

## About your Notice of Privacy Practices for Protected Health Information, Advanced Directives and Patient Rights & Responsibilities

Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. [The Notice of Privacy Practices for Protected Health Information](#) guarantees that we will maintain confidentiality and protect the privacy of your medical information.

[Advanced Directives](#) are documents written in advance of serious illness, which state your choice regarding medical treatment or designate someone to make choices concerning your medical treatment, should you become unable to make those decisions. Through Advanced Directives, such as a Living Will or Durable Power of Attorney for Health Care, you can make legal, valid decisions about future medical treatment.

[Patient Rights & Responsibilities](#) defines your rights and responsibilities as our patient.

To receive a copy of your [Notice of Privacy Practices](#), [Advanced Directives](#) or [Patient Rights and Responsibilities](#), please ask an Intake Specialist to assist you.

## After your visit

Following your physician's advice, including getting your medications, lab results and referrals, is your role in your healthcare process. We offer health education, case management and disease management programs to help you understand your medication list and maintain your treatment plan.

## Obtaining your lab results

Lab results can be obtained in person. No appointment is needed. Lab results cannot be given over the telephone.

You can also obtain your lab results electronically through our Patient Portal.

## Visit [www.fhcga.org](http://www.fhcga.org) 24/7 to access our online Patient Portal\* where you can:

- schedule an appointment
- contact a physician
- request a medication refill
- obtain lab results

\*To obtain your Patient Portal access code, contact a member of our medical team.

## Call us 24/7 at 404.752.1400 if you need to:

- cancel or reschedule your appointment at any location
- make an appointment, including a same-day appointment, at any location
- speak with a physician or get a medication refill after regular business hours

## Please dial 911 if you are experiencing a medical emergency.

If you are an existing patient and need after-hours care from your medical provider, please call 404.752.1400 and follow the telephone prompts to reach your doctor by department.

## Hours of operation

- Monday - Friday from 8:00 a.m. - 5:00 p.m.
- Mondays and Thursdays until 9:00 p.m. at the Main Center **only**
- Hours of operation vary based upon location

# Patient Guide to Our Services



The Family Health Centers of Georgia, Inc.  
Corporate Office  
868 York Avenue, SW | Atlanta, GA 30310  
404.752.1400 | [www.fhcga.org](http://www.fhcga.org)



Your healthcare provider of choice.

# Welcome

We are glad you chose  
The Family Health Centers of Georgia, Inc.  
as your provider of choice.

**Welcome to The Family Health Centers of Georgia, Inc. (FHCGA).** FHCGA provides quality healthcare to residents of Clayton, Cobb, Douglas, Fulton & surrounding counties. Our mission is to provide the highest quality comprehensive healthcare services, which are culturally and linguistically appropriate, accessible and affordable, focusing on prevention, early diagnosis and treatment to residents and at-risk populations in the West End and Greater Atlanta areas.

Founded in 1975, FHCGA is a not-for-profit, 501(c)(3), federally qualified community health center. FHCGA has been accredited by The Joint Commission since 2002. In 2012, we became the first community health center in Georgia, and the second in the Southeast, to be certified by The Joint Commission as a Primary Care Medical Home. FHCGA is NCQA Level 3 Accredited.

## As your Primary Care Medical Home, we are committed to:

- offering our patients same-day appointments
- providing access to healthcare during evening and weekend hours *(please refer to the corporate rack card for locations and hours of operation)*
- addressing your healthcare concerns after regular business hours
- offering 24/7 access for you to make an appointment, get medication refills, referrals, lab results or medical advice
- using medical standards that are nationally approved by the Centers for Disease Control (CDC) and other accrediting organizations
- focusing our medical care around each patient and each patient's family
- offering community resources to address all of your healthcare concerns

## Our commitment continues by:

- coordinating your healthcare with other medical providers
- helping you establish self-management of your healthcare
- offering case management, disease management and behavioral health services
- helping you understand your options under Advanced Directives
- conducting patient surveys to get your feedback and ensure your satisfaction
- maintaining a Patient Advisory Council
- helping you choose the primary care physician that best suits your medical needs

We are here to establish a long-term relationship between you and your physician. Our board-certified, and/or board-eligible, physician staff will help you and your family understand your treatment options and choose treatment plans that work best for you. By choosing The Family Health Centers of Georgia, Inc., you have found your medical home. You will have an integrated team of healthcare providers who will work with you to make sure we address all of your healthcare needs. **FHCGA employs Physician Assistants and Nurse Practitioners.**

## Making your appointment

We aim to provide you with easy access to making your appointments. In addition to offering advanced appointments, we offer same-day appointments. Appointments for healthcare are in great demand. If you choose to miss your appointment without contacting us, we lose the opportunity to use that appointment. **If you need to reschedule or cancel your appointment, please call at least 24 hours in advance of your scheduled appointment.**

If you need interpretation/translation services, please let us know when you make your appointment and/or when you arrive for service.

All of FHCGA's facilities meet the Americans with Disabilities Act (ADA) requirements.

## Preparing for your visit

Please bring your current photo ID and current insurance information. We accept Medicaid, Medicare, HMO, PPO, POS, most private insurance plans, most major credit cards, debit cards, cash and checks. Please be prepared to make all insurance co-pays and deductibles at the time of service.

If you are applying for our Sliding Fee Scale Program, you will need your current proof of income for the past 30 consecutive days and other qualifying documents.

Please arrive 15 minutes prior to your appointment time. If you are more than 15 minutes late to your appointment, you may be asked to reschedule. All new patients should arrive 45 minutes prior to your appointment time to complete the new patient registration process.

Please bring a list of your current medications to assist our medical team in providing you the best care.

## What to expect from your visit today

Your healthcare and safety are our priorities. Our goal is to create a safe and hygienic environment for you to get the quality healthcare you deserve. **Eating, drinking, smoking or talking on cell phones is not permitted inside any of our locations.**

Free parking is provided in designated areas. We are not responsible for any damage or theft of your vehicle or property. Please use precaution to secure your belongings.

Our goal is also to provide excellent customer service to our patients and your family. If at any time, you are not satisfied with the services you received, please speak to any FHCGA team member who can direct you on how to address your concerns. You may reach our Corporate Compliance Officer at [ijohnson@fhcga.org](mailto:ijohnson@fhcga.org) or 404.752.1400 ext. 8737.