

LITTLE RIVERS HEALTH CARE, INC.

Corporate Address

P.O. Box 338
131 Mill Street
Bradford, Vermont 05040

Phone: 802-222-4637
Fax: 802-222-5674

E-mail:



LITTLE RIVERS HEALTH CARE, INC.
IS A FEDERALLY QUALIFIED HEALTH CENTER and
a 501 (C)(3) tax exempt Vermont Corporation.



Patient Welcome

LITTLE RIVERS HEALTH CARE, INC.

A Federally Qualified Health Center



- Primary Health Care
- Family Practice
- Quality Health Care Services for Everyone

WELCOME TO LITTLE RIVERS

You are welcome here! Thank you for choosing LITTLE RIVERS to help you care for your health.

Our PLEDGE to you

Our services always focus on the patient as the decision maker and center of control. We listen. We freely supply understandable information based on our grasp of the best scientific knowledge. We foster ongoing healing relationships and personalize our care, as best as we can, to the individual needs and wishes of our patients. We act in ways worthy of the trust that our patients and the community place in us.

Medications List		
Drug Name	Dose/mgs	Frequency

ABOUT PRESCRIPTIONS

- When you need a refill notice, please allow us 24-48 hours to process your request .
- Bring all your medications with you when you come in for your annual physical exam

Talking with Your Provider

If you have questions or concerns, don't hesitate to ask them. By the end of your visit, you should clearly understand:

- Your health problem or diagnosis
- Where you need to go for tests, medications, or referral appointments
- What medication you are on
- What the medication does and how you are to take it.
- If and when you need to come back

If the answers to the above questions are not clear in your mind, ask questions until you understand.

MEDICAL TERM	MEANING
Analgesic	Pain killer
Anti-inflammatory	Lessens swelling and irritation
Benign	Not cancer
Carcinoma	Cancer
Cardiac problem	Heart problem
Cellulitis	Skin infection
Contraception	Birth control
Enlarge	Get bigger
Heart failure	Heart not pumping enough
Hypertension	High blood pressure
Lateral	Outside
Lipids	Fats in the blood
Monitor	Keep an eye on
Osteoporosis	Soft, brittle bones
Referral	Send you to another Doctor
Toxic	Poisonous

LITTLE RIVERS HEALTH CARE is a Vermont, 501(c)(3) not for profit Corporation. It is governed by a board of directors, more than half of whom are patients of our medical practice. LRHC is a federally qualified health center and we strive to offer you the finest in quality health care.

BOARD OF DIRECTORS

Carole Freeman, Pres.	Corinth
Steven Boyce, Treas.	Newbury
Blanche Cooper	Cornth
Harold Drury	Corinth
Nancy Frost	Topsham
Sarah Copeland-Hanzas	Bradford
Mary Hays	Corinth
Hope Hutchinson	Newbury
Connie Philleo, Sec.	Newbury
Kim Richardson	Bradford

Chief Executive Officer
Gail A. Strohl, MSM, BSN, RN

Medical Director
Stephen H. Genereaux, M.D.

Hours of Operation

BRADFORD OFFICE 802-222-9317 8AM-5PM
 Is located at 437 South Main Street, Bradford, Vermont
 Melanie Lawrence M.D., Family Practice
 Kevin Connolly, M.D., Internist
 Maureen Boardman, Family Nurse Practitioner
 Caroline Evans, Family Nurse Practitioner

E. CORINTH OFFICE 802-439-5321 8AM-5PM
 Is located at 720 Village Road, East Corinth, Vermont
 Kelly Kinney, M.D. Family Practice
 Ellen Bando, Physician Assistant

WELLS RIVER OFFICE 802-757-2325 8AM-5PM
 Is located at 65 Main Street, Wells River, Vermont
 Stephen Genereaux, M.D., Family Practice
 Fay Homan, M.D. ,Family Practice
 Marlene Bristol, Family Nurse Practitioner

AFTER HOUR COVERAGE:
Cottage Hospital is on call for us after hours. Call 603-747-9000

Our job is to help you take care of your health and we are partners with you in your wellness. It is our hope that financial considerations will not prevent you from accessing our services.

LITTLE RIVERS HEALTH CARE does offer payment options including a sliding fee scale. The scale is based on federal poverty guidelines which take into consideration the number of people in the family and the amount of income supporting them.

Please ask us for assistance if you need it. We are here to help, and all information you share with us is confiden-

LRHC INSURANCE CONTRACTS
BLUE CROSS BLUE SHIELD VT all lines
ANTHEM BC OF NH
CIGNA
HARVARD PILGRIM
MVP
MEDICARE
MEDICAID VT
MEDICAID NH
GREAT WEST
CBA

INSURANCE COMPANIES

Our goal is to provide **all** of our patients with the best health care services we can offer.

If you have health care insurance, please check the list on the **next page** to see if Little Rivers contracts with your insurance company. The patient should always know the amount of co-pay and what services are covered. Please write your health insurance company contact number here.

If you have insurance with a company not listed on the next page, please realize in advance that you are responsible for the difference between what your insurance pays and what the service actually costs.

If you do not have private insurance, you may be eligible for Medicaid or Catamount, or our sliding fee scale. We have staff at our offices who are trained and available to help you identify workable options for you. All information you share with us is confidential.

REMINDERS

CO-PAYS are due at time of service.

PAYMENTS are expected at time of service unless other arrangements have been made.

Partial List of Services

ANNUAL PHYSICAL EXAMS
DEPARTMENT OF TRANSPORTATION EXAMS
PRE-EMPLOYMENT EXAMS
PRE-OPERATIVE PHYSICALS
SCHOOL/CAMP PHYSICALS
WELL WOMEN EXAMS
WELL CHILD EXAMS
PEDIATRICS

HEALTH MANAGEMENT
NUTRITION EDUCATION
DIABETES EDUCATION
FAMILY PLANNING

OBSTETRICS
PRENATAL CARE
DELIVERY
POSTPARTUM FOLLOW UP

BIOPSIES
BLOOD DRAWS
CRYOTHERAPY (WARTS)
EKGS — ELECTROCARDIOGRAMS
END OF LIFE CARE

GYNECOLOGY SERVICES
IMMUNIZATIONS
INFECTIOUS DISEASE CONTROL
JOINT INJECTIONS

YOUR RIGHTS

As a patient of Little Rivers, you have the right to humane care and treatment. You will be treated with respect, consideration and dignity. You can expect that your personal convictions and beliefs will be taken into account when you seek help. You have the **right**

♦to accurate information, to the extent known, concerning diagnosis, treatment and prognosis of an illness or health-related condition. This includes the right to accurate written information about medications or treatment for an illness.

♦to participate in decisions which are made regarding your health care and treatment, including ethical concerns.

♦to a second opinion regarding diagnosis or treatment. This includes seeking consultation with other providers. However, consultation outside Little Rivers Health Care, Inc. is the financial responsibility of the patient.

♦to know who is counseling, caring for, or treating you. The practitioner's name and professional qualifications should be visible or stated on introduction.

♦to information regarding the scope and availability of services.

♦to information regarding fees for service; particularly notification as to what services may involve additional charges.

♦to confidentiality of your records. Your medical records will be kept in a secure environment and can only be released with your written consent except when release is required by law.

♦to accept medical care or to decline treatment and to be informed of the medical consequences of that refusal. **NO** care can be provided to you without your consent.

♦to complain about the quality of medical care and to have a fair review of that complaint without fear of compromise of future services.

and RESPONSIBILITIES

Little Rivers believes that to be effective, quality health care must be a partnership with the patient and the health care team working together. You will be expected, within the limits of your abilities, to share in the responsibility for your health care. You have the **responsibility**

♦to keep appointments or telephone your LRHC office at least 24 hours in advance when you cannot keep a scheduled appointment. Repeatedly not showing up for an appointment without a reason may mean discharge from the practice.

♦to fill out registration packets each new year. This is a federal requirement.

♦to provide information about past illnesses, hospitalizations, medications, and other matters relating to your health to the best of your ability.

♦to cooperate with all LRHC personnel caring for you, and to ask questions if you do not understand any information given you.

♦to be respectful of others, of other people's property, and that of LRHC offices.