

WAIANAE • NANAKULI • KAPOLEI • EWA • WAIPAHU



WAIANAE COAST
COMPREHENSIVE
HEALTH CENTER

WELCOME!

Mahalo (thank you) for choosing Waianae Coast Comprehensive Health Center (WCCHC) for your healthcare needs. We welcome you to your new “healthcare home” where our wide range of services provide comprehensive quality care for you and your family.

As a community health center, we are here to serve everyone regardless of their ability to pay. Our commitment of caring has grown since our beginnings in 1972 and our mission statement ensures that we will continue to expand to meet the needs of our community.

- ❖ WCCHC is a healing center that provides accessible and affordable medical and traditional healing services with aloha.
- ❖ WCCHC is a learning center that offers health career training to ensure a better future for our community.
- ❖ WCCHC is also an innovator, using leading edge technology to deliver the highest quality of medical services to our community.

We invite you to review the enclosed for more information. To learn more, please visit us at www.wcchc.com.

We look forward to providing you with the highest quality of care. Again, thank you for choosing Waianae Coast Comprehensive Health Center.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard P. Bettini', is written over a white background.

Richard P. Bettini, MS, MPH
President and Chief Executive Officer





WAIANAЕ COAST
COMPREHENSIVE
HEALTH CENTER

HEALING · LEARNING · INNOVATION

SERVICES

MEDICAL

Ⓞ PRIMARY CARE

- Ⓞ Adult Ⓞ Pediatrics
- Ⓞ Family Ⓞ Women
- Ⓞ LGBTQ+

Ⓞ SPECIALTY CARE

- Ⓞ Cardiology
- Ⓞ Dermatology
- Ⓞ Endocrinology
- Ⓞ Gender Affirming Care
- Ⓞ General Surgery
- Ⓞ Nephrology
- Ⓞ Obstetrics/Gynecology
- Ⓞ Ophthalmology
- Ⓞ Orthopedics
- Ⓞ Pain Management
- Ⓞ Podiatry
- Ⓞ Psychiatry
- Ⓞ Vascular Care
- Ⓞ Wound Care

Ⓞ SCHOOL-BASED HEALTH CARE

Ⓞ WALK-IN/SAME DAY CARE

Ⓞ OTHER SERVICES

- Ⓞ Nutrition & Weight Management
- Ⓞ Osteopathic Manipulative Treatment
- Ⓞ Substance Abuse Treatment
- Ⓞ Tobacco Cessation Program

24 HOUR EMERGENCY CARE

- Ⓞ Emergency Department
- Ⓞ Imaging
- Ⓞ Laboratory

DENTAL

VISION

PHARMACY

BEHAVIORAL HEALTH

SOCIAL SERVICES

- Ⓞ Community Health Services
- Ⓞ Community Wellness Programs
- Ⓞ Women, Infants, & Children (WIC) Program

NATIVE HAWAIIAN HEALING

EXPLORE

- Ⓞ Mākeke Farmers & Green Market
- Ⓞ Walking Trails and Café
- Ⓞ Fitness & Gym Programs



FREE

Transportation
available to &
from your
appointment

VIRTUAL VISITS AVAILABLE

CONNECT WITH US
WCCHC.COM





**WAIANAЕ COAST
COMPREHENSIVE
HEALTH CENTER**

SERVING WEST OAHU SINCE 1972

LOCATIONS

WAIANAЕ

**Main Campus & 24-Hour
Emergency Department**
 86-260 Farrington Highway
(808) 697-3300

**The Comp at
Tamura Super Market**
Tamura Super Market
86-032 Farrington Highway,
Suite 101
(808) 697-3200

Waianae Vision Care
Waianae Mall
86-120 Farrington Highway,
Suite C-301
(808) 697-3165

Waiola Walk-In Clinic
Waianae Mall
 86-120 Farrington Highway,
Suite C305-A
(808) 697-3133

Hale Ola Kino Maika'i
Waianae High School
85-251 Farrington Highway
Building B
(808) 697-3520

Junior Searider Health Center
Waianae Intermediate School
85-626 Farrington Highway
Building A
(808) 697-3523

Kamaile Academy SBHC
85-180 Ala Akau Street

Wai'anae Elementary SBHC
85-220 McArthur Street

Nānāikapono Elementary SBHC
89-153 Mano Avenue

NANAKULI

James & Abigail Campbell
Nanakuli Village Shopping Center
 89-102 Farrington Highway,
Suite 3000
(808) 697-3900

Hale Ola
Nanakuli High & Intermediate School
89-980 Nanakuli Avenue
Building A
(808) 697-3222

KAPOLEI

West O'ahu Community Health
Kapolei Medical Park
 599 Farrington Highway,
Suites 100, 208 and 208A
(808) 697-3800

EWA

**Ewa-West O'ahu
Community Health**
Child & Family Services
 91-1841 Fort Weaver Road
(808) 697-3281

WAIPAHU

Waipahu Family Health Center
Filipino Community Center
 94-428 Mokuola Street,
Suite 108-B & 213
(808) 697-3888

- Medical
- Pharmacy
- Behavioral Health
- Comp Health Connect
- School-Based Health Center
- Walk-In/ Same Day

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WCCHC.COM





WCCHC Primary Service Areas:

Waianae Coast Comprehensive Health Center - Main Clinic 86-260 Farrington Hwy, Waianae, HI 96792-3128	
Adult Medicine	Monday-Friday 8:00am-5:00pm
Pediatrics	Monday-Friday 7:30am-5:30pm
Women's Health	Monday-Friday 7:30am-5:30 pm
Dental	Monday-Friday 7:00am-3:00pm
Behavioral Health	Mawaena/ Mawaena Kai (combined) Monday-Tuesday-Thursday 8:00am-4:30pm Wednesday 8:00am-5:00pm Friday 8:00am-4:00pm Adult Medicine Monday-Friday 8:00am-4:00pm
Specialty	Orthopedics: Monday 6:30am-2:00pm Endocrinology: Tuesday 9:00am-5:00pm Cardiology: Wednesday 8:00am-2:00pm General Surgery: Wednesday 7:00am-3:00pm Podiatry: Tuesday & Thursday 6:30am-5:30pm Nephrology: 1st Friday 8:00am-1:30pm Wound Care: Thursday 7:00am-2:00pm Vascular: Wednesday 9:00am-2:00pm
Pain Management (Ho'okuola Hale)	Monday-Thursday 7:00am-5:00pm
Malama Recovery Services	Monday-Thursday 7:00am-4:00pm
Malama Ku Ola	Monday-Thursday 7:00am-4:30pm
Emergency	24 Hrs, 365 days a year
Laboratory	24 Hrs, 365 days a year for Emergent Care Monday-Friday 6:00am-6:00pm Saturday 6:00am-12:00pm
Imaging	24 Hrs, 365 days a year for Emergent Care Monday & Tuesday 6:30am-8:00am and 5:00pm-6:00pm Wednesday-Saturday 6:30am-6:00pm Adult Medicine Monday & Tuesday 8:00am-5:00pm
Pharmacy	Monday-Friday 8:30am -5:00pm <i>Closed 12:30pm-1:00pm for lunch</i>
Waianae Mall 86-120 Farrington Hwy, Waianae, HI 96792	
Waianae Vision Suite C301	Monday-Friday 8:00 am-4:30 pm <i>Closed 12:00pm-1:00pm for lunch</i>
Waiola KWIC Clinic Suite C305-A	Monday-Friday 7:30am-4:30pm
School Based Health Centers	
Waianae Intermediate School 85-626 Farrington Hwy, Waianae, 96792	Monday-Thursday 7:45am-3:00pm Friday 7:45am-1:30pm
Waianae High School 85-251 Farrington Hwy, Waianae, HI 96792	Monday-Wednesday-Friday 7:45am-2:45pm Tuesday & Thursday 7:45am-2:15pm
Nanakuli High & Intermediate School 89-980 Nanakuli Avenue, Waianae, HI 96792	Monday-Tuesday-Thursday 7:45am-3:00pm Wednesday & Friday 7:45am-2:30pm

School Based Health Centers *(continued)*

Kamaile Academy 85-180 Ala Akau Street, Waianae, HI 96792	Tuesday & Thursday 8:00am-12:30pm
Waianae Elementary School 85-220 McArthur Street, Waianae, HI 96792	Friday 8:00am-12:00pm
Nanaikapono Elementary School 89-153 Mano Avenue, Waianae, HI 96792	Monday 8:00am-2:00pm Friday 8:00am-12:00pm
James & Abigail Campbell Clinic 89-102 Farrington Hwy. Suite 3000, Waianae, HI 96792	
Family Practice	Monday-Friday 8:00am-5:00pm
Behavioral Health	Monday-Tuesday-Thursday-Friday 8:00am-4:00pm
Pharmacy	Monday-Friday 8:30am-5:00pm <i>Closed 12:30pm-1:00pm for lunch</i>
The Comp at Tamura Super Market 86-032 Farrington Hwy. Suite 101, Waianae, HI 96792	
Pharmacy	Monday & Tuesday 8:30am-5:00pm Wednesday 8:30am-7:00pm Thursday & Friday 8:30am-4:00pm Saturday & Sunday 8:30am-11:30am <i>Closed daily M-F 12:30pm-1:00pm for lunch</i>
Comp Health Connect	Monday & Tuesday 8:30am-5:00pm Wednesday 8:30am-7:00pm Thursday & Friday 8:30am-4:00pm <i>Closed daily M-F 12:30pm-1:00pm for lunch</i>

WCCHC Extended Service Areas:

West Oahu Community Health Center 599 Farrington Hwy. Suites 100, 208 & 208A, Kapolei, HI 96707	
Adult Medicine	Monday-Friday 7:30am-5:00pm
Family Practice	Monday-Friday 7:30am-5:00pm
Pediatrics	Monday-Friday 7:30am-5:00pm Saturday 7:30 am-12:00pm 1st, 2nd, 3rd of the month
Women's Health	Monday-Friday 7:30am-5:00pm
Behavioral Health	Monday 8:00am-5:00pm Wednesday 8:00am-3:30pm Thursday-Friday 8:00am-4:00pm
Specialty	Dermatology: Days Vary 7:30am-4:30pm & 1 Saturday per month Podiatry: Monday 1:30pm-5:00pm
Walk-in Primary Care	Monday-Friday 7:30am-4:30pm Saturday 7:30am-12:00pm
Pharmacy	Monday - Friday 8:30am-5:00pm <i>Closed 1:00pm-1:30pm for lunch</i> Saturday 8:00am-12:00pm
Ewa West Oahu Community Health Care Center 91-1841 Ft. Weaver Rd., Ewa Beach, HI 96706	
Behavioral Health	Monday & Friday 8:00am-4:30pm Tuesday-Wednesday-Thursday 8:00am-4:00pm
Comp Health Connect	Monday-Friday 8:00am-4:00pm
Waipahu Family Health Center 94-428 Mokuola St. Suites 108B & 213, Waipahu, HI 96797	
Pediatrics	Monday-Friday 7:30am-5:00pm
Women's Health	Monday-Friday 7:30am-5:00pm
Behavioral Health	Monday-Thursday 8:00am-5:00pm Friday 8:00am-3:30pm

NOTICE OF PRIVACY PRACTICES and PATIENT RIGHTS & RESPONSIBILITIES



PATIENT RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get a Copy of Your Medical Record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask Us to Correct Your Medical Record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request Confidential Communications

- You can ask us to contact you in a specific way (Example: home or office phone) or to send mail to a different mailing address.
- We will say “yes” to all reasonable requests.

Ask Us to Limit the Information We Share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- You can ask us not to use or share your health information for any other reason. We will generally say “yes” unless a law requires us to share that information.

Get a List of Those Who We’ve Shared Your Information With

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a Copy of This Privacy Notice

- You can ask for a paper or electronic copy of this notice at any time, even if you have already received it. We will provide you with a copy in your preferred format promptly.

Choose Someone to Act on Your Behalf

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a Complaint If You Believe Your Privacy Rights Were Violated

- You can file a complaint if you feel we have violated your rights through the WCCHC Compliance Department.
 - Call 808-697-3585, or
 - Call our Anonymous WCCHC Compliance Hotline at 808-697-3644, or
 - Mail a Letter to: Waianae Coast Comprehensive Health Center, ATTN: Compliance Department, 86-260 Farrington Highway, Waianae, HI 96792, or
 - Email us at compliance@wcchc.com
- You can file a complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights:
 - Call 1-877-696-6775, or
 - Mail a Letter to: 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201, or

- Email OCRComplaint@hhs.gov, or
- Visit the website: <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>
- We will not retaliate against you for filing a complaint.

Report Fraud, Waste or Abuse

- Our Health Center is committed to ethical conduct, compliance with all federal and state laws, and the responsible use of public funds.
- Suspected fraud, waste or abuse involving federally funded programs may be reported anonymously to:
 - The HHS Office of Inspector General at 1-800-447-8477, or
 - OIG Online at <https://oig.hhs.gov/fraud/report-fraud/>
- You may also report concerns internally by:
 - Call our Compliance Department at 808-697-3585, or
 - Call our Anonymous WCCHC Compliance Hotline at 808-697-3644
- Retaliation against any individual who reports a concern in good faith is strictly prohibited.

PATIENT CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again. You may inform us at any time if you do not want to receive fundraising communications, and we will follow your instructions.

PATIENT RESPONSIBILITIES

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and staff will not be tolerated.
- Observe all of WCCHC's safety rules and posted signs and comply with our no smoking policy.
- Refrain from conducting any illegal activity on WCCHC's property. If such activity occurs, WCCHC will report to police.
- Do not bring weapons of any kind on WCCHC's property. If a weapon is found to be in your possession, WCCHC will report to police and you will be removed from the property.
- Cooperate with your treatment staff by telling them everything you know about your current health problems, past illnesses, drugs you are taking or used to take, pain you are having, and any other matters related to your general health.
- Pay special attention to unexpected changes in your health and tell your doctor or nurse.
- You are responsible for following the treatment instructions recommended by your doctor and other practitioners. You are also responsible for your actions if you refuse treatment or do not follow a practitioner's instructions.
- Be sure to ask questions if you are unsure or do not understand something.
- You are responsible for your own actions and must prevent injury to yourself, other patients, visitors, or staff members.
- You are responsible for making your appointments on time or calling to cancel if you are unable to keep your appointment.
- You are responsible for making a good faith effort to meet financial obligations to WCCHC.
- Be aware of WCCHC's obligation to be reasonably efficient and equitable in providing care to other patients and the community.

WCCHC'S USES & DISCLOSURES

How we typically use or share your health information. We typically use or share your health information in the following ways:

Treat You

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run Our Organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for Your Services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes:

For more information see: <https://www.hhs.gov/hipaa/for-individuals/index.html>

As Part of an Organized Health Care Arrangement

WCCHC is part of an organized health care arrangement including participants in OCHIN, our vendor for electronic health record management.

A current list of OCHIN participants is available at www.ochin.org.

- As a business associate of WCCHC, OCHIN supplies information technology and related services to WCCHC and other OCHIN participants.
- OCHIN also engages in quality assessment and improvement activities on behalf of its participants. For example, OCHIN coordinates clinical review activities on behalf of participating organizations to establish best practice standards and access clinical benefits that may be derived from the use of electronic health record systems.
- OCHIN also helps participants work collaboratively to improve the management of internal and external patient referrals.
- Your health information may be shared by WCCHC with other OCHIN participants when necessary for health care operation purposes of the organized health care arrangement.

Help with Public Health and Safety Issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Medical Emergencies

We may disclose your health information to medical personnel without your written consent when needed to address a bona fide medical emergency and your consent cannot be obtained, or when your treating program is closed during a declared disaster and we're unable to obtain your consent. We will only share what is needed to treat you at that time.

Do Research

Under certain circumstances, and only after a special approval process, we can use or share your information for health research.

Comply with the Law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law. If there are different laws covering your health information, we will follow the law that offers the greatest privacy protections to you.

Respond to Organ, Eye, and Tissue Donation Requests

We can share health information about you with organ procurement organizations.

Work with a Medical Examiner or Funeral Director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address Workers' Compensation, Law Enforcement, and Other Government Requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to Lawsuits and Legal Actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

USES & DISCLOSURES OF SUBSTANCE USE DISORDER (SUD) RECORDS

Some health information we keep is protected by a federal law called 42 CFR Part 2. This law provides extra privacy protection to records related to SUD treatment. We may use or share this information for treatment, payment, and health care operations only when you give written permission or as allowed by law. If we are asked to use or share your SUD information for any reason not covered by this notice, we will obtain your written consent first.

For both your SUD records and your other health information, you may choose to use a single consent for future treatment, payment, and health care operations uses and disclosures, as permitted by law. SUD records that are shared with us per your written consent may be further shared without consent, if HIPAA and Part 2 regulations permit it.

We may use or share your SUD records in the following ways:

Treat You

We may use and share your SUD information to provide you with treatment and services, and coordinate your care with other health care providers.

Example: You are receiving SUD treatment and also seeing a primary care provider. The SUD provider shares information about current medications so the primary care provider can avoid drug interactions.

Run Our Organization

We may use and share your SUD information to improve the quality of our care, review and improve our services, and meet legal and regulatory requirements.

Example: A SUD treatment program reviews patient outcomes to see which services work best. Your data may be shared internally to improve care, without sharing your name if possible.

Bill for Your Services

We may use and share your SUD information to bill and get payment from health plans or other entities. This information is shared only as allowed by law and **only the minimum necessary**.

Example: A SUD treatment program submits a claim to your health plan. The claim includes the diagnosis and service codes needed to process payment, but nothing else.

We can use or share your SUD records for many of the same purposes as your other health information, as listed in the previous section (such as public health and research), **with the following additional restrictions**:

Public Health and Research

Any SUD information we share for public health or research reasons will be de-identified. This means we have removed information, such as your name or date of birth, that could be used to identify you.

Use of Records in Criminal, Civil, or Administrative Context

We will not disclose your SUD records or the content of those records in any civil, criminal, administrative or legislative proceedings against you unless you have given your specific written consent, or if a court issues an order and there has been notice and an opportunity for both you and us to be heard as required by law. The court order must be accompanied by a subpoena or other similar legal mandate, signed by a judge, before SUD records may be used or shared. We will not share your SUD information in response to subpoenas or routine legal requests without this type of court order.

SUD Counseling Notes

SUD counseling notes are any notes taken by a SUD or mental health professional documenting or analyzing the contents of conversation during a SUD counseling session, **and that are not part of your medical record.** We will not disclose these notes unless you have given your specific written consent.

WCCHC'S RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: <https://www.hhs.gov/hipaa/for-individuals/notice-privacy-practices/index.html>

Changes to the Terms of this Notice

We can change the terms of this notice at any time, and the changes will apply to all information we have about you. The new notice will be available upon request, posted in our clinical service sites, and on our website.

QUESTIONS REGARDING THIS NOTICE SHOULD BE DIRECTED TO:

Waianae Coast Comprehensive Health Center

Attn: Compliance Department

86-260 Farrington Hwy., Waianae, HI 96792

Telephone: 808-697-3585

Fax: 808-697-3687

Email: compliance@wcchc.com



Please point here if you need an interpreter in this language (at no cost to you).



<u>Hawai'ian:</u>	E kuhikuhi mai 'oe i 'ane'i ke pono ka mahele'olelo ('a'oha kākī).
<u>日本語 (Japanese):</u>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<u>한국어 (Korean):</u>	통역을 필요로 하시면 다음 약속일 전에 반드시 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯，請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<u>မြန်မာ (Myanmar):</u>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတိုက်အခံကိစ္စအခါက ဆက်သွယ်ရန်လိုအောင်းလျှင်ပါမည်။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<u>ອັກສອນລາວ (Lao):</u>	ກະລຸນາຊົມໃສ່ບ່ອນນີ້ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāñ ñan yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
<u>Chamorro:</u>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<u>Pohnpeian:</u>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<u>Kosraean:</u>	Nunak munas srisrningac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<u>Yapese:</u>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<u>Yapese (Outer Island):</u>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<u>Samoa:</u>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē togiina se tupe).
<u>Tongan:</u>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<u>Русский (Russian):</u>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<u>Español (Spanish):</u>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

For more information, please contact: 808-697-3405



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To Our Patients:

The Waianae Coast Comprehensive Health Center are committed to providing patients with the best possible health care. These payment expectations were established to clearly outline patient financial responsibilities and to avoid any misunderstanding or disagreement concerning payment for the services you receive at our Health center. If you have questions about these expectations please call our billing office at (808) 697-3199 for additional information. We are here to help you.

In order for the Waianae Coast Comprehensive Health Center to successfully bill for the healthcare services you receive, we must rely on you to provide us with complete, accurate, up to date information. To help assist us we request that you arrive 15 minutes early for your appointment and be prepared to:

- Confirm/update your current address, telephone number and payment information
- Make payment for the amount due at time of service according to the payment expectations
- If you have medical insurance, notify the front desk staff of any insurance changes and provide all of your current insurance card(s) and properly identify each insurance plan as primary, secondary or tertiary.
- Inform us if your visit is for an injury that should be covered by workers compensation or liability insurance.

Payment due at time of service:

All Patients are expected to make payment for their portion of the bill on the day you receive services. Payment may be made by cash, check, or credit card.

- If you **are eligible for our sliding fee scale** you are expected to pay your portion of the bill in full on the day you receive the services. If you have questions about our sliding ("fee scale or want to apply please contact Patient Assistant Services at (808) 697-3591.
- If you **do not have insurance** you are expected to pay in full on the day you receive services.
- If you have medical insurance coverage by a plan that **we are contracted with** you are expected to pay your copay or coinsurance on the same day you receive the services.
- If you have medical insurance coverage by a plan with which **we do not have a contract** you are expected to pay on the day you receive service. Payment of any balance not paid by your insurance company is expected within 30 days of receiving a statement.

Waianae Coast Comprehensive Health Center has contracts with the following insurance plans:

Dental: HDS, HMSA, HMAA, Aetna, Metlife, Cigna, Delta Dental, and Hawaii Medicaid.

Medical: Commercial (AETNA LIFE INS, BCBS, HCHA, HMSA, HMSA Federal Employee Program, HMSA HMO, Hawaii Laborers, HMAA, HMA, and United HealthCare) Medicaid (Quest AlohaCare, Quest Behavior Health Ohana, Quest HMSA, Quest Ohana, and Quest United) Medicare (Medicare Traditional, Medicare AARP MDX, Medicare AlohaCare Advantage, Medicare Humana, Medicare Ohana, and Medicare United HealthCare.

Outstanding Balances:

Patients are expected to pay for services they received according to these payment expectations. If we do not receive payment from you within 30 days, your account will be considered past due and our staff will proceed with collection efforts. Please review your statement carefully and contact our billing office immediately if you have

questions or think that you received the statement in error. If your account is past due, please contact our billing office staff at (808) 697-3199 to discuss your account and make financial arrangements. We are here to help you.

Insurance Claims:

We will submit your insurance claims for you if you provide us with complete and accurate information. In order for us to successfully submit your claims you must:

- Notify us immediately of all insurance changes
- Present all of your current insurance cards at every appointment
- Properly identify each insurance plan as primary, secondary or tertiary

If you have an insurance plan with which **we are not contracted** you are expected to pay for the charges on the same day you receive the service. We will submit your insurance claims for you as a courtesy. However, you are ultimately responsible for payment of the services you receive. If you and your insurance plan both pay for your services, we will refund your payment by check.

If you have an insurance plan with which **we have a contract** and payment is not received from your insurance company within 45 days of the billing date, payment of the remaining balance will be your responsibility. When necessary, we may ask you to assist us in working with your insurance company to obtain payment for services.

Non-covered Services:

Your insurance plan may not cover all medical services and may determine some services to be "not medically necessary". When your insurance plan makes this determination and allows us to bill you, you will be responsible for the payment of the non-covered services.

Knowing your insurance benefits coverage is your responsibility. Please read your insurance plan materials carefully and contact your insurance company with questions so you are not surprised.

Coordination of benefits:

If your insurance company denies your claim(s) due to coordination of benefits you will be responsible for payment of the remaining balance for the services you received. If you receive a statement from WCCHC stating a coordination of benefits issue you must call your insurance company and work with them to have your claim reprocessed.

Workers Compensation and Liability Claims:

If your visit is for an injury and should be covered by workers compensation or liability insurance, you must inform our staff when you schedule your appointment and complete the required forms when you check in. If you do not provide us with all the necessary information you will be responsible for payment for services rendered.

Lab Services:

While we perform many laboratory services here at Waianae Coast Comprehensive Health Center, some tests ordered by our providers are performed at outside laboratories such as DLS. You or your insurance company will receive a separate bill from an outside laboratory for those services.

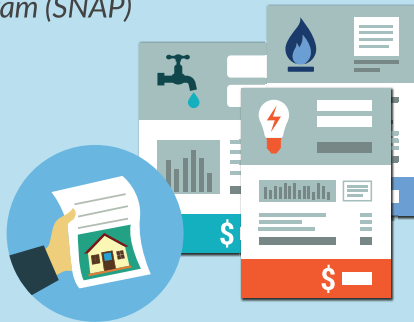
COMMUNITY HEALTH SERVICES

PATIENT ASSISTANCE SERVICES
IS HERE TO HELP!



OUR TEAM CAN ASSIST YOU WITH APPLYING FOR...

- ✓ **Health Insurance:**
*Medicaid (Med-QUEST) & Federal Health Insurance Marketplace Sign-up
Medicaid (Med-QUEST) Redetermination/Renewal*
- ✓ **Food/Financial Assistance:**
Supplemental Nutrition Assistance Program (SNAP)
- ✓ **Housing Assistance:**
Section 8 Applications & More
- ✓ **Mortgage/Rent/Utility Assistance:**
Affordable Connectivity Program (ACP)
- ✓ **Advanced Care Directives**
- ✓ **WCCHC Sliding Fee Scale**



HOURS OF OPERATION:

MONDAY - FRIDAY

8:00 AM - 5:00 PM

SATURDAY

8:00 AM - 12:00 PM

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