



PATIENT HANDBOOK



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At Sadler Health Center, our goal is to help you reach your healthiest life through access to quality care. We provide the support of qualified professionals who take the time to get to know you and your health needs. As your center for care, our team is here to answer your questions. We can also help you connect with resources and support.

This Patient Handbook serves as a guide to answer your questions about what to expect as a patient.

We suggest keeping this guide with your medical records or you may access it online at any time at www.SadlerHealth.org.

Thank you for choosing Sadler Health Center as your health care home.

Who is Sadler Health Center?

The story of Sadler Health Center is a story of a community coming together to address the disparities in health experienced by the most disadvantaged and vulnerable in our community. In 1921, the Welfare Committee of the Carlisle Civic Club identified a need for a clinic to serve “all children who are ill-nourished or listless or in any way in need of advice or care of a physician.” The opening of that clinic was the beginning of an ongoing collaborative movement to improve the health of the Carlisle community.

A community-based Board of Directors assumed responsibility for Sadler Health Center and commenced operations on June 19, 2003. Sadler Health Center became a Federally Qualified Health Center Look-Alike in 2005 and a Federally Qualified Health Center (FQHC) in 2015.

The Carlisle Civic Club Welfare Committee’s mission in 1921 is still as relevant today as it was then. Sadler Health Center has never lost track of its purpose or humble beginnings. We continue to be committed to working collaboratively to address the disparities of health in our community, and everyone is welcome at Sadler Health Center.



HEALTH CARE SERVICES

Family Primary Health Care

Preventative and comprehensive care, including annual and routine physical checkups, immunizations, TB tests, lab tests, referrals for X-rays, diagnostic tests, family planning and sick visits.

Pediatric Primary Care

Immunizations, wellness checkups, and physicals to infants, toddlers, and adolescents. Our providers also offer education and guidance on related children's health issues.

Dental Care

Our dental team offers routine cleanings, fillings, minor oral surgeries, emergency and restorative treatment, and will provide external referrals for crowns, bridges and dentures.

Behavioral Health

Working with your primary care provider, Sadler Behavioral Health offers services to manage mental, emotional, and behavioral disorders. Our team of qualified behavioral health specialists and telepsychiatry providers may serve as a entry point for your long term health.

Medication Opioid Use Disorder (MOUD)

Combines medications like Buprenorphine with behavioral therapies to effectively help those addicted to opioids and heroin get and stay on the path to recovery.

Pharmacy Assistance Program

As a patient of Sadler Health Center, you are eligible to benefit from the Pharmacy Assistance Program at Sadler Rx Pharmacy at our West Shore location or through our network of contracted pharmacies.

Vision (*West Shore location*)

The Sadler Health Center Vision Center offers comprehensive eye care including eye exams as well as glasses and contact lenses for children and adults.

Express Care (*West Shore location*)

Express Care offers convenient walk-in service for sudden illnesses and to prevent unnecessary utilization of hospital emergency departments. No appointment necessary.

Nutrition Services

The registered dietitian at Sadler will see patients ranging from preschool-aged children to older adults and can help tailor your diet to meet personal and cultural preferences, as well as individual health needs.

Women's Health

Sadler Health Center offers specialty OB/GYN care through referrals at our on-site locations in collaboration with our affiliated partners. Examples of services offered include: obstetrical care, pap smears, bleeding issues, breast lump, birth control, endometriosis evaluation & treatment, pregnancy testing, hormone replacement therapy, and more.

SUPPORT SERVICES

Sliding-Fee Discount

Patients at or below 200 percent of the federal poverty guidelines are eligible for a sliding-fee discount which can reduce your bill based on household size and income.

Insurance Enrollment Assistance

Our certified Application Assisters offer one-on-one help with the application process from start to finish, so that you can begin getting the care you need with low-cost insurance options that fit your budget.

Refugee Resettlement

Sadler Health Center is recognized as a Refugee Resettlement Health Care Provider by the Pennsylvania Department of Health.

Community Based Case Management

Our dedicated team of nurses and community health workers assists patients through an individualized care plan which addresses both clinical needs and access to basic needs.

Laboratory Diagnostics

A certified diagnostic and screening laboratory is available on site to perform tests ordered by Sadler providers to support the diagnosis and subsequent treatment for our patients. Services include, but not limited to: COVID testing, urinalysis, Hemoglobin & Hemoglobin A1C, Strep/Mono/Flu/RSV, and more.

How do I make an appointment?

You can conveniently schedule your appointment online at www.sadlerhealth.org. Or, please call us at (717) 218-6670. Your call will be answered in the order it is received.



What do I need for my appointment?

You may prepare for your first appointment by completing the pre-check-in process from the convenience of your home.

- Insurance Card
- Photo ID
- Proof of Income
- Any paperwork that needs filled out including physical forms, AFLAC forms, and WIC forms.
- A list of medications currently being taken including over-the-counter medications and supplements.

How do I reschedule or cancel an appointment?

As a patient of Sadler Health Center, your health is important to us. Keeping your scheduled appointment is important to maintain a healthy lifestyle. Please call us at (717) 218-6670 to speak to a receptionist. We ask that patients call us at least 24 hours ahead of time. Failure to show for your appointment will result in limiting your ability to schedule further appointments as outlined in the no-show policy.

No-Show Policy – Patients which fail to show for their appointment will be subject to our no-show policy. We have a dedicated team to assist you with barriers that keep you from arriving to your appointments.

How can I find out about weather-related closings?

In the event of inclement weather, patients can call (717) 218-6670 to hear a message stating if Sadler Health Center is closed or delayed. Also, closing/delay announcements will be listed on local TV news stations (WHTM ABC-27) and on Sadler Health Center's Facebook page and website.

After hours – For non-life threatening medical advice after hours, please call (717) 218-6670.

For Emergencies, Please Call **9-1-1**

How do I know who my provider is?

Patients will be assigned a primary care provider and care team at registration. Sadler Health Center is recognized as a Patient Centered Medical Home (PCMH).

The PCMH is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and the care teams. PCMHs improve quality and the patient experience, and increase staff satisfaction – while reducing health care costs. Sadler Health Center has made a commitment to continuous quality improvement and a patient-centered approach to care.

Do you offer translation services onsite?

Translation services for nearly every language are available using a language line.

Do you have wheelchair access?

Yes



What if I don't have insurance?

Sadler Health Center offers a Sliding Fee Discount Program to all patients that is based on family size and household income. All individuals and families at or below 200 percent of the Federal Poverty Guidelines will qualify for one of our five discount levels.

What insurance is accepted?

Sadler Health Center serves all people, regardless of insurance status. We accept all insurances, including Medicaid, Medicare, and CHIP.

Please contact your insurance carrier for a list of in-network providers near you.





How do I pay my bill?

Payment is due at the time of service. We accept cash, credit cards and money orders. Accounts with balances will be mailed a statement. Payment is accepted online.

What financial assistance is available?

If you are unable to pay your patient responsibility, please call our Billing Department to speak to a Patient Representative at (717) 218-6670.

Patients at or below 200 percent of the Federal Poverty Guidelines are eligible for a sliding fee discount which can reduce your bill based on family size and household income.





What do I need to complete a Sliding Fee Discount Application?

Proof of current income is required for the Sliding Fee Discount Application.

Acceptable proofs of income include:

- Pay stubs or a letter from your employer (on letterhead)
- Unemployment compensation letter
- Award letter from SSI or SSD (if applicable)
- Court documents, or bank statements showing deposits of child or alimony payments
- Documentation of other sources of income
- If self-employed, your most recent tax return

How do I request medical records?

You may request or fill out a Medical Records Release form at the front desk. A parent/guardian can request medical records for a child younger than 18 years old. For patients older than 18, the patient must request medical records unless Sadler Health has documented power of attorney paperwork.

Sadler Health Center electronically shares and mails medical records with other doctors' offices. If a patient would like to have them mailed or pick them up at our office, there is a \$15 fee for the first 20 sheets and \$0.15 per each additional sheet.

Records will be sent within 30 days of the initial request.



What is the patient portal?

The Patient Portal is an online platform that allows you to view portions of their medical record, request refills and referrals, ask their provider questions, and pay your bill.

The portal is interactive, so when a patient asks a question, the portal places it directly into your chart for the provider to review within 24 to 48 hours. We can respond to you and it will send you a message directly to the patient portal with our response. Referrals and medication refills can also be viewed or submitted through the Patient Portal.

How do I access the patient portal?

If you have a Patient Portal account already set-up, please visit: SadlerHealth.org/patient-portal and log in to your account.

If you are unable to access your patient portal, please call (717) 218-6670 and speak with a receptionist.





How can I get a prescription?

For prescription refills, please call your pharmacy and ask them to send us an electronic refill request.

For new medication requests and dosage changes, please make an appointment with your primary care provider.

To provide the best possible care, some medical conditions require routine monitoring on a regular basis with your provider. Your provider will educate you on medication adherence during your appointment.

How do I get a referral for a specialist?

If you need a new referral to a specialist, please make an appointment with your primary care provider. Our Referral Coordinator will then contact you with the appointment information.

If you need to change your appointment with the specialist, please call them directly. If you are experiencing barriers to keep your appointment, please reach out to the Referral Coordinator.



What if I need lab tests?

Our medical centers are equipped with internal labs. If your primary care provider instructs you to have lab work completed, please schedule an appointment for our lab. If you prefer to go to another lab, please inform your provider so that your lab order can be printed out for you to take to the external lab.



What if I need an X-ray?

If you don't have an order for an X-ray, please call to make an appointment with your primary care provider.

If you have an order, please take your order to an imaging facility to have the X-ray done. Most imaging facilities do not require appointments for X-rays.

If your provider orders CT scans, MRIs or other imaging, do not make your appointment until Sadler Health Center staff has contacted you. Most insurance companies require your primary care provider to do a prior authorization before testing is done.

The support staff will take care of submitting prior authorization requests. Once they have been determined approved or denied, the support staff will contact you. If the test is denied, your insurance will not pay for testing

and you will have to pay out-of-pocket for the testing if you still want it done. If approved, the support staff will contact the imaging facility with the prior authorization number and dates of validity. The support staff will also contact you to schedule your appointment.





Community Impact 2023

10,249

Patients served

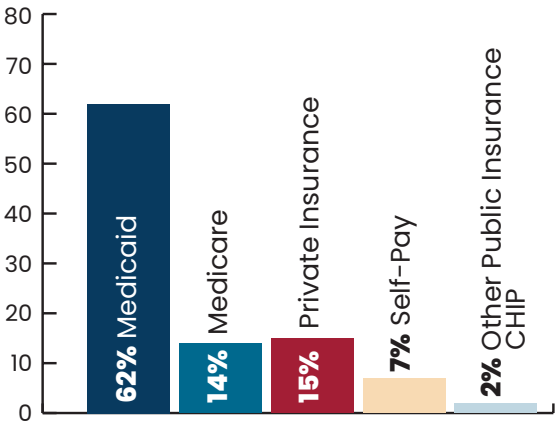
37,791

Patient visits

PATIENT AGE

0 – 18 years	35%
19 – 44 years.....	35%
45 – 64 years	21%
65+ years.....	9%

PATIENT INSURANCE





CARLISLE

100 N. Hanover Street
Carlisle, PA 17013
O: (717) 218-6670
F: (717) 218-6671

**Please visit our website at
www.Sadlerhealth.org for
current hours.**

DENTAL SERVICES – PERRY COUNTY

1104 Montour Road
Loysville, PA 17047
O: (717) 218-6670
F: (717) 218-6671

**Please visit our website at
www.Sadlerhealth.org for
current hours.**

WEST SHORE CENTER

5210 E. Trindle Road
Mechanicsburg, PA 17050
O: (717) 218-6670
F: (717) 218-6671

**Please visit our website at
www.Sadlerhealth.org for
current hours.**

SadlerHealth.org

