

North Country Family Health Center Patient Handbook 2023



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.

Patients will never be denied care based on age, disability, sex, sexual orientation, race, color, national origin, religion, or ability to pay. 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: 315.782.9450 ext.8066 or corporatecompliance@nocofamilyhealth.org

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, nutrition 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 – Offered once per month starting April 2022.)
Note: Every Wednesday at 6:00 pm appointments will be available to patients who request a late appointment time. If the appointment is filled Family Practice will be open until 6:30pm on Wednesdays.)

Dental Services:

Monday – Friday: 7:30 a.m. – 4:00 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 – Thursday: 8:00 a.m. - 4:30 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.
Tele-behavioral health services may be offered after 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: Please note – during the continuation of COVID our WIC program is working with participants mainly over the phone -

However, the official hours of WIC are Monday – Friday 8:30 a.m. – 4:30 p.m. The department is closed the 3rd Thursday of every month for staff meetings and offers remote Saturday appointments as requested by participants on the 2nd, 3rd, or 4th Saturday of each month. 1st Tuesday and 3rd Wednesday hours are 8:30 a.m. – 7:00 p.m.

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: Please note – during the continuation of COVID our WIC program is working with participants mainly over the phone -

However, the official hours of WIC are Monday – Friday 8:30 – 4:30 . The department is closed the 3rd Thursday of every month for staff meetings and offers remote Saturday appointments as requested by participants on the 2nd, 3rd, or 4th Saturday of each month. 2nd and 4th Monday hours are 10:00 a.m. – 6:00 p.m.

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.

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

Hours of Operation: Please note – during COVID our WIC program is currently working with participants via phone ONLY.

However, official hours of the WIC program are Monday – Friday 8:30 a.m. – 4:30 p.m. *Note: If closed for 30-minute lunch, under normal circumstances, lunch will be taken from 12:30 to 1:00 pm. On late WIC clinic days, lunch will be taken from 2:15 pm to 2:45pm.*

The department is closed the 3rd Thursday of every month for staff meetings and offers remote Saturday appointments as requested by participants on the 2nd, 3rd, or 4th Saturday of each month. 1st Wednesday hours are 10:00 a.m. – 6:00 p.m. and 2nd Monday and 4th Wednesday hours are 10:30 a.m. – 6:30 p.m.

North Country
Family Health
Center
provides
medical,
dental, and
behavioral
health services
to over 3,100
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.



When it really isn't an emergency...

Call Us First

Before you go to the Emergency Room or Urgent Care

315.782.9450

www.NoCoFamilyHealth.org

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)
- ❖ Diagnosis & treatment of urgent and chronic conditions
- ❖ Adult screenings – cancer, cholesterol, & infectious diseases
- ❖ Pediatric screenings – vision, hearing, dental, lead, nutrition, and infectious disease
- ❖ Annual physical exams
- ❖ Sports & camp physicals
- ❖ Behavioral health
- ❖ Annual Medicare wellness visits
- ❖ Nutrition & weight counseling
- ❖ Individual & family behavioral health counseling
- ❖ Telehealth – Appointments offered in-person and via telemedicine
- ❖ Same-day sick appointments
- ❖ Immunizations & allergy shots
- ❖ Laboratory services (blood draws onsite)
- ❖ EKGs
- ❖ Diabetic vision screening
- ❖ Substance use screenings & treatment
- ❖ Infectious disease
- ❖ Voluntary family planning (counseling on reproductive options)
- ❖ Gynecological care
- ❖ Newborn & well-baby care
- ❖ COVID-19 testing & vaccination
- ❖ Health education

Our Services Continued

THE FOLLOWING SERVICES ARE PROVIDED WITHIN NCFHC SITES:

❖ **Enabling Services**

- ❖ Assist with unmet needs
- ❖ Assist with transportation
- ❖ Assistance to those who are homeless or housing insecure
- ❖ Support in navigating the healthcare system

❖ **Family Dental**

- ❖ Cleanings & sealants
- ❖ Fillings & extractions
- ❖ Dentures & partials

❖ **Insurance Enrollment**

- ❖ Assistance with the New York State Marketplace, Medicaid, & Child Health Plus applications and renewals
- ❖ Guidance with insurance issues and questions
- ❖ Assistance with our sliding fee application

❖ **WIC (Women, Infants, & Children)**

- ❖ Food & nutrition education
- ❖ Breastfeeding support

❖ **Translation Services**

Our Services Continued

THE FOLLOWING SERVICES ARE PROVIDED WITHIN NCFHC SITES:

❖ School-Based Health

- ❖ Diagnosis & treatment of urgent & chronic conditions
- ❖ Annual physical exams
- ❖ Sports & camp physicals
- ❖ Immunizations & allergy shots
- ❖ Pediatric screenings ~ vision, hearing, dental, lead, nutrition, & infectious disease
- ❖ Nutrition & weight counseling
- ❖ Health education
- ❖ Individual & family behavioral health counseling
- ❖ Dental cleanings and sealants
- ❖ Telehealth – Appointments offered in-person and via telemedicine

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**
- ❖ **Psychiatry**

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
- ❖ American Academy of Pediatrics www.aap.org
- ❖ American Dental Association www.ada.org
- ❖ Association of Pediatric Dentistry www.aapd.org
- ❖ American Psychological Association www.apa.org
- ❖ National Association of Social Workers www.socialworkers.org
- ❖ Center for Disease Control (CDC) 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
- ❖ Healthcare Resources and Services Administration www.hrsa.gov

Patient Education

PATIENTS OF NCFHC MAY VISIT THE FOLLOWING WEBSITES FOR FURTHER EDUCATION ON A VARIETY OF HEALTHCARE TOPICS AND RESOURCES:

American Association of Diabetes Educators www.Diabeteseducator.org American Diabetes Association www.Diabetes.org American Dietetic Association www.Eatright.org American Cancer Association www.cancer.org American Chronic Pain Association www.theacpa.com American Heart Association www.americanheart.org	Centers for Disease Control & Prevention www.cdc.gov/diabetes Drugs.com www.drugs.com Hospice https://jeffersonhospice.org/ Familydoctor.org www.familydoctor.org MedlinePlus www.medlineplus.gov National Institute of Health www.nih.gov/health-information	New York Connects https://www.nyconnects.ny.gov/welcome North Country Prenatal/Perinatal Council http://www.ncppc.org/ Office of the Aging https://co.jefferson.ny.us/departments/OfficefortheAging https://www.lewiscounty.org/office-for-the-aging National Diabetes Education Program www.ndep.nih.gov National Diabetes Information Clearing House www.diabetes.niddk.nih.gov Seniors Helping Seniors www.seniorshelpingseniors.com/northernny	Social Security Administration https://www.ssa.gov/ The Resolution Center of Jefferson & Lewis Counties https://www.resolution-center.net/ YMCA https://www.watertownymca.org/ Women, Infants, & Children Nutrition – WIC http://www.wicstrong.com/ Watertown Urban Mission https://watertownurbanmission.com/
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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:

Aetna	Guardian
Ameritas Dental	Martins Point/US Family Health
Beacon Health Options	Metlife
Cigna	MVP
Delta Dental	The Empire Plan
Dentaquest	TRICARE/Humana
Emblem	UMR
Excellus BCBS	United Concordia
Fidelis	UnitedHealthcare
GEHA	Wellcare

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

2023 Sliding Fee Schedule Based Upon 2023 HHS Federal Poverty Guidelines

2023 Sliding Fee Schedule (Based Upon 2023 HHS Federal Poverty Guidelines Effective 01.12.2023)												
Percentage of Federal Poverty Guidelines	ANNUAL GROSS INCOME											
	0% -	100%	101% -	125%	126% -	150%	151% -	175%	176% -	200%	Over 200%	Over 200%
Family Size	From	To	From	To	From	To	From	To	From	To	From	To
1	\$0	\$14,580	\$14,581	\$18,225	\$18,226	\$21,870	\$21,871	\$25,515	\$25,516	\$29,160	\$29,161	and over
2	\$0	\$19,720	\$19,721	\$24,650	\$24,651	\$29,580	\$29,581	\$34,510	\$34,511	\$39,440	\$39,441	and over
3	\$0	\$24,860	\$24,861	\$31,075	\$31,076	\$37,290	\$37,291	\$43,505	\$43,506	\$49,720	\$49,721	and over
4	\$0	\$30,000	\$30,001	\$37,500	\$37,501	\$45,000	\$45,001	\$52,500	\$52,501	\$60,000	\$60,001	and over
5	\$0	\$35,140	\$35,141	\$43,925	\$43,926	\$52,710	\$52,711	\$61,495	\$61,496	\$70,280	\$70,281	and over
6	\$0	\$40,280	\$40,281	\$50,350	\$50,351	\$60,420	\$60,421	\$70,490	\$70,491	\$80,560	\$80,561	and over
7	\$0	\$45,420	\$45,421	\$56,775	\$56,776	\$68,130	\$68,131	\$79,485	\$79,486	\$90,840	\$90,841	and over
8	\$0	\$50,560	\$50,561	\$63,200	\$63,201	\$75,840	\$75,841	\$88,480	\$88,481	\$101,120	\$101,121	and over
9	\$0	\$55,700	\$55,701	\$69,625	\$69,626	\$83,550	\$83,551	\$97,475	\$97,476	\$111,400	\$111,401	and over
10	\$0	\$60,840	\$60,841	\$76,050	\$76,051	\$91,260	\$91,261	\$106,470	\$106,471	\$121,680	\$121,681	and over
Each Additional	\$5,140											

MEDICAL/BEHAVIORAL HEALTH	A	B	C	D	E	F
All services per visit	\$15	\$30	\$45	\$60	\$75	Full Fee
DENTAL	A	B	C	D	E	F
Preventative Services/Emergencies per visit	\$15	\$30	\$45	\$60	\$75	Full Fee
Expanded Dental Procedures to Include: Sealants, Fillings, Periodontics, Extractions, Endodontics, Crowns, Bridges, Partial, Dentures, Prosthetic Repairs, Space Maintainers, Occlusal Guards and Hard/Soft Tissue Modifications	\$15 per visit*	60% Discount^	50% Discount^	30% Discount^	10% Discount^	Full Fee

* 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.



Department of Health

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.


FTCA Federal Tort Claim Act

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!



North Country Family Health Center, Inc.

Like us on Facebook  or visit our website at www.NoCoFamilyHealth.org

Revised May 25, 2023

