

# Welcome to Ingham Community Health Centers

## MISSION STATEMENT

Our mission is to attain the highest level of community wellness by empowering people to improve their health and well-being.

We are honored to serve you and support your best health. We hope you are pleased with your care here. As a new patient, here are some things we would like you to know about our services and your care here:

**Sliding Fee Scale:** A sliding-fee discount is available to eligible patients for fees owed for service. Eligibility for the sliding-fee discount is based on your family/household size and income. You will continue to have access to health care services here regardless of your ability to pay.

**After Hours Access:** If the health center is closed, and you are in need of clinical advice, you can reach an on-call medical provider by calling our office phone number and you will automatically connect with our after-hours answering service. If you are having a life threatening emergency, you must call 9-1-1 or go to the nearest emergency room.

**Appointment Cancellation:** If you are unable to make your appointment, you need to call the health center and notify them as soon as possible so your appointment time may be made available to another person. If you are late for your appointment, you may not be able to be seen immediately, as other scheduled patients may need to be served ahead of you. Thank you for this courtesy.

**Patient Portal:** You can easily access your health information, get medication refills, schedule an appointment, communicate with your medical or dental team and see lab results on-line in our secure patient portal. The receptionist can provide you a token and instructions to establish your patient portal account.

**Translation and interpreting:** It is very important to us that you are able to communicate your needs and understand your care. We make every effort to provide a language interpreter or offer translated materials in the language you best communicate in. Please let the receptionist know if you need an interpreter or information in another language. They will assist you.

**Better Health Begins With You. We Can Help You Get There.**