

## Services for YOU

Rates that you pay are based on a sliding fee scale and range from no charge to the total amount of the bill, including lab and X-ray services.

**We accept Medicare, Medicaid, MC+ or other applicable insurance.** You must show proof of this when you register. If you receive services not covered by insurance, you will be billed for those services. If you are listed as a "self-pay" patient, you'll be asked for your co-pay. The remainder of your medical/dental charges will be billed to you. Unpaid bills are referred to a bill collection agency.

**If you have a change in your ability to pay,** ask registration for a re-screening so your pay rate can be adjusted. You must have the required proof to make any changes in your pay status. We make routine updates.

**If you have suggestions for improvements** in your County's health services, please tell the staff or health center manager. They can provide a form for you to complete. Your concerns are important to us.

**For information about each health center,** call our general information number: **(314) 615-0600.**

### John C. Murphy Health Center

6065 Helen Avenue  
Berkeley, MO 63134  
**(314) 522-6410**

### South County Health Center

4580 South Lindbergh Blvd.  
St. Louis, MO 63127  
**(314) 842-1300**

### North Central Community Health Center

4000 Jennings Station Rd.  
St. Louis, MO 63121  
**(314) 679-7800**

<http://www.stlouisco.com/doh/>

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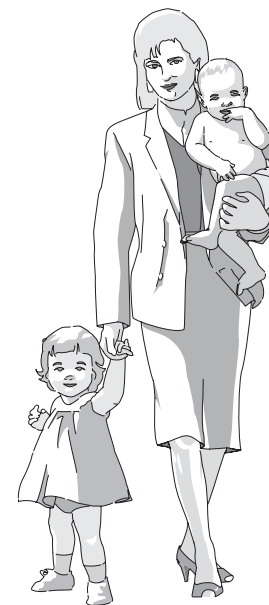
## Your Health Services Guidebook

How to use your

# Saint Louis County HEALTH CENTERS

***This guidebook  
tells you how to:***

- **Find** all the health services we offer;
- **Locate** those you or your family need;
- **Use** our services for prevention, treatment and recovery; and
- **Learn** about service changes and improvements at your County Health Centers.



Saint Louis  
**COUNTY**  
**HEALTH**

**General Information: 615-0600**

St. Louis County health services are available regardless of race, creed, sex, age, national origin, disability or sources of payment for care.

## **WELCOME to your County Health Center**

**Dolores J. Gunn, M.D.**  
**Director of Health**

### **We're committed To Your HEALTH**

**You – and your health** – are why the Saint Louis County Health Centers are here. The mission of the Saint Louis County Department of Health is to promote and protect the health of all County residents and of the County environment.

**Everything we do** is aimed at giving you the best possible health care. This guide book will tell you about services at your health center. It will help you answer many questions which may come up while you are here.

**All our staff** – doctors, nurse practitioners, physician assistants, nurses, technicians, dental staff, social workers, nutritionists, pharmacists, counselors, educators, aides, patient service representatives and others – are here to serve and help you.

### **We're committed To Your COUNTY'S HEALTH**

**The Department of Health (DOH)** is the health branch of Saint Louis County government. DOH offers a full range of prevention and treatment services, not only for County residents but also for the County's environment – the air we breathe, the food we eat, and the water we drink.

**Pharmacy Services:** Pharmacy services are provided for the patients through Walgreens pharmacies. Fees for these services are based on the sliding fee scale and can range from \$1 to \$40 per prescription.

**Radiology:** Limited radiology (X-ray) services are available.

**Communicable Disease Control:** We offer preventative and treatment services for you and your family – for tuberculosis, sexually transmitted diseases and other communicable diseases. We offer immunizations for children, adults and travelers. In addition, we offer testing, counseling and referrals for AIDS or HIV positive clients through our specialty clinic.

**Public Health Nursing:** The Public Health Nursing Program integrates the skills and knowledge of both professional nursing and public health. The program includes: holistic in-home nursing assessments, health education and case management / coordination of client care. Public Health Nurses partner with the community to assist with community assessment and development of health promotion and prevention programs. Public Health Nursing Services are available at no cost to Saint Louis County residents.

### **Fees, sliding scales, insurance & Medicaid billing**

**Fees are based on your ability to pay**, according to the federal poverty guidelines. Your total household income, number of household members and residence in Saint Louis County are considered in determining your bill.

#### **How to qualify:**

**To qualify for a reduced bill**, you must show proof of County residence. This can be a lease agreement, property taxes or a current utility bill. You must also show proof of income. Please call the health center of your choice to understand what you need to bring.

**Teen Services:** Our trained Teen staff provides both preventative and treatment services for ages 12 through 18. There is no charge for services related to family planning, STD or substance abuse. Visits are confidential. Parental consent is not needed for services related to pregnancy, family planning, STDs or substance abuse.

**Women's Health Services:** We provide a wide range of women's health services. Prenatal care promotes the safety of mothers and babies during pregnancy. Family planning offers examinations, contraceptive methods, follow-up visits and preconceptual counseling. It also includes confidential counseling and education for pregnancies. GYN services provide for annual well women examinations (pap smear, mammogram), hormonal replacement therapy and other women's services.

**Dental Services:** Quality dental care is available to all County residents. Both preventative and treatment services are offered. Health education is provided by dental hygienists and dentists.

**Family Mental Health Collaborative:** Saint Louis County's Department of Health is working with the Family Mental Health Collaborative (FMHC) to offer mental health services for residents living in Saint Louis County. If you are a past client of the Department of Health's Family Mental Health Service or a resident seeking more information on mental health services, please call (314) 729-4035.

FMHC Agencies include: BJC Behavioural Health, Catholic Family Services, Jewish Family & Children's Service, Lutheran Family & Children's Services and Provident Counseling.

**Eye Care Services:** Eye care services are available for established patients.

**Nutrition and WIC Services:** We provide nutrition and Women, Infants and Children (WIC) supplemental food services. This includes nutrition counseling and WIC certification. Individual diet counseling is available to all patients upon request.

As a patient, you have both rights and responsibilities.

### You have the right...

- To competent, considerate and respectful care.
- To privacy. Records about your care are confidential, as required by law and professional ethics.
- To refuse treatment — to the extent permitted by the law — and to be told of the medical consequences of such a refusal.
- To expect prompt, reasonable and sensitive replies to your questions about services.
- To complete information from your doctor/nurse practitioner about your condition — your diagnosis, treatment and prognosis — in words you can understand.
- To express your satisfaction or dissatisfaction with any aspect of your visit to the Center. Personnel are available to assist you.
- To know the name and job title of any person providing your care.
- To information about our services.
- To know the relationship of our services with other health institutions as they relate to your care.
- To reasonable continuity of care. This means we offer some services after you leave our Center.
- To take part in decision-making about your care, even if you are under age 18. Certain minors, as determined by State law, are treated as adults.
- To prompt and accurate answers to any questions about your bill, including fees and payment of fees.

### As a patient you have the responsibility...

- To give us complete information about your health and medical history.
- To give us correct information on your address, phone number and ability to pay for services. We ask that you pay your bills promptly.
- To keep all scheduled appointments or to cancel them well in advance.
- To follow instruction given by our staff to the best of your ability. Ask about any instructions you don't understand.
- To show consideration to our other patients and our staff — and follow the rules on no eating, drinking or smoking, noise and general conduct when in the Health Center.

**Thank you!**

### Some Important Notes:

- Bring papers and referral information provided from another hospital, doctor or Department of Health service.
- Bring your medicine bottles and immunization record each visit.
- Bring your Medicaid card or other health insurance cards.

### General Information

#### **Appointments — making them and breaking them:**

Make your appointments well in advance. If you need to cancel, please call us as soon as possible, so others may use the time. Your first visit may take more time than later visits.

#### **Holidays we are CLOSED:**

New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

We are closed the first Thursday morning of each month for inservice.

#### **For EMERGENCIES and After Hours:**

For after-hours emergencies, **call 911**. For information or guidance on non-emergencies, call your health center. After health centers are closed, the Nurse On Call number is 1-800-625-5260

#### **Services for YOU:**

**We offer comprehensive health services** – from prevention through treatment. This includes medical diagnosis, treatment and follow-up. Services may vary at each health center. Among our services are:

**Adult Medicine Services:** Our staff physicians, nurse practitioners and physician assistants provide general medical care and preventive health care for adult patients.

**Pediatric Services:** We offer medical care for sick children and preventive health care for well children.