



The Most Important Member
of Our Healthcare Team:

YOU

IMPORTANT PHONE NUMBERS AND INFORMATION

FOR ALL RYAN HEALTH PATIENTS

- If your medical need is an emergency, call **911**
- **When Ryan Health is closed, call: 212-749-1820 if you are ill and need to speak with a practitioner.**
- **Same Day Appointment:**
For urgent medical needs, you can call the Patient Support Center at (212) 749-1820 to schedule an appointment up to 24 hours in advance or visit the center for a “same-day” appointment.
- **Referrals or forms:**
Call Our Patient Support Center at (212) 749-1820.
- **MyCare Portal**
Our MyCare Portal, available on our website at www.ryanhealth.org, lets you securely access Ryan Health online.
You can easily:
 - Request or cancel an appointment.
 - Refill your prescriptions.
 - See lab results.
 - Send a message to your clinician.You also can download the Healow app on your Android or iPhone for easy access to your health information on the go.

As a recipient of funding from the Department of Health and Human Services, Ryan Health (and its covered individuals) is deemed a federal Public Health Service Employee with respect to medical malpractice or other healthcare related claims.

Ryan Health is a proud recipient of federal grants to support its projects and programs. For more information about this funding please visit our website at www.ryanhealth.org

WELCOME TO RYAN HEALTH

WHO WE ARE

Ryan Health (formerly The William F. Ryan Community Health Network), is a Federally Qualified Health Center (FQHC) based in Manhattan that has been providing high-quality, comprehensive and affordable primary and specialty care to New York's diverse and underserved communities since 1967. Ryan Health's tagline, "Caring for New York. Here for you." unites its network of 18 not-for-profit sites. These include six community health centers, seven school-based health centers, four community outreach centers, and a fully-equipped mobile health center, which together share a common mission, supported by the founding principle that healthcare is a right, not a privilege. Ryan Health's staff of nearly 600 play an integral role in caring for nearly 50,000 patients annually.

OUR STAFF

Ryan Health staff members are multilingual and sensitive to your cultural needs. We have real-time translation services in over 100 languages. If you need translation or hearing-impaired services, just let us know.

YOUR PRIMARY CARE TEAM

Your Primary Care Team includes your doctor, physician assistants, nurse practitioners, nurses, medical assistants, health educators, patient navigators, patient service representatives, social workers, or any other staff that can help you improve or maintain your health. The care team may also be a medical residency group under a supervising physician. You may select your Primary Care Practitioner (PCP) when you register and change PCPs at any time – just let our staff know and they will assist you.

YOUR PRIVACY MATTERS

We take great care to guard the confidentiality of your personal and medical information and treat your privacy as if it were our own.

¹ Ryan Chelsea-Clinton is an independent health center that is affiliated with Ryan Health.



LOCATIONS

Ryan Health | West 97th Street

110 West 97th Street, offers the following services:

- Adult Medicine
- Behavioral Health Integration
- Case Management
- Dental Services (routine)
- Diabetes Education
- Eye Care
- Family Planning
- HIV Primary Care
- Laboratory
- Medication Assisted Treatment for Opioid Addiction
- Nutrition
- PrEP and PEP services
- STI Testing
- Women's Health & Gynecology
- X-rays and Ultra Sound
- Other Specialties (Allergy, Cardiology, Dermatology, Gastroenterology, Otolaryngology, Physical Medicine, Podiatry, Urology)*

Hours:

- Monday through Thursday 8:00am-7:00pm
- Friday 8:00am-5:00pm
- Saturday 9:30am-1:00pm (closed on Saturdays in July and August, and on holiday weekends)

*Hours vary for specialties. Please call our Patient Support Center at 212-749-1820 for more information.

Ryan Health | Women and Children's

801 Amsterdam Avenue, offers the following services:

- Adolescent Health
- Behavioral Health Integration
- Family Planning
- HealthySteps Program
- Nutrition
- Eye Care
- Pediatrics
- Pediatric Endocrinology
- Pediatric Pulmonology
- Women's Health (Prenatal, Postpartum, and Gynecology Care)
- Women, Infants, and Children Program (WIC)

Hours:

- Monday through Thursday 8:00am-7:00pm
- Friday 8:00am-5:00pm
- Women's Health and Pediatrics are available on Saturdays at Ryan Health | West 97th Street

Ryan Health Chelsea-Clinton²

645 10th Avenue (at 46th St), offers the following services:

- Adult Medicine
- Behavioral Health Integration
- Case Management
- Dental Services (routine)
- Diabetes Education
- Eye Care
- Family Planning
- HIV Primary Care
- Medication Assisted Treatment for Opioid Addiction
- Nutrition
- Pediatrics
- PrEP and PEP Services
- STI Testing
- Women's Health & Gynecology
- X-Rays
- Other Specialties (Dermatology, Gastroenterology, and Podiatry)*

Hours:

- Mondays & Thursdays 8:30am-7:00pm
- Tuesdays, Wednesdays, & Fridays 8:30am-4:30pm
- Every other Saturday 9:30am-1:30pm (closed on Saturdays in July and August, and on holiday weekends)

²Ryan Chelsea-Clinton is an independent health center that is affiliated with Ryan Health.

Ryan Health | NENA

279 East 3rd Street, offers the following services:

- Adolescent Health
- Adult Medicine
- Behavioral Health Integration
- Dental Services (routine)
- Diabetes Education
- Eye Care
- Family Planning
- HIV Primary Care
- Laboratory
- Nutrition
- Pediatrics
- PrEP and PEP Services
- Women, Infants & Children program (WIC)
- Women's Health (Prenatal, Postpartum Care, Gynecology Care)
- X-Rays
- Other Specialties (Cardiology, Dermatology, Gastroenterology, Physical Medicine, Podiatry)*

Hours:

- Monday and Thursday 9:00am-7:30pm
- Tuesday, Wednesday, and Friday 9:00am-5:00pm
- Every other Saturday 9:30am-1:30pm (closed on Saturdays in July and August, and on holiday weekends)

*Hours vary for specialties. Please call our Patient Support Center at 212-749-1820 for more information.

Ryan Health | Adair

565 Manhattan Avenue (at 124th Street), offers the following services:

- Adult Medicine
- Behavioral Health Integration
- Dental Services (routine)
- Diabetes Education
- Family Planning
- HIV and STI testing

Hours:

- Monday through Friday 9:00am-5:00pm

Ryan Health | Frederick Douglass

2381 Frederick Douglass Boulevard (at 128th Street), offers the following services:

- Adult Medicine
- Behavioral Health Integration
- Diabetes Education
- Family Planning
- HIV and STI testing
- Pediatrics

Hours:

- Monday, Tuesday, Wednesday, and Friday 9:00am-5:00pm
- Thursday 11:00am to 7:00pm

*Hours vary for specialties. Please call our Patient Support Center at 212-749-1820 for more information



EMOTIONAL WELLNESS CENTERS AND SCHOOL-BASED HEALTH

Ryan Health | Emotional Wellness Center

The Ryan Health | Emotional Wellness Center offers confidential, comprehensive behavioral health services for children, adolescents, adults, and families for a wide range of conditions. Our team of professionals has advanced training in the areas of psychology and psychiatry, which includes doctors, nurse practitioners, and licensed clinical social workers.

To make an appointment for emotional wellness services, please contact:

- Upper Westside location (801 Amsterdam Avenue): 212-769-7200 or email EWC.UWS@ryanhealth.org
- Lower East Side location (279 East 3rd Street): 212-477-8500 or email EWC.LES@ryanhealth.org

Ryan Health | School-Based Health Centers

Ryan Health | School-Based Health Centers provide primary healthcare, individual and group mental health services, social work, and health education to young people enrolled in local public elementary, junior high, and high schools throughout Manhattan.

Services offered:

- Annual Physicals
- Immunizations
- Treatment of acute and chronic illnesses
- Vision and Hearing screenings
- Reproductive Health including:
 - Contraception, Counseling, and HIV/STD testing (High school only)
- Mental Health Counseling
- Health Education

Participating Schools:

PS 11M: 320 West 21 Street,
New York, NY 10011

PS 180M: 370 West 120 Street,
New York, NY 10027

PS 64M: 600 East 6 Street,
New York, NY 10009

PS 188M: 442 East Houston
Street, New York, NY 10002

MS 54: 103 West 107 Street,
New York, NY 10025

Park West HS: 525 West 50
Street, New York, NY 10019

West Side HS: 140 West 102
Street, New York, NY 10025

MOBILE HEALTH CENTER AND COMMUNITY OUTREACH CENTERS



Ryan Health | Mobile Health Center

Housed within a 33-foot Winnebago van, the Ryan Health | Mobile Health Center is used full-time, Monday through Friday, and staffed by a nurse practitioner, a Licensed Practical Nurse (LPN), and a driver/outreach worker.

Services offered on the Mobile Health Center:

- Primary Care
- Health Education
- HIV and STI Testing
- Other Health Screenings

The mobile health center is used for community outreach events and travels throughout New York City to provide services.

To explore collaborative opportunities for the availability of the Ryan Health | Mobile Health Center to visit you, or to find out where the mobile van will be, please contact our Patient Support Center at 212-749-1820. You can also visit our website at www.ryanhealth.org.

Ryan Health | Community Outreach Centers

Ryan Health provides access to primary care in residences for homeless individuals through our Community Outreach Centers, serving the Upper West Side, Inwood, Washington Heights, and Central Harlem. We are responding to the urgent need for on-site primary care and mental health services for people living in transitional housing or unstable living situations.

PAYMENT FOR SERVICES

Ryan Health serves all patients regardless of their ability to pay. We offer a sliding fee-discount program based on family size and income. We do not turn you away because of your inability to pay.

Ryan Health accepts most insurances. You can also visit us at www.ryanhealth.org for a list of insurances accepted within our organization or contact your insurance company to determine if we are a participating provider.

All Ryan Health centers are staffed with Certified Application Counselors who can assist you with applying for public health insurance, including Family Planning Benefit Program (FPBP), Medicaid for Pregnant Women, and NY State of Health.

Pharmacy Plan

Special discounts are available, at participating pharmacies in the community, on select drugs prescribed by your Ryan Health provider. If you do not have insurance that covers prescriptions, you will only be charged a co-pay per prescription if it is on Ryan Health's formulary.

As part of our commitment to providing our patients affordable health care, Ryan Health pays the difference. You must fill your prescription at a participating pharmacy. Ask a Ryan Health staff member for a list.



REFERRALS TO SPECIALISTS

If your practitioner refers you to a specialist, you may be scheduled with one of our Ryan Health specialists. If our specialists do not provide the service, you may be referred to a specialist within the Mount Sinai Health System (Mount Sinai Hospital, Mount Sinai St. Luke's, Mount Sinai West, Mount Sinai Beth Israel) or another hospital or medical office that accepts your insurance.

If you are uninsured, and are referred to a provider within the Mount Sinai Health System, you may be required to meet with their finance office staff to make payment arrangements

Transportation (For medically-eligible patients only)

Each Ryan Health center can help you obtain transportation to your medical appointments if you are eligible for assistance. You are eligible if you are experiencing hardship in getting to Ryan Health (including financial hardship) or if you are enrolled in Medicaid or a Managed Care Plan. If you are enrolled in Medicaid or a Managed Care Plan, your primary care practitioner must fill out Form MAP-2015, which you will then submit to LogistiCare, a company that will review and determine your eligibility.

If you are experiencing financial hardship and need assistance with transportation, a staff member at your center will assess and follow-up on your transportation eligibility. You can call our patient services center at **212-749-1820** to request information about your LogisitiCare transportation request.



YOUR RIGHTS AS A PATIENT

As a patient of Ryan Health, you have the right to:

1. Understand and exercise your rights as our patient. The center will provide assistance if you do not understand any of your rights.
2. Be treated with consideration, respect and dignity including privacy in treatment by all center staff.
3. Be informed of the services available at the center.
4. Receive care and treatment without discrimination as to race, color, creed, religion, sex, national origin or sponsor, immigration status, disability, sexual orientation, gender identity or expression, marital status, veteran status, source of payment, or age.
5. Receive complete and current information about your diagnosis, treatment and prognosis, in a manner in which you understand. This includes providing interpretation services as well services to accommodate any hearing, speech, vision or other impairments.
6. Receive sufficient information for any proposed procedure or treatment so that you may give informed consent if you so choose. This information will include any possible risks and benefits associated with such procedure or treatment as well as any alternative care for treatment, if any.
7. Refuse treatment recommended by your practitioner and be informed of what impact that decision may have on your health.
8. Be informed of the names and positions of all staff members participating in your care and treatment.
9. Privacy while discussing or receiving care at the center, and to have your personal health information, including your medical records, maintained securely and confidentially.
10. Participate in all decisions about your care and treatment. You are also allowed to include your family members or other adults to be involved in decision making if you so choose. If you are unable to participate in decision making, the center will involve a surrogate decision maker.

YOUR RIGHTS AS A PATIENT

11. Access your medical records per Section 18 of the Public Health Law, and subpart 50-3 including reviewing your medical record without charge. Although you may be charged a reasonable fee for copies, you cannot be denied them if you are unable to pay. Additional information is available at: http://www.health.ny.gov/publications/1449/section_1.htm#access
12. Make appointments within a clinically reasonable timeframe and at a time that is convenient for you.
13. Be notified in a timely manner if your appointment must be rescheduled or otherwise changed.
14. Be seen at the time of your appointment without unreasonable delay.
15. Be informed of the provisions for emergency coverage when the center is closed.
16. Receive an itemized copy of your account, upon request.
17. Be informed of and receive an estimate of the charges for services, eligibility for third-party reimbursements, and the availability of discounted fees for care.
18. View a list of the health plans and hospitals that the center participates with.
19. Refuse to participate in experimental research. Refusing to participate will not jeopardize your access to care, treatment or services.
20. Receive eligibility assistance for the Medicaid, Medicare and other insurance plans.
21. Provide feedback, including complaints about care and recommendations for changes in policies and services, and receive a written response within 30 days if one is requested. Under no circumstances will your care or treatment be affected or conditioned because you have made such a complaint.
22. Appeal any responses to a complaint to a designated member of the senior management team, and at any time, you may raise any issue regarding the center with the New York State Health Department or The Joint Commission.

YOUR RIGHTS AS A PATIENT

23. Accessible facilities, including the right of transportation to and from the center as medically indicated.
24. Approve or refuse the release or disclosure of the contents of your medical record to any health care practitioner and/or health care facility, except as required by law or third-party payment contract.
25. When applicable, make known your wishes in regard to anatomical gifts. Patients 16 years of age or older may document your consent to donate their organs, eyes and/or tissues, upon death, by enrolling in the NYS Donate Life Registry, or by documenting your authorization for organ and/or tissue donation in your health care proxy.

As our partner in your care, you have the responsibility to:

1. Be active in your health care because your choices will affect your care and treatment.
2. Speak Up! Ask questions about your care and treatment.
3. Share as much information as possible about your health, including details about any health complaints, past illnesses, hospitalizations, medications (including vitamins, herbs and supplements) and any other health matters.
4. Be polite and considerate of staff and other patients.
5. Be respectful of the center's property and the property of other persons.
6. Follow your plan of care and tell your practitioner or a member of your health care team, if you aren't able to. If you do not understand your proposed plan of care, let a member of your health care team know immediately.
7. Always bring your insurance card(s) when coming for service(s).
8. Schedule and keep your appointments consistent with your care plan.
9. Let the center know if you are unable to keep a scheduled appointment.
10. Comply with the center's payment policies as applicable.

YOUR RIGHTS AS A PATIENT

If you think your rights are being violated and have not been able to resolve your problems through appropriate channels, call Administration at (212) 749-1820 or come to the Administrative Office. You have the right to ask for an investigation of a complaint that you feel has not been resolved to your satisfaction. If you are not satisfied with the center's response, you may contact the New York State Department of Health at 1-800-804-5447 or The Joint Commission's Office of Quality and Patient Safety at 1-800-994-6610 or patientsafetyreport@jointcommission.org. service(s).



IF YOU ARE THE VICTIM OF DOMESTIC VIOLENCE

The police can help you:

- Get to a safe place away from the violence.
- Get information on how the court can help protect you against the violence.
- Get medical care for injuries you or your children may have.
- Get necessary belongings from your home for you and your children.
- Get copies of police reports about the violence.
- File a complaint in criminal court and tell you where your local criminal and family courts are located.

The courts can help you:

- If the person who harmed or threatened you is a family member or someone you've had a child with, then you have the right to take your case to the criminal courts, the Family Court, or both.
- If you and the abuser aren't related, were never married, or don't have a child in common, then your case can be heard only in the criminal court.
- The forms you need are available from the family court and the criminal court.
- The courts can decide to provide a temporary order of protection for you, your children and any witnesses who may request one.
- The family court may appoint a lawyer to help you in court if it is found that you cannot afford one.
- The family court may order temporary child support and temporary custody of your children.

NYS DOMESTIC VIOLENCE HOTLINE: 1-800-942-6906

The information contained in this handbook is subject to change.

“Healthcare is a right not a privilege.”

– William F. Ryan
Former Congressman



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