

PATIENT SERVICES ORIENTATION

Welcome to Fetter Health Care Network, Inc. (FHCN) where we put the patient at the center of care to help build a better relationship between you and your care team! As your Patient-Centered Medical Home (PCMH), we are committed to offering our patients the following:

- ✓ Online access to your medical records through the Patient online portal via www.FetterHealthCare.org
- ✓ Same-Day Appointments
- ✓ Extended Operating Hours
- ✓ 24/7 phone access to your care team
- ✓ Group Education classes
- ✓ Medication Assistance
- ✓ Open Communication with your doctor



If you need to speak with your provider During normal business hours or After Hours Service, please call your health center location at the number listed.

PATIENT ACCESS & HOURS OF OPERATION

PLEASE NOTE: All Health Centers are closed on Fridays 1:00 pm-5:00 pm

Administrative Offices		
Corporate Offices 51 Nassau Street Charleston, SC 29403 843-722-4112	Monday - Thursday Friday	8:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Procurement Center 120 Varnfield Drive, Suite D Summerville, SC 29483 843-722-4112	Monday - Thursday Friday	8:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Care Network Support & Enabling Center 7301 Rivers Avenue, Suite 100 N. Charleston, SC 29406 843-722-4112	Monday - Thursday Friday	8:00am - 6:00pm 8:00am - 12:00pm
Clinical, Dental, Behavioral Health & Vision Centers		
Charleston Family Health Center 51 Nassau Street Charleston, SC 29403 843-722-4112	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Dorchester Family Health Center 679 Orangeburg Road, Unit F Summerville, SC 29483 843-261-2600	Monday, Tuesday and Wednesday Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Elijah Wright Family Health Center 1681 Old Highway 6 Cross, SC 29436 843-753-2334	Monday, Wednesday Tuesday Thursday Friday	8:00am - 5:00pm 7:00am - 4:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Center for Pediatric Wellness-Comstock 2047 Comstock Avenue North Charleston, SC 29405 843-747-8893	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Center for Pediatric Wellness-Summerville 120 Varnfield Drive, Suite B Summerville, SC 29483 843-790-8813	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Vision Studio 120 Varnfield Drive, Suite A Summerville, SC 29483 843-640-0480	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Fetter Health Wellness Center for Women 700 N Pine Street Summerville, SC 29483 843-873-4218	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm

Clinical, Dental, Behavioral Health & Vision Centers

Hollywood Family Health Center 5225 Highway 165 Hollywood, SC 29449 843-889-2272	Monday, Tuesday and Wednesday Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Johns Island Family Health Center 3627 Maybank Highway Johns Island, SC 29455 843-628-0284	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Mughelli-Oyibokja Wellness Center for Women 1843 Ashley River Road Charleston, SC 29407 843-769-4424	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Rose D. Gibbs, MD Family Health Center 106 W Main Street Moncks Corner, SC 29461 843-761-1995	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Thaddeus J. Bell, MD Family Health Center 130 Varnfield Drive, Suite 100 Summerville, SC 29483 843-821-3444	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Walterboro Family Health Center 302 Medical Park Drive, Suite 111 Walterboro, SC 29488 843-549-6853	Monday and Wednesday Tuesday and Thursday Friday	8:00am - 5:00pm 9:00am - 6:00pm 8:00am - 12:00pm
Fetter Mobile Dental Unit 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	24 hours/week
Fetter Mobile Dental Unit 2 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	20.5 hours/week
Fetter Mobile Medical Unit 1 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	16 hours/week
Fetter Mobile Medical Unit 2 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	16 hours/week
Fetter Mobile Medical Unit 3 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	16 hours/week
Fetter Mobile Medical Unit 4 51 Nassau Street Charleston, SC 29403	Days & Locations Vary	20.5 hours/week
One80 Place 35 Walnut Street Charleston, SC 29403	2nd Friday of Each Month	8:30am - 5:30pm
Charleston Dorchester Mental Health 2100 Charlie hall Boulevard Charleston, SC 29414	Wednesdays	8:30am - 5:30pm

Pharmacy				Each Pharmacy closed for lunch from 12:30pm to 1:30pm daily.			
Charleston County Fetter Health Pharmacy - Charleston 51 Nassau Street Charleston, SC 29403 Monday and Wednesday 8:00am - 5:00pm Tuesday and Thursday 9:00am - 6:00pm Friday 8:00am - 12:00pm		Dorchester County Fetter Health Pharmacy - Dorchester 679 Orangeburg Road, Unit F Summerville, SC 29483 Monday, Tuesday and Wednesday 8:00am-5:00pm Thursday 9:00am-6:00pm Friday 8:00am-12:00pm		Berkeley County Fetter Health Pharmacy - Cross 1681 Old Highway 6 Cross, SC 29436 Monday and Wednesday 8:00am-5:00pm Tuesday 7:00am-4:00pm Thursday 9:00am - 6:00pm Friday 8:00am-12:00pm		Berkeley County Fetter Health Pharmacy - Summerville 130 Varnfield Drive, Suite 100 Summerville, SC 29483 Monday and Wednesday 8:00am-5:00pm Tuesday and Thursday 9:00am-6:00pm Friday 8:00am-12:00pm	

School-Based Health Sites				Hours of Operation: August - May			
Baptist Hill Middle High School 5117 Baptist Hill Road Hollywood, SC 29449 1st, 2nd & 3rd Thursdays 9:00am - 2:00pm		Deer Park Middle School 2263 Otranto Road North Charleston, SC 29406 4th Wednesdays 12:30pm - 3:30pm <i>*services on Mobile Medical Unit 2</i>		Mary Ford Early Learning & Family Center 679 Orangeburg Road, Unit F North Charleston, SC 29406 Wednesdays 8:30am - 11:30am <i>*services on Mobile Medical Unit 2</i>		Jerry Zucker Middle School of Science 6401 Dorchester Road North Charleston, SC 29418 4th Tuesdays 12:30pm - 3:30pm <i>*services on Mobile Medical Unit 2</i>	
Morningside Middle School 1999 Singley Street North Charleston, SC 29405 3rd Tuesdays 9:00am - 1:00pm <i>*services on Mobile Medical Unit 2</i>		R.B. Stall High School 3625 Ashley Phosphate Road North Charleston, SC 29418 1st, 2nd & 3rd Wednesdays 9:00am - 2:00pm		Hunley Park Elementary School 2872 Azalea Drive North Charleston, SC 29404 2nd Tuesdays 9:00am - 1:00pm <i>*services on Mobile Medical Unit 2</i>		Midland Park Primary School 2415 Midland Park Road North Charleston, SC 29406 2nd and 3rd Thursdays 9:00am - 2:00pm <i>*services on Mobile Medical Unit 2</i>	
Lambs Elementary School 6800 Dorchester Road North Charleston, SC 29418 4th Tuesdays 9:00am - 11:30am <i>*services on Mobile Medical Unit 2</i>		Sanders-Clyde Elementary School 805 Morrison Drive Charleston, SC 29403 1st Tuesdays 9:00am - 1:00pm <i>*services on Mobile Medical Unit 2</i>		West Ashley Head Start 1401 Ashley River Road Charleston, SC 29407 1st Thursdays 9:00am - 1:00pm <i>*services on Mobile Medical Unit 2</i>		East Coast Migrant Head Start 14405 Bells Highway Lodge, SC 29082 Days Vary 5:30pm -9:30pm <i>*Days are based on the needs of the agricultural workers' schedule</i>	
Black Street Elementary School 256 Smith Street Walterboro, SC 29488		Forest Hill Elementary School 633 Hiers Corner Road Walterboro, SC 29488					

Agricultural Worker Camps		Hours of Operation: Days are based on the needs of the agricultural workers' schedule	
Fields Farm Camp 3129 River Road Johns Island, SC 29455		Packing Shed Housing Camp 711 Brownwood Road Johns Island, SC 29455	

Additional Services

Fetter Health Care Network is a Patient-Centered Medical Home providing services for your entire family. Our patients have their own healthcare team that uses a whole care approach which identifies your medical, dental, vision, pharmacy, behavioral health, and specialty needs. Your provider will order tests, procedures and specialty referrals based on care needs that you identify together. Services are provided through thirteen medical clinics. For those without insurance, or who are underinsured, care is provided on a sliding-fee scale based on income and family size.

- **Maternal Health services** include specialized maternity programs with referral services and pregnancy and infant care education.
- **Behavioral Health services** include mental and substance abuse assessment and counseling.
- **Dental services** include general and cosmetic dentistry needs, as well as diagnostic services.
- **Vision services** include general ocular healthcare, comprehensive examinations, diagnoses and non-surgical treatment of vision disorders.
- **Pharmacy services** offer discounted prescriptions, mail orders, and site and home delivery options.
- **Lab services** are available at all sites allowing services to be provided during patient visits. Rapid HIV testing is provided as a routine service to patients ages 18-64 and all pregnant women. Any patient can decline (“opt-out”) or defer testing by completing a form located at the front desk.
- **Patient Care Navigator** services include assessment, planning, coordination, monitoring, and evaluation of options and resources to meet an individual's specific needs.
- **Agricultural Workers Outreach services** include health screenings, health education, and information to agricultural workers through our Hollywood, Johns Island, and Walterboro locations.
- **Homeless Outreach services** include medical exams and screenings in addition to mental healthcare and social work support for the homeless population.
- **Affordable Care Act Enrollment** includes the assistance of individuals with navigating the insurance marketplace.
- **Best Chance Network** is a program through DPH that provides breast and cervical cancer screening at no charge for South Carolina women who meet program eligibility requirements.
- **Choose Well** is a program through New Morning Foundation at no charge that helps connect women and men to reproductive counseling and contraceptive care.
- **SC Thrive** partners with Fetter to provide innovative access to resources, such as SNAP benefits, Military and Veteran assistance, and healthcare initiatives.
- **Welvista** is a 501(c)3 organization that helps uninsured and underserved South Carolinians gain access to essential health services while reducing the long-term costs of health care that result from untreated conditions.

APPROPRIATE PATIENT CONDUCT

Smoking Policy: This is a non-smoking facility. Smoking and tobacco use are not permitted.

Drugs and/or Alcohol: This is a drug free facility. Drugs and/or alcohol are not permitted on the premises. Consumers under the influence of drugs or alcohol will not be permitted at the facility. Prescription and non-prescription drugs must be in their original containers when brought to your health care visit.

Violent, Disruptive, or Disrespectful Behavior: No violent, disruptive, or disrespectful behavior will be permitted. Examples of such behavior include but are not limited to fighting, swearing, threatening a staff member, stealing, refusing to follow orders or instructions, etc. No weapons of any kind are permitted on the property or in the facility. Significant or persistent violations of program rules will result in permanent banning from the facility.

Physical and/or Sexual Behavior: Physical and/or sexual relations are not permitted in or on the grounds of the facility. Anyone who participates in this type of behavior will be discharged.

Personal Items/Valuables: Fetter Health Care Network is not responsible for any patient's lost or stolen property. Please do not leave your valuables unattended in or outside of the facility. Any items left at the health center for more than seven (7) days will be donated or discarded.

Fire/Safety Information: Exit plans are located throughout the facility and in the lobby area. These plans show exit routes from all areas of the building and the location of fire extinguishers. If you need assistance identifying the plan, please see a staff member to assist you. Fire evacuation drills are held regularly at different times of the day. All occupants of the facility are required to follow evacuation procedures during these drills.

Consumer Rights/Grievances/Satisfaction Surveys

- You have the right to confidentiality. Upon registration, a Privacy Notice and Your Consumer Rights will be made available. We ask that you sign verifying your understanding of these rights.
- If at any time you feel your rights have been violated or you are not satisfied with your treatment you may complete a Consumer Grievance form. These forms are located in the front lobby. After completing the form, please place the grievance in the lock box on the wall. A staff member from the Quality Department will follow up on all grievances.
- Satisfaction surveys are conducted via phone. You may receive a call from an automated assistant via your phone number on record. You are encouraged to complete the survey, as they are reviewed by our Quality Department, and it will assist FHCN in improving services.

If you are unable to locate or complete any of the forms listed above, a staff member will assist you.

Code of Ethics Statement

All staff employed in positions at Fetter Health Care Network are bound by our Code of Ethics, Statement of Standards, and Professional Ethics. The Code of Ethics and Standards requires that the highest moral principles be maintained, and the behavior of staff be beyond reproach to ensure that the integrity and welfare of clients, staff, and programs are maintained. The complete Code of Ethics, Statement of Standards, and Professional Ethics are available upon request.

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

A. Our Commitment to Privacy: Privacy Notice Distributed to Patients

You have entrusted Fetter Health Care Network with the responsibility of providing health care for you and your family. We are dedicated to maintaining your trust. We know that the privacy of your medical information is important to you. That's why we take our responsibility to protect the privacy of your medical information very seriously.

This privacy notice describes how we protect the privacy of your health information. It describes what medical information is collected, how it is used, and with whom it is shared. This notice also explains your rights as well as our obligations regarding the uses and disclosures of your medical information.

This notice applies to services you receive at any of our centers, and any outside facility with whom we have contracted to assist in the delivery of your healthcare. Any of these entities, sites and locations may share your medical information for treatment, payment, or healthcare operations, as described in this Notice and by law. Please be aware your outside doctor may have different notices and policies about the use and disclosure of your medical information created in his or her hospital, office, or clinic. We are required by law to provide you with the notice of our privacy practices and legal obligations regarding your medical information; to abide by the term of this notice, and to ensure that any medical information identifying you is kept secure and private.

If you have any questions about this Notice of Privacy Practices or questions and complaints regarding how your medical information is handled, please contact:

Fetter Health Care Network
Attn: Quality Department
51 Nassau St.
Charleston, SC 29403
(843) 722-4112

B. Complaints

If you are concerned that your privacy rights may have been violated, you may contact the Quality Director at the information listed above. You may be asked to submit your concern in writing. You may also send a written complaint to the Secretary of the United States Department of Health and Human Services. You will not be penalized for filing a complaint.

C. Our Uses and Disclosures of Your Medical Information for Treatment, Payment, and Health Care Operations

Any time you receive services from a hospital, physician, or another healthcare provider, a record of your encounter is made. Typically, this record contains your symptoms, examination, test results, diagnoses, treatment, and a plan for future care or treatment. This information is linked with your name, or other personal identifiers, and is referred to as your health record or medical record. The information contained within your health record can be used in a variety of ways, such as, to provide medical care, to receive payment for care provided, and to support daily business operations. Disclosures of your medical information for purposes described in this Notice may be made orally, electronically, in writing, or via facsimile.

Pursuant to HIPAA and South Carolina State law, we may use or disclose your medical information for several purposes. We will not use or disclose your medical information without your written authorization, except in the situations described below. If you give us a written authorization, you have the right to revoke that authorization. However, please be advised the revocation will not apply to any uses or disclosures made prior to the revocation, while the authorization was still in effect.

- **Treatment:** We may use your medical information to provide you with medical care in any of our facilities or in your home. We may also share your medical information with others who provide care to you such as hospitals or nursing homes. Services may be rendered by physicians, nurses, nurse practitioners, physician assistants, medical and nursing students, therapists, technicians, emergency service and transportation providers, medical equipment providers, pharmacists, and others involved in your care. For example, different hospital departments may share your medical information to coordinate your prescriptions, laboratory, x-rays, and other medical needs.
- **Special Protections for Substance Use Disorder Records:** Certain records related to substance use disorder diagnosis, treatment, or referral for treatment are protected under federal law, including 42 U.S.C. § 290dd-2 and its implementing regulations at 42 CFR Part 2. These records may not be used or disclosed without your written consent except as permitted by law. If you provide written consent for the use or disclosure of your substance, use disorder treatment records, those records may be redisclosed for purposes of treatment, payment, and health care operations as permitted by federal privacy regulations. You have the right to revoke your consent at any time, except to the extent that action has already been taken in reliance on that consent. Federal law prohibits the use or disclosure of substance use disorder treatment records in criminal, civil, administrative, or legislative proceedings against you unless specifically authorized by law.
- **Payment:** We may use and disclose your medical information as needed to receive payment for the medical care that we provide to you, or to assist others who care for you to receive payment for the care they provide. For example, we may share your medical information with a billing company or with your health insurance plan to obtain prior approval for your care or to make sure your plan will cover your care.
- **Health Care Operations:** We may use or disclose your medical information for our quality assurance activities and as needed to run our healthcare facilities. We may also use or disclose your medical information to obtain legal, auditing, accounting, and other services, and for teaching, business management, and planning purposes. We may use your medical information in combination with other patients' medical information to compare our efforts and to learn where we can improve our care and services. We may disclose your information to businesses and individuals (e.g., medical transcription services) who perform services for us and abide by our Notice of Privacy Practices.

D. Appointments/On-Site Contacts

We may use your medical information to contact you about upcoming appointments and to obtain your registration information. In the course of business, we may need to contact you by overhead page or ask you to write your name on a sign-in sheet. In these instances, we take reasonable precautions to protect your privacy.

E. Treatment Alternatives, Health Benefits, Fundraising, and Marketing

We may use and disclose your medical information to tell you about treatment alternatives, and health-related benefits and services. We may contact you regarding Fetter Health Care Network fundraising events or activities. We may use your information to tell you about our products or services or to provide product samples of other similar goods. We must obtain written authorization to use or disclose protected health information for marketing purposes. Patients can opt out at any time by providing written notification.

F. Religious Affiliation

In the event that religious affiliation is included, we may disclose that information to members of the clergy even if not requested by name.

G. Individuals Involved in Your Care or Payment for Care

We may release medical information about you to a friend or family member whom you identify as being involved in your medical care. As long as you do not object, we may also give information to someone who helps pay for your care. If you are an inpatient or in the emergency room, we may also tell your family or friends about your general condition and location, with authorization when required. In addition, we may disclose information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status, and location.

H. Research

Under certain circumstances, we may use or disclose medical information about you, for research purposes, without your authorization. For example, we may disclose your medical information to researchers who request it for approved research projects. However, with limited exceptions, such disclosures must be cleared through a special approval process before any medical information is disclosed to the researchers. Researchers will be required to safeguard the medical information they receive. All research projects are subject to approval by Fetter Health Care Network. The organization reviews the risks and benefits of a proposed research project including the use of medical information in accordance with federal regulations. Before we use or disclose medical information for research, the project must be approved through this review process. We may use your medical information in preparation for conducting research (e.g., to help look for patients with specific medical conditions). Medical information used in preparation for conducting research will not leave the institution.

I. To Avert a Serious Threat to Health and Safety

We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of another person or the public.

J. Disclosures as Required by Law or to Assist in Law Enforcement or National Security

In accordance with state and federal laws, we are required to disclose medical information for the following purposes:

- Community and public health activities and reports such as disease control, abuse or neglect, and health and vital statistics.
- Administrative oversight activities such as audits, investigations, licensure, or determining the cause of death.
- Court orders or legal processes related to law enforcement activities including custody of inmates, legal actions, or national security activities.
- Organ and tissue donation and transplant reports, as required by regulatory organizations, are necessary to facilitate organ or tissue donation and transplant.
- Workers' compensation or other rehabilitative activities reporting as required by law or insurers to provide benefits for work-related or victim injuries or illnesses.
- Law enforcement release of information if asked to do so by a law enforcement individual in connection with criminal activity.
- Coroners, Medical Examiners, and Funeral Directors: We may release medical information to a coroner, medical examiner or funeral director.
- National Security and Intelligence Activities: We may release medical information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

- **Protective Services for the President of the United States and Others:** We may disclose medical information about you to authorized federal officials so they may provide protection to the President, other authorized persons, or foreign heads of state or conduct special investigations.
- **Inmates:** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official.

K. Your Individual Rights

Access and Copies: Generally, you have the right to look at or receive a copy of medical information that we keep about you. We may charge you for costs we incur related to your request. We may deny your request to inspect and copy your records in certain, very limited, circumstances. For example, a request may be denied if the review of the records is reasonably likely to endanger the life or physical safety of the individual or another person. If you are denied access to medical information, you may request that the denial be reviewed. A licensed health care professional will be chosen by the organization to review the request and denial. A review of the request and denial does not guarantee that the denial will be overturned.

- **Disclosure List:** You have the right to receive, upon request, a list of disclosures on your health information that we have made, with the exception of disclosures made for treatment, payment, or health care operations, and disclosures that you have authorized. The list you receive can include disclosures that have been made in the six years prior to the date your request is made. Your first request in a 12-month period is free. After that, we may charge for additional requests.
- **Amendments:** If you believe that information in your record is incorrect, or that information is missing, you have the right to request an amendment be made to your record. This request must include why you believe your record contains missing or inaccurate information. We may deny your request if it is not in writing or if it does not include a reason to support the request. In addition, we may deny the request if we determine that the information is complete and accurate, was not created by us, is not part of the medical record kept by or for our facility or is not part of the information that you would be permitted to inspect and copy under certain circumstances.
- **Confidentiality:** You have the right to request that your medical information be shared with you in a confidential manner.
- **Restrictions:** You may submit a written request to restrict how we use or disclose your health information. We will send you a written response informing you about our ability to honor your request.
- **Copies of our Notice of Privacy Practices:** You can ask for a copy of our current Notice of Privacy Practices at any time. If this Notice of Privacy Practices was sent to you electronically, you may request a paper copy.
- **Whom to Contact:** To exercise any of the rights described above, please send a written request to the Quality Director listed in Section A of this Notice.
- **Non-Discrimination:** You have the right to receive appropriate care regardless of race, color, religion, sex, national origin, age, genetic information, disability or veteran status, and ability to pay.

L. Changes to Our Notice of Privacy Practices

We may change our Notice of Privacy Practices from time to time. The changes will apply to all medical information about you that we have at the time of the change, and to all medical information about you that we keep in the future. Generally, the changes will take effect when they appear in a revised Notice of Privacy Practices. A copy of our current notice will be posted in our facilities and will be made available to all patients. To learn more about our privacy practices, contact our office listed on the first page of this Notice.

GENERAL CONSENT FOR CARE AND TREATMENT

At Fetter Health Care Network, we are committed to providing safe, respectful, and patient-centered care. As part of your care, we want you to understand how consent and authorization are handled during your treatment.

Care and Treatment

By registering as a patient of Fetter Health Care Network, you voluntarily request a provider to perform a reasonable medical examination, testing, and treatment for the condition which has brought you to seek care at this health center. A provider may include physicians, nurse practitioners, physician assistants, and other clinicians or designees as deemed necessary.

You have the right to receive clear, complete information about your condition and any recommended surgical, medical, or diagnostic procedures, including associated risks and potential complications. You may be referred to providers from other health care specialties within the Fetter Health Care Network to better address the specific needs of care and treatment.

Fetter Health Care Network ensures that:

- Consent is obtained before treatment is provided, except in emergency situations where immediate care is necessary;
- Verbal or written consent is documented appropriately based on the type of service;
- Additional, specific consent is obtained for certain procedures, such as invasive treatments or behavioral health services; and
- Interpreter services are made available if needed to support understanding.

Our providers will explain this information in a way you can understand and answer any questions so you can make informed decisions about your care. You have the right to accept or refuse any treatment or procedure, to the extent allowed by the law.

Telehealth Appointments

Some services at Fetter Health Care Network may involve the use of telemedicine equipment and interaction with providers who are not physically onsite. Telehealth services allow providers at remote locations to share your medical information for diagnosis, therapy, follow-up, and educational purposes. These encounters are transmitted via secure, dedicated lines and are not recorded, saved or accessible via the internet.

Medical Teaching and Training

As a clinical training site, Fetter Health Care Network partners with Graduate Medical Education (GME) programs and other healthcare training institutions to support the education of future providers. As part of this commitment, you may be seen or assisted by a medical student, resident, or other supervised trainee involved in your care. All learners are appropriately supervised by licensed healthcare professionals to ensure safe, high-quality care. Patients seen by students or trainees maintain the same rights to access their health information, receive clear explanations, and participate fully in decisions about their care.

Medical Images

Photographs or other images may be taken as part of your care or for medical education purposes. These images will be securely stored in your electronic medical record and handled in a manner that protects your privacy and confidentiality. All images will be retained in accordance with applicable laws and record retention requirements.

LIMITS OF CONFIDENTIALITY

In general, the law protects the privacy of all communications between a client and a Licensed Mental Health Professional (LMHP). In most situations, we can only release information about your treatment to others if you sign a written authorization form. There are other situations that require only that you provide written, advance consent. Your signature below provides consent for those activities, as follows:

- Your LMHP may also occasionally find it helpful to consult with other professional staff members about a case. If you don't object, your LMHP will not tell you about these consultations unless he or she feels that it is important to your work together. Your LMHP will note all consultations in your clinical record.
- In addition, we need to share protected information with administrative staff for both clinical and administrative purposes, such as scheduling, billing, and quality assurance. All staff members have been given training about protecting your privacy and have agreed not to release any information outside Fetter Health Care Network without the permission of a professional staff member.

There are some situations where we are permitted or required to disclose information either with or without your consent or authorization:

- If you are involved in a court proceeding and a request is made for information concerning your treatment, we cannot provide such information without your (or your legal representative's) written authorization, or court order. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order your LMHP to disclose information.
- If a government agency is requesting information for health oversight activities, we may be required to provide it for them.
- If a client files a complaint or lawsuit against an LMHP, we may disclose relevant information regarding that client in order to defend the LMHP. If a client files a worker's compensation claim, we must, upon appropriate request, provide a copy of the client's record or a report of her/his treatment.

There are some situations in which the LMHP is legally obligated to take actions that she or he believes are necessary to attempt to protect others from harm, and we may have to reveal some information about a client's treatment. If such situation arises, your LMHP will make every effort to fully discuss it with you before taking any action and will limit the disclosure to what is necessary.

- If your LMHP has reason to believe that a child or vulnerable adult is being neglected or abused, the law requires that the situation be reported to the appropriate state agency.
- If the LMHP believes you present a clear and substantial danger of harm to yourself or /others, he or she will take protective actions. These may include contacting family members, seeking hospitalization for you, notifying any potential victim(s), and
- notifying the police.

While this summary is designed to provide an overview of confidentiality and its limits, it is important that you read our Notice of Privacy Practices for more detailed explanations and discuss any questions you may have with your LMHP.

INFORMED CONSENT FOR COUNSELING SERVICES

This document contains important information about our counseling services and policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides new privacy protections and new client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that we provide you with a Notice of Privacy Practices. The Notice of Privacy Practices applies to all the services you receive here.

Counseling Services

The counseling services we provide include individual, couples, family, and group psychotherapy for mental health and substance abuse. Psychotherapy is not easily described in general statements. It varies depending on the personalities of the therapist and client, and the particular problems you are experiencing. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy calls for an active effort on your part. In order for therapy to be most successful, you will have to work on things we talk about both during sessions and at home.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings. On the other hand, psychotherapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress, but there are no guarantees of what you will experience.

In your first session, your therapist will evaluate your needs and offer you some sense of what therapy will entail including how you will work together to address your concerns. You should evaluate this information and whether you feel comfortable working with your therapist. If you have questions about our procedures, you should discuss them with your therapist whenever they arise. You have the right to ask for the rationale for any aspect of your treatment or to decline any part of your treatment. You also have the right to request another therapist.

Eligibility

Counseling services are available to all persons who receive primary health care service through Fetter Health Care Network (FHCN); a referral is needed from your primary care provider to establish service.

Policies Regarding Appointments

Individual, couples, and family sessions can be scheduled up to 45 minutes. If you are running late for a scheduled appointment, please contact your therapist as soon as possible. If you are more than 15 minutes late, you may be asked to reschedule. If you cannot make a scheduled appointment, it is your responsibility to the clinic to reschedule or cancel.

Minors

Clients under 18 years of age, who are not emancipated, and their parents/guardians should be aware that the law allows parents/guardians to examine their child's treatment records unless it is believed that doing so would endanger the child or there is an agreement to the contrary. Because privacy in psychotherapy is crucial to successful progress, parents/guardians will only be provided with general information about their child's progress and attendance during treatment. They will also be provided with a

summary of their child's treatment when it is complete. Any other communication will require the child's authorization, unless the child or someone else is in danger, in which case, the parents/guardians will be notified. Before giving parents/guardians any information we will discuss the matter with the minor, if possible, and do our best to handle any objections they may have with what we are prepared to discuss.

Professional Records

The laws and standards of our profession require that we keep Protected Health Information about you in your clinical record. Your clinical record includes information about your reasons for seeking therapy, a description of the ways in which your problem affects your life, your diagnosis, the goals for treatment, your progress toward those goals, your medical and social history, your treatment history, results of clinical tests (including raw test data), any past treatment records that we receive from other providers, reports of any professional consultations, any payment records, and copies of any reports that have been sent to anyone. You may examine and/or receive a copy of your clinical record, if you request it in writing, except in unusual circumstances that involve danger to yourself and/or others or when another individual (other than another health care provider) is referenced, and we believe disclosing that information puts the other person at risk of substantial harm. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. We, therefore, recommend that you initially review them in the presence of your therapist, or have them forwarded to another counseling professional so you can discuss the contents.

In An Emergency

In some instances, you might need immediate help at a time when your therapist is not available. These emergencies may involve suicidal thoughts, thoughts of wanting to hurt someone else or thoughts of committing dangerous acts. If you find yourself in any emergency situation, you may access care through the South Carolina Crisis Hotline at 1-(800) 613-8379. You can also visit the nearest Emergency Room and ask for the mental health professional on call.

Below are some additional numbers which are answered on a 24-hour basis and may be helpful to you in case of an emergency:

- **South Carolina Crisis Hotline: 1-800-613-8379**
- **National Domestic Violence Hotline: 1-800-799-7233**
- **National Suicide Prevention Lifeline: 1-800-273-TALK (1-800-273-8255)**

CANCELLATION, NO-SHOW & REFUSAL TO PAY POICIES***CANCELLATION***

To help patients of Fetter Health Care Network (FHCN), our automatic system will call to confirm your appointment before your scheduled appointment. We understand that sometimes you need to cancel or reschedule your appointment. If you cannot keep your appointment, please call to cancel the appointment as soon as possible, but no later than 24 hours prior. **By canceling your appointment as soon as possible, we can help patients who are waiting to be seen.**

How Do I Cancel My Appointment?

Please call the FHCN site at **843-722-4112 (Dental: 843-723-9582)**. If you get our voicemail, please do not hang up. Leave the following information:

- **Your name and phone number**
- **The date and time of your appointment**
- **The reason you are canceling your appointment.**

NO-SHOW POLICY

- Effective April 1, 2017, Fetter Healthcare Network will enforce a No-Show Policy.
- If you do not call to cancel your appointment ahead of time, it will be considered a “No-Show” visit and will be recorded in your chart.
- Multiple no-show visits can end your ability to receive healthcare services at the health center.
- Our No-Show Policy appointments not canceled at least 24 hours prior to the appointment time are considered a No-Show.
- Patients with three No-Show in a 12-month period will be assessed a \$5.00 No-Show Fee.
- Patients with 4 or more No- Show will be required to pay the \$10.00 No-Show Fee and co-pay or Sliding Fee payment prior to scheduling an appointment.

No-Show fees AND your current co-pay are due prior to your next scheduled appointment.

REFUSAL TO PAY

Fetter Health Care Network’s policy is to collect all balances due from patients fairly and equitably and in a manner consistent with applicable laws and rules from Medicare and private insurance carriers. We understand that circumstances may arise that may prevent timely payment on a patient’s account. However, when a patient demonstrates an unwillingness to pay for services Fetter Health Care Network must take steps to prevent excessive write-off adjustments.

CONSUMER RIGHTS

Your rights as a consumer of Fetter Health Care Network are protected under South Carolina Law. Below is a simplified outline of those rights:

- The right to receive care suited to your needs.
- The right to receive services that respect your dignity and protect your health and safety.
- The right to be informed of the benefits and risks of your treatment.
- The right to participate in planning your own program.
- The right to refuse service, unless a Physician, licensed Psychologist, or LCSW, feels that refusal would be unsafe for you and/or others. If services are mandated by the judicial system and you refuse services, the proper authorities will be notified.
- The right to prompt and confidential services. The right to privacy and to be free from retaliation.
- The right to review/obtain copies of your records, unless Physician decides it is not in your best interest.
- The right to exercise all civil, political, personal, and property rights, to which you are entitled as a residential citizen of the state of South Carolina.
- The right to remain free from "time-out" procedures unless such measures are used in providing effective treatment or for protecting your safety or the safety of others.
- The right to remain free of physical abuse and neglect, including sexual abuse and physical punishment.
- The right to remain free of psychological abuse, including humiliating, threatening, and/or exploiting actions.
- The right to remain free from financial abuse, including any exploitation for financial gain and/or misuse of your money.
- The right to file a complaint or grievance if you feel that one or more of these rights has been restricted or denied. The Names, Addresses, and Phone Numbers of your Consumers Rights Representatives are provided at each of our sites. To file a complaint or grievance in writing you may visit any of our site locations. Grievance forms and the box is located in all of our lobbies.

Call or Write to:

Office of Regulatory Services, ORS
Consumer Complaints
1401 Main Street, Suite 900
Columbia, South Carolina 29201
(803) 737-0800

-OR-

Call or Write Internally to:

Fetter Health Care Network
Quality Department
51 Nassau Street
Charleston, South Carolina 29403
(843) 722-4112 ext. 4711

PATIENT RIGHTS

Your Individual Rights: Access and Copies: Generally, you have the right to look at or receive a copy of medical information that we keep about you. We may charge you for costs we incur related to your request. We may deny your request to inspect and copy your records in certain, very limited, circumstances. For example, a request may be denied if the review of the records is reasonably likely to endanger the life or physical safety of the individual or another person. If you are denied access to medical information, you may request that the denial be reviewed. A licensed healthcare professional will be chosen by the organization to review the request and denial. A review of the request and denial does not guarantee that the denial will be overturned.

Disclosure List: You have the right to receive, upon request, a list of disclosures on your health information that we have made with the exception of disclosures made for treatment, payment, or health care operations, and disclosures that you have authorized. The list you receive can include disclosures that have been made in the six years prior to the date your request is made. Your first request in a 12-month period is free. After that, we may charge for additional requests.

Amendments: If you believe that information in your record is incorrect, or that information is missing, you have the right to request an amendment be made to your record. This request must include why you believe your record contains missing or inaccurate information. We may deny your request if it is not in writing or if it does not include a reason to support the request. In addition, we may deny the request if we determine that the information is complete and accurate, was not created by us, is not part of the medical record kept by or for our facility or is not part of the information that you would be permitted to inspect and copy under certain circumstances.

Confidentiality: You have the right to request that your medical information be shared with you in a confidential manner.

Restrictions: You may submit a written request to restrict how we use or disclose your health information. We will send you a written response informing you about our ability to honor your request.

Copies of our Notice of Privacy Practices: You can ask for a copy of our current Notice of Privacy Practices at any time. If this Notice of Privacy Practices was sent to you electronically, you may request a paper copy.

Whom to Contact: To exercise any of the rights described above, please send a written request to the Chief Quality Officer listed below.

Non-Discrimination: You have the right to receive appropriate care regardless of race, color, religion, sex, national origin, age, genetic information, disability or veteran status, and ability to pay.



Changes to Our Notice of Privacy Practices: We may change our Notice of Privacy Practices from time to time. The changes will apply to all medical information about you that we have at the time of the change, and to all medical information about you that we keep in the future. Generally, the changes will take effect when they appear in a revised Notice of Privacy Practices. A copy of our current notice will be posted in our facilities and will be made available to all patients.

Our Commitment to Privacy: Privacy Notice Distributed to Patients: You have entrusted Fetter Health Care Network with the responsibility of providing health care for you and your family. We are dedicated to maintaining your trust. We know that the privacy of your medical information is important to you. That's why we take our responsibility to protect the privacy of your medical information very seriously.

This privacy notice describes how we protect the privacy of your health information. It describes what medical information is collected, how it is used, and with whom it is shared. This notice also explains your rights as well as our obligations regarding the uses and disclosures of your medical information.

This notice applies to services you receive at any of our centers, and any outside facility with whom we have contracted with to assist in the delivery of your health care. Any of these entities, sites and locations may share your medical information for treatment, payment, or healthcare operations, as described in this Notice and by law. Please be aware your outside doctor may have different notices and policies about the use and disclosure of your medical information created in his or her hospital, office, or clinic. We are required by law to provide you with the notice of our privacy practices and legal obligations regarding your medical information; to abide by the term of this notice; and to ensure that any medical information identifying you is kept secure and private.

If you have any questions about this Notice of Privacy Practices or questions and complaints regarding how your medical information is handled, please contact:

Fetter Health Care Network
Attn: Quality Department
51 Nassau St.
Charleston, SC 29403
(843) 722-4112

Complaints: If you are concerned that your privacy rights may have been violated, you may contact the Chief Quality Officer listed above. You may be asked to submit your concern in writing. You may also send a written complaint to the Secretary of the United States Department of Health and Human Services. You will not be penalized for filing a complaint.



TERMS AND CONDITIONS FOR THE USE OF E-MAIL AND TEXT MESSAGING COMMUNICATIONS

I agree to the following terms and conditions for the use of e-mail and text messaging (and other rules that may be added and provided to me from time to time):

- All e-mail and text message communication will be included in the patient's medical record.
- Fetter Health Care Network cannot guarantee that any e-mail or text message will be read and responded to within a specific timeframe. The typical timeframe for response is less than one business day, however, it may take 1 week or longer if the person to whom the e-mail/text message is sent is away or if the email system/mobile network is not working. **Therefore, e-mail and text messaging should not be used for medical or mental health emergencies or other matters that require an urgent response.**
- If the patient has not received a response within a reasonable time period, it is the patient's responsibility to call Fetter Health Care Network in order to determine whether the intended recipient received the e-mail and when the recipient will respond.
- The patient or parent/guardian should not use e-mail or text messages to discuss any subjects that the patient or parent/guardian feels should be kept confidential, including any sensitive medical information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability or substance use.
- Where applicable, you may see a charge from your insurance for the time necessary for the providers response to the electronic communication.
- It is the patient's responsibility to protect the mobile device from being used or viewed by others. The patient or parent/guardian is responsible for protecting his/her password or other means of access to e-mail or text messaging. Fetter Health Care Network is not liable for information read by other people.
- It is the responsibility of the patient/guardian to inform Fetter Health Care Network of any change in e-mail or text message addresses.
- A Fetter Health Care Network provider, at his or her own discretion, may determine that a telephone call or office visit is more appropriate for communication with the patient. If a Fetter Health Care Network's provider determines that an office visit is necessary or if the patient wants an office visit, it is the patient's responsibility to call to schedule an appointment. Standard text message rates may apply.
- Consent to Electronic Communications may be withdrawn by e-mail or written communication to Fetter Health Care Network.

Best Practice Utilization for E-mail Communication

- When initiating e-mail communication **include the patient's full name and date of birth in the body of the first e-mail message and not in the subject line** to ensure that Fetter Health Care Network staff is in communication with the correct person.
- **Include the category for the communication in the e-mail's subject line, (e.g., "I have a laboratory test question")** to ensure that the electronic communication can be forwarded to the appropriate person instance.

GOOD FAITH ESTIMATE

Beginning January 1, 2022, if you are uninsured or do not plan to submit your claim to your health plan, health care providers and facilities must provide you with a “good faith estimate” of expected charges before you get an item or service. The good faith estimate isn’t a bill.

Providers and facilities must give you a good faith estimate if you ask for one, or when you schedule an item or service. It should include expected charges for the primary item or service you’re getting, and any other items or services provided as part of the same scheduled experience.

In 2022, the estimate isn’t required to include items and services provided to you by another provider or facility, but you can ask these providers or facilities for a separate estimate.