayton, Theresa, and West
Carthage. Please contact the Watertown WIC office for hours of operation at these sites.
Our Community Health Center
Locations Continued…

**Lewis County**
**Dental Only Services**
7785 North State Street
Lowville, NY 13367
Phone: 315.376.4500
Fax: 315.376.2121

**Hours of Operation:**
Monday – Friday: 8:00 a.m. – 6:00 p.m.

The office is closed each day for a half hour lunch.

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**Lewis County WIC**
7785 North State Street
Lowville, NY 13367
Phone: 315.376.6427
Fax: 315.376.6173

**Hours of Operation:**
Monday – Thursday: 9:00 a.m. – 4:00 p.m. (closed for 30 minute lunch) with the exception of:
2nd Monday and 4th Wednesday: 11:30 a.m. – 6:30 p.m. (closed for 30 minute lunch)
Closed 2nd Thursday for staff meeting in Watertown
Closed 5th Tuesday or Thursday, when available, for additional staff meeting in Watertown.
Closed 1st Wednesday, 3rd Wednesday, and 4th Monday for West Carthage Clinic
Fridays: 9:00 a.m. – 3:30 p.m. (closed for 30 minute lunch)
Temporary clinic located in West Carthage. Hours of operations range from 9:30 a.m. to 6:00 p.m. depending on site availability and participants’ needs.
North Country Family Health Center provides medical, dental, and behavioral health services to over 4,000 students annually.

School-Based Health Program
School-Based Health Centers

THE FOLLOWING SCHOOL-BASED HEALTH CENTERS PROVIDE INTEGRATED MEDICAL & BEHAVIORAL HEALTH SERVICES TO ENROLLED STUDENTS – DIRECTLY WHERE STUDENTS ARE – IN SCHOOL; FOLLOWING THE SCHOOL DISTRICT CALENDARS.

Case Middle School
1237 Washington Street
Watertown, NY 13601
Phone: 315.785.3809
Fax: 315.785.3818

Mannsville Elementary School
423 N. Main Street
Mannsville, NY 13661
Phone: 315.465.3373
Fax: 315.465.3376
*Provides dental services as well

North Elementary
171 E. Hoard Street
Watertown, NY 13601
Phone: 315.786.1767
Fax: 315.786.1856
*Provides dental services as well

Watertown High School
1335 Washington Street
Watertown, NY 13601
Phone: 315.785.3703
Fax: 315.785.3807

Wiley Elementary
1351 Washington Street
Watertown, NY 13601
Phone: 315.785.3783
Fax: 315.661.4003
*Provides dental services as well

Wilson Elementary
13180 US Route 11
Adams Center, NY 13606
Phone: 315.583.5200
Fax: 315.583.5255
*Provides dental services as well
School-Based Dental Only Sites

STUDENTS AT THE FOLLOWING SCHOOLS RECEIVE DENTAL ONLY SERVICES THROUGH OUR MOBILE SCHOOL-BASED DENTAL HYGIENISTS:

Alexandria Central School
34 Bolton Avenue
Alexandria Bay, NY 13607
315.482.9971

Clarke Middle/High School
11060 US Rt. 11
Adams, NY 13606
Phone: 315.232.9968
Fax: 315.232.3728

Copenhagen Central
3020 Mechanic Street
Copenhagen, NY 13626
Phone: 315.688.4411

Glenfield Elementary
5960 Main Street
Glenfield, NY 13343
Phone: 315.348.2620

Jefferson Lewis County BOCES
20104 State Route 3
Watertown, NY 13601
Phone: 315.779.7010

Lowville Academy & Central School
7668 North State Street
Lowville, NY 13367
Phone: 315.376.9000

Lyme Central School
11868 Academy Street
Chaumont, NY 13622
Phone: 315.649.2417

Ohio Elementary School
1537 Ohio Street
Watertown, NY 13601
Phone: 315.785.3755

Port Lyden Central School
3336 Lincoln Street
Port Lyden, NY 13433
Phone: 315.348.2660

South Lewis Middle School
4264 East Road
Turin, NY 13473
Phone: 315.348.2570
Contacting Us After Normal Business Hours

If you are in need of care after our normal business hours please call our main number, 315.782.9450, as we provide a 24/7 telephone answering service so someone can always assist you.

If you have a student who utilized one of our School-Based Health Centers and school is not in session (summer break, vacation weeks, snow day, etc.) please contact us at our main number as we can assist you with anything you may need.
Our Services

THE FOLLOWING SERVICES ARE PROVIDED WITHIN NCFHC SITES:

❖ Adult & Pediatric Primary Medical Care
  ❖ Coverage for Emergencies During and After Hours (24/7 access)
  ❖ Screenings (testing for cancer, infectious diseases, cholesterol, and lead)
  ❖ Well Child Services (physical exams including sports physicals)
  ❖ Immunizations for Adults and Children
  ❖ Laboratory Services (blood draws onsite)
  ❖ Substance Use Screenings and Treatment
  ❖ Infectious Disease
  ❖ Voluntary Family Planning (counseling on reproductive options)
  ❖ Gynecological Care (regular assessment and appropriate treatment of conditions or disorders of the female reproductive system)

❖ Behavioral Health Services
  ❖ Psychiatry
  ❖ Counseling

❖ Preventative & Restorative Dental (cleanings, fillings, extractions, etc.)

❖ Health Education (learning experiences to improve overall health & wellness)

❖ Case Management (coordination of support & enabling services):
  ❖ Transportation Support
  ❖ Support for Unmet Needs
  ❖ Support for Those Who Are Homeless or Housing Insecure
  ❖ Navigating the healthcare system
  ❖ Support with chronic diseases

❖ Insurance Enrollment & Other Support Services (help to enroll in available health insurance and support services)

❖ Translation Services

❖ Women, Infants, & Children (WIC)
  ❖ Services for pregnant, postpartum, and breastfeeding women and children up to age 5.
Our Services

THE FOLLOWING SERVICES ARE COORDINATED BY NCFHC AND PROVIDED AT OUTSIDE SITES:

- **Diagnostic Laboratory** (processing & interpretation of blood & other specimens)
- **Diagnostic Radiology** (x-rays)
- **Screenings** (i.e., mammograms & colonoscopies)
- **Voluntary Family Planning** (counseling on reproductive options)
- **OB/GYN**
  - Prenatal Care (care and treatment to both the mother and developing fetus)
  - Labor & Delivery Care (care of a mother and newborn during labor and birth)
  - Postpartum Care (care of the mother during the six-week period after childbirth)
- **Pharmaceutical Services** (access to prescribed medications)
- **Substance Abuse Services** (assessment & treatment including detox)
- **Case Management** (coordination of support & enabling services)
- **Eligibility Assistance** (help to enroll in available support services – health insurance, SNAP, and other financial assistance, etc.)
- **Infectious Disease Services**
NCFHC is a Patient-Centered Medical Home

As a Patient-Centered Medical Home (PCMH) our healthcare team works with you as a partner in your care and coordinates your care both inside and outside our office.

We provide you with better, more personalized care, because our team knows you and your health history.

We guide you through the complex healthcare system to help you get the care you need from us or others.

We provide a safe place to talk about your concerns, and offer responses to all your questions and concerns at each visit.
Reminders for our Patients

- We provide same-day appointments for your convenience. Please always call our office first before you go to the emergency room for non-emergency conditions.

- Sometimes you may be referred out for a procedure or to a specialist for further care. We have Referral Coordinators on staff who will help arrange these appointments and can help to get to these appointments, if needed. Call your main clinic location for assistance with any referral.

- Please bring photo identification to your appointment.

- Please ALWAYS bring your insurance card and co-pay (if applicable) to your appointment.

- Bring all of your medications with you to your initial appointment – and then be sure to tell our nursing staff of any changes at each appointment.

- If you are unable to keep your appointment please call us to cancel or reschedule so we may provide your unused appointment time to another patient.

- Please arrive 15 minutes prior to your appointment. Call us if you are going to be late.

- If you are unable to make your appointment due to transportation barriers please call us and we will assist you.
Evidence Based Care

OUR DEDICATED CARE TEAM PROVIDES COORDINATED, EVIDENCE-BASED CARE AND TOOLS TO MANAGE YOUR HEALTH.

NCFHC providers follow the following guidelines:

- American Academy of Family Physicians  [www.aafp.org](http://www.aafp.org)
- American Academy of Pediatrics  [www.aap.org](http://www.aap.org)
- American Dental Association  [www.ada.org](http://www.ada.org)
- Association of Pediatric Dentistry  [www.aapd.org](http://www.aapd.org)
- American Psychological Association  [www.apa.org](http://www.apa.org)
- National Association of Social Workers  [www.socialworkers.org](http://www.socialworkers.org)
- Center for Disease Control (CDC)  [www.cdc.gov](http://www.cdc.gov)
- Clinical Guidelines in Family Practice & Pediatrics ~ by Constance R. Uphold & Mary V. Graham
- New York State Department of Health  [www.health.ny.gov](http://www.health.ny.gov)
- Healthcare Resources and Services Administration  [www.hrsa.gov](http://www.hrsa.gov)
### Patient Education

**Patients of NCFHC** may visit the following websites for further education on a variety of healthcare topics and resources:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Association of Diabetes Educators</td>
<td><a href="http://www.DiabetesEducator.org">www.DiabetesEducator.org</a></td>
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<tr>
<td>American Diabetes Association</td>
<td><a href="http://www.Diabetes.org">www.Diabetes.org</a></td>
</tr>
<tr>
<td>American Dietetic Association</td>
<td><a href="http://www.Eatright.org">www.Eatright.org</a></td>
</tr>
<tr>
<td>American Cancer Association</td>
<td><a href="http://www.cancer.org">www.cancer.org</a></td>
</tr>
<tr>
<td>American Chronic Pain Association</td>
<td><a href="http://www.theacpa.com">www.theacpa.com</a></td>
</tr>
<tr>
<td>American Heart Association</td>
<td><a href="http://www.americanheart.org">www.americanheart.org</a></td>
</tr>
<tr>
<td>Centers for Disease Control &amp; Prevention</td>
<td><a href="http://www.cdc.gov/diabetes">www.cdc.gov/diabetes</a></td>
</tr>
<tr>
<td>Drugs.com</td>
<td><a href="http://www.drugs.com">www.drugs.com</a></td>
</tr>
<tr>
<td>Hospice</td>
<td><a href="https://jeffersonhospice.org/">https://jeffersonhospice.org/</a></td>
</tr>
<tr>
<td>Familydoctor.org</td>
<td><a href="http://www.familydoctor.org">www.familydoctor.org</a></td>
</tr>
<tr>
<td>MedlinePlus</td>
<td><a href="http://www.medlineplus.gov">www.medlineplus.gov</a></td>
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<tr>
<td>National Institute of Health</td>
<td><a href="http://www.nih.gov/health-information">www.nih.gov/health-information</a></td>
</tr>
<tr>
<td>New York Connects</td>
<td><a href="https://www.nyconnects.ny.gov/welcome">https://www.nyconnects.ny.gov/welcome</a></td>
</tr>
<tr>
<td>North Country Prenatal/Perinatal Council</td>
<td><a href="http://www.ncppc.org">http://www.ncppc.org</a></td>
</tr>
<tr>
<td>Office of the Aging</td>
<td><a href="https://co.jefferson.ny.us/departments/OfficefortheAging">https://co.jefferson.ny.us/departments/OfficefortheAging</a></td>
</tr>
<tr>
<td>Familydoctor.org</td>
<td><a href="https://www.louisiana.gov/office-for-the-aging">https://www.louisiana.gov/office-for-the-aging</a></td>
</tr>
<tr>
<td>National Diabetes Education Program</td>
<td><a href="http://www.ndep.nih.gov">www.ndep.nih.gov</a></td>
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<tr>
<td>Seniors Helping Seniors</td>
<td><a href="http://www.seniorshelpingseniors.com/northernny">www.seniorshelpingseniors.com/northernny</a></td>
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<tr>
<td>Social Security Administration</td>
<td><a href="https://www.ssa.gov">https://www.ssa.gov</a></td>
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<tr>
<td>The Resolution Center of Jefferson &amp; Lewis Counties</td>
<td><a href="https://www.resolution-center.net/">https://www.resolution-center.net/</a></td>
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<tr>
<td>YMCA</td>
<td><a href="https://www.watertownymca.org/">https://www.watertownymca.org/</a></td>
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<tr>
<td>Watertown Urban Mission</td>
<td><a href="https://watertownurbanmission.com/">https://watertownurbanmission.com/</a></td>
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## Paying for Your Healthcare

NCFCH is committed to providing healthcare services to everyone – those who do not have health insurance, those who do have health insurance, and those who may utilize our sliding fee scale.

We offer all patients care they can afford. We see patients covered by a variety of insurances, commercial or private plans, plans purchased from the New York State of Health Marketplace, Medicaid, Medicaid Managed Care, Medicare, Military Insurances, and Child Health Plus. We also offer a sliding fee scale for patients with or without insurance whose family income is at or below 200% of the Federal Poverty Guidelines. We also offer patients payment plans to help make it easier to pay any out of pocket costs.

We bill Medicaid and Medicare directly. In addition, we accept the following health insurance plans – if you do not see your plan listed or have concerns about your healthcare coverage, please contact us at 315-782-9450, x8052, as we may be able to assist you:

<table>
<thead>
<tr>
<th>Aetna</th>
<th>Guardian</th>
<th>Wellcare</th>
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<tbody>
<tr>
<td>Ameritas Dental</td>
<td>Healthplex</td>
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<tr>
<td>Beacon Health Options</td>
<td>Martins Point/US Family Health</td>
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<tr>
<td>Cigna</td>
<td>Metlife</td>
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<tr>
<td>Delta Dental</td>
<td>MVP</td>
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<tr>
<td>Dentaquest</td>
<td>The Empire Plan</td>
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<tr>
<td>Emblem</td>
<td>TRICARE/Humana</td>
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<tr>
<td>Excellus BCBS</td>
<td>UMR</td>
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<tr>
<td>Fidelis</td>
<td>United Concordia</td>
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<tr>
<td>GEHA</td>
<td>UnitedHealthcare</td>
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</tbody>
</table>

For our dental patients we also welcome some of the GHI (Emblem) insurance plans too.

Our Certified Application Counselor, Tammey Patton, is available to help individuals and families enroll in the healthcare plan that is right for them. Please contact Tammey at 315-782-9450 x 8038 and she will provide the guidance necessary to navigate the sometimes complicated world of healthcare coverage.
Sliding Fee Discount Program

As a Federally Qualified Health Center it is our mission to make sure patients can afford the healthcare they need. That is why we offer qualified patients a sliding fee discount.

Our sliding fee discount is for anyone whose household income is at or below 200% of the Federal Poverty Guidelines. “Household” includes all people living in the same house or apartment that the primary applicant is financially responsible for.

After you fill out the Sliding Fee Scale Application we can tell you how much we can discount your fee. We can use this discount for any amount due and for any services we offer.

It can take up to two weeks to process completed applications. Your application is considered pending until you receive written notice that it has been approved.

We will never deny access to services given an inability to pay.
Sliding Fee Discount Program: How to Apply

Our staff can help you apply – asking about your household size and income is always done as a part of our registration process and updated annually. To apply for a discount you must fill out a short form and show us proof of income. If you don’t have proof of income on your first visit we can give you 30 days to bring in one of the documents listed below. Your application can’t be approved until we have all of the paperwork required.

**Bring in ONE of the following items for proof of income:**
- A copy of last year’s income tax return
- A W-2 (If you did not file a return)
  - Pay stubs from last 30 days
- Written statement from your employer

**If you are NOT employed:**
- Proof of Social Security income
- Proof of Unemployment income
- Proof of Disability income
- Proof of other income like child support, alimony, or pension
2020 Sliding Fee Schedule
Based Upon 2020 HHS Federal Poverty Guidelines

| Percentage of Federal Poverty Guidelines | 0% - 100% | 101% - 125% | 126% - 150% | 151% - 175% | 176% - 200% | Over 200%  
|-----------------------------------------|-----------|-------------|-------------|-------------|-------------|------------|
| Family Size                            | 0% - 100% | 101% - 125% | 126% - 150% | 151% - 175% | 176% - 200% | Over 200%  
| 1 Family                                | From To   | From To     | From To     | From To     | From To     | From To    |
| 2 Family                                | $0 $12,760| $12,761 $15,950| $15,951 $19,140| $19,141 $22,330| $22,331 $25,520| $25,521 and over |
| 3 Family                                | $0 $24,000| $24,001 $27,950| $27,951 $32,100| $32,101 $36,400| $36,401 $41,000| $41,001 and over |
| 4 Family                                | $0 $39,680| $39,681 $46,000| $46,001 $50,000| $50,001 $54,000| $54,001 $58,000| $58,001 and over |
| 5 Family                                | $0 $55,160| $55,161 $62,000| $62,001 $66,000| $66,001 $70,000| $70,001 $74,000| $74,001 and over |
| 6 Family                                | $0 $69,640| $69,641 $76,000| $76,001 $80,000| $80,001 $84,000| $84,001 $88,000| $88,001 and over |
| 7 Family                                | $0 $84,120| $84,121 $90,000| $90,001 $94,000| $94,001 $98,000| $98,001 $102,000| $102,001 and over |
| 8 Family                                | $0 $98,600| $98,601 $105,000| $105,001 $110,000| $110,001 $115,000| $115,001 $120,000| $120,001 and over |
| 9 Family                                | $0 $113,080| $113,081 $120,000| $120,001 $125,000| $125,001 $130,000| $130,001 $135,000| $135,001 and over |
| 10 Family                               | $0 $127,560| $127,561 $135,000| $135,001 $140,000| $140,001 $145,000| $145,001 $150,000| $150,001 and over |

Each Additional $4,480

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<thead>
<tr>
<th>VED &amp; A/U/BEHAVIORAL HEALTH</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
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<tbody>
<tr>
<td>Ambulatory</td>
<td>$15</td>
<td>$20</td>
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<td>$20</td>
<td>Full Fee</td>
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<td>Dental</td>
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<td>$20</td>
<td>Full Fee</td>
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<tr>
<td>Preventive Services/Emergencies</td>
<td>$15</td>
<td>$20</td>
<td>$20</td>
<td>$20</td>
<td>$20</td>
<td>Full Fee</td>
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</tbody>
</table>

* If necessary, additional out-of-pocket costs for lab fees will apply.
* Discount applied to full procedure fee which includes lab fees.
Patient Rights & Responsibilities

You have the right:
- To receive considerate and respectful care
- To be involved in your care
- To protection of your privacy
- To get help with your billing claims
- To share a complaint

You have the responsibility:
- To be considerate and cooperative with our staff
- To provide honest and complete information about your past health and medical history so we can provide the correct care
- To be involved in your care
- To schedule and keep appointments
- To share up-to-date information with us
- To use medication only as prescribed
- To get the screenings your provider recommends
- To follow the treatment plan recommended by your healthcare team and to be responsible for your actions if you refuse treatment or do not follow your health team’s instructions
- To come to us when you are sick AND when you are well.
New York State Patients’ Bill of Rights

- You may access the New York State Patients’ Bill of Rights at this website: https://www.health.ny.gov/publications/1515/

- The Bill of Rights is available in multiple languages on the website including Spanish.
For Your Safety

- Accessible parking is available at all of our Health Center locations.
- All Health Center buildings and grounds are smoke-free.
  No smoking is allowed on any of our properties or inside any of our facilities.
- No weapons – of any kind – are allowed in any of our facilities.

- We take the safety of our patients and employees seriously. If you see any disruptive behavior please report it immediately to the nearest staff member.
Ending the Patient Provider Relationship

Policy Statement: It is the policy of North Country Family Health Center that a provider may end the provider patient relationship as long as the patient is not at a critical stage of treatment and the patient has been given reasonable notice and sufficient opportunity to make alternative arrangements for care. Termination of care may not only apply to the provider that is initiating the termination of care, but to all other services rendered by the organization if the patient is threatening/abusive to staff or for any other reason that makes providing care for the patient unsafe for NCFHC employees. Termination of care from NCFHC may (or may not) be applicable to all NCFHC programs, across all counties.

Once a patient-provider relationship is begun, a provider generally is under both an ethical and legal obligation to provide services as long as the patient needs them. There may be times, however, when the provider may no longer be able to provide care. It may be that the patient is noncompliant, unreasonably demanding, threatening/abusive, or otherwise contributing to a breakdown in the patient-provider relationship. Or, it may be necessary to end the relationship simply due to relocation, retirement, or unanticipated termination by a managed care plan and/or employer.
North Country Family Health Center is a Federal Tort Claims Act (FTCA) deemed facility. North Country Family Health Center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health and or health-related claims, including medical malpractice claims, for itself and its covered individuals.
Everyone is welcome at NCFHC!

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