

# Welcome



Whitney M. Young, Jr. Health Center, Inc. (WYH) is committed to improving the quality of life of those we serve. Our mission is to provide access to consistent quality health care without regard to income or insurance status.

As a Patient Centered Medical Home we care about you and your health! At WYH, we believe that good health means more than just treating an illness. As our patient, we will work one-on-one with you to make sure that all of your needs are met, whether that means teaching you about the best ways to take care of your teeth, helping you to get the right vitamins for your pregnancy or making sure you have the right diet to control your blood pressure. We treat patients of all ages in a warm and confidential atmosphere where you will receive the best possible care.

At WYH, we can help you to do more than just get and remain healthy; we can also assist you in finding other helpful resources in our community. We have partnerships with many human and social service agencies, schools and universities, houses of worship, state and national organizations, and hospitals that may be able to help you with the other services you need.

After selecting a Primary Care Provider (PCP) and/or Dentist and having a complete physical and/or dental exam, you may schedule follow up appointments with your PCP and/or Dentist to check for or manage a specific disease. As a WYH patient, your provider and health care team will work together with you to ensure your needs are met and educate you on healthy living.

Are you interested in information on Advanced Directives? Health Care Proxies, Living Wills or Advance Directives will be available at your first appointment, upon request or accessed through the WYH website at [www.wmyhealth.org](http://www.wmyhealth.org).

WYH is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

If you have any questions about the contents of this packet, please ask one of our front staff members or call our Customer Service Department at 518-465-4771 ext. 4496.

Thank you for choosing Whitney Young Health. We look forward to being your healthcare provider.

# Our Mission & Vision

Whitney M. Young, Jr. Health Center's mission is to provide access to consistent quality healthcare without regard to income.

Our vision is to be a community leader committed to delivering dependable, compassionate, high quality health care that enhances the well-being of our diverse and changing communities. By partnering with our patients, drawing on our expertise and collaborating with other community resources, we will promote and support our patients' efforts to achieve optimal health goals.

## A Welcoming & Safe Healthcare Home

At Whitney Young Health, healthcare is designed around you. We want to ensure that you have not only high quality health care, but also outstanding customer service.

You can help by:

- Completing our customer service survey during or after your visit. Surveys are available from the Operator/ Receptionist, staff members or on our website ([www.wmyhealth.org/services/patient-satisfaction-survey](http://www.wmyhealth.org/services/patient-satisfaction-survey)).
- Notifying our Customer Service Representative when you see staff go above and beyond.
- Letting our Operator/Receptionist know if you've waited more than 30 minutes past your scheduled appointment time without an explanation.
- Notifying staff if you witness disruptive or inappropriate behavior.

The comfort and safety of our patients, staff and visitors is of the utmost importance. Whitney Young Health does not tolerate disruptive or threatening behavior or violence. Rest assured that patients and visitors who demonstrate verbal abuse, disruptive or threatening behavior, or who present a risk of physical harm will be asked to leave the premises, or will be removed from the premises by the proper authority. Such individuals may be subject to legal charges and, based on organizational discretion, may no longer be eligible to receive services at Whitney Young Health.

# Health Center Locations

## Harry & Jeanette Weinberg Treatment Center

**Albany**  
920 Lark Drive  
Albany, NY  
518-465-4771

**Troy**  
6 102nd Street  
Troy, NY  
518-833-6900

**Watervliet**  
1802 2nd Avenue  
Watervliet, NY  
518-833-6900

920 Lark Drive  
Albany, NY  
518-465-4771

### Hours of Operation

- Please check our website ([www.wmyhealth/contact-us](http://www.wmyhealth/contact-us)) or call for the most current schedule.

### Whitney Young Health is CLOSED on the following holidays:

- New Year's Day (January 1st)
- Dr. Martin L. King, Jr.'s Birthday (January)
- Presidents' Day (February)
- Memorial Day (May)
- Independence Day (July 4th)
- Labor Day (September)
- Thanksgiving Day & the Day After Thanksgiving (November)
- Christmas Day (December 25th)

### For Emergencies:

- For any emergency that is life threatening, e. g. chest pains, shortness of breath, uncontrolled bleeding, CALL 911 or GO TO AN EMERGENCY ROOM IMMEDIATELY.
- WYH has coverage 24 hours a day, 7 days a week including holidays at 518-465-4771 or 518-833-6900.
- Call us within 48 hours of a visit to an emergency room or admission to the hospital to coordinate follow up care.
- In case of severe weather conditions, WYH will announce closings and delays by 6:00a. For information:
- Visit Whitney Young Health's website at [www.wmyhealth.org](http://www.wmyhealth.org)
- Follow Whitney Young Health's Facebook page ([www.facebook.com/WhitneyYoungHealthCenter](http://www.facebook.com/WhitneyYoungHealthCenter))
- Call Whitney Young Health at 518-465-4771
- Postings will also appear on select TV stations and their websites and Albany Times Union's website

# Prepare For Your Appointment

Providing patients with the best care possible is a collaborative effort of both practitioner and patient. There are actions you can take to get the most out from your appointment at Whitney Young Health.

- **Call to schedule** as far in advance as possible.
- If you are unable to keep a scheduled appointment, **call to cancel or reschedule at least 24 hours in advance** of the appointment. Please note that failure to show for scheduled appointments may result in your inability to continue to be cared for by our practice.\*
- Be prepared to meet the financial obligations of your care. Payments are due at time of service and will be collected during registration.
- **Arrive at least 15 minutes early** for your scheduled appointment in order to allow time for registering. If you are a new patient, please allow 30 minutes for the registration process.
- **Bring all of your medications** or a complete list of your medications.
- **Write down any questions** you have about your health.
- **Bring your insurance card** and familiarize yourself with the coverage offered by your plan. Ensure that your Whitney Young Health practitioner is listed as your Primary Care Provider.  
**NOTE: WYH offers a sliding fee discount program for qualified individuals. The slide can be applied to help with payment for your visit, including deductibles and co-pays. To apply for this program, please bring proof of income to your visit. The slide program is structured differently for different programs. Please ask for more information. If you do not have insurance, please ask Front Desk/Registration staff about speaking with an enrollment specialist.**
- Provide supervision for any children visiting the health center with you.

## \*No Show Policy

In order for Whitney Young Health to provide the best access to our patients, we ask that every effort be made to keep your scheduled appointment. When a patient simply does not show up for their appointment, that time is wasted. However, when you notify us that you are unable to come to your scheduled appointment, we may then offer that time to another patient who needs to be seen.

No-show appointments are defined as patients who fail to show up for their scheduled appointments or fail to provide adequate notice that they are unable to attend a scheduled appointment. A call canceling or rescheduling a scheduled appointment must be made at least 24 hours in advance of the appointment to provide adequate notice. Based on organizational discretion, three (3) no-shows may initiate the termination process.



# Programs & Services

Every person should have access to the best possible health care services. Here at Whitney Young Health, our goal is to ensure that every patient who needs health care will be able to receive it. We take pride in our health care mission to provide high-quality, accessible, cost-effective care. There is a sliding-scale fee for eligible patients, so be sure to ask for more information when you call or come in for your appointment.

## Primary Care Services

Child and Adolescent Health  
Adult and Family Medicine  
Women's Health including Obstetrics  
Dentistry  
School Based Health

## Other Services

Facilitated Enrollment for the Uninsured  
Chronic Disease Education  
Price Chopper House Calls Pharmacy  
Translation Services/Language Line  
WIC

## Specialty Services

HIV/AIDS/HepC Medicine and Medical Case Management  
Substance Use Disorder Services  
LabCorp Laboratory Service  
Immigration and Refugee Medicine  
Ophthalmology/Optometry  
Podiatry  
Mental Health (Psychiatry and Therapy)  
Travel Health

## Patient Portal:

All adult patients are encouraged to register for Whitney Young Health's Patient Portal, a secure website that allows you to communicate with your health care provider and to view parts of your personal health record. This tool will help you better manage your care and enhance your partnership with your health care team. Through the patient portal, you will be able to:

- View and keep track of appointments
- View lab results
- Request prescription refills from your health care provider
- View your health records
- Send messages to clinical staff
- Receive email reminders
- View and print billing statements
- Update contacts, address, and other demographic information
- View and request referrals

To enroll, bring your personal (non-work) email address and photo ID to Whitney M. Young, Jr. Health Center. We will email you your username and temporary password when your account is ready to access. When you log in, you will be prompted to agree to the Patient Consent and change your password.

# During & After Your Appointment



## During Your Appointment:

- Provide Front Desk/Registration staff with your current address and telephone number. Provide a personal email address to enable you to access your records through our Patient Portal.
- If your wait extends more than 30 minutes past your appointment time without an explanation, please notify the Operator/Receptionist.
- Give complete and accurate medical information to your provider and/or healthcare team including present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Be involved in your care as a team member with your provider and health care team. Ask questions about your conditions, treatments, procedures and diagnostic test results to fully understand your care.
- Acknowledge when you do not understand the treatment course or care decision. Ask questions when you do not understand what you have been told about your care or what you are expected to do.
- Ask your provider for your visit summary – a document you can reference later about what you were told.

## After Your Appointment:

- Visit our Patient Portal to see test results and more ([www.wmyhealth.org](http://www.wmyhealth.org) and click on “Access My Records”).
- Schedule any follow-up appointments requested by your practitioner.
- Follow the treatment plan established by your practitioner, including the instructions of nurses and other health professionals as they carry out their orders. You are responsible for your actions should you refuse treatment or not follow your practitioner’s orders.
- Report perceived risks in your care and unexpected changes in your condition to your responsible practitioner.
- Immediately report any concerns you may have about your visit to the Practice Manager or Customer Service Representative at 518-591-4496.
- Be aware that all billing for laboratory tests are generated by the processing laboratory, not by WYH.
- If you have any questions about your bill, contact the Billing Office at 518-465-4771.

## Between Appointment:

- Allow your practitioner 7 business days to complete all forms.
- Allow your practitioner 3 business days for prescription refills.
- If you receive your medication from the on-site Price Chopper House Calls Pharmacy, please call 518-427-0102 and they will contact your provider for a new prescription if needed. House Calls can also assist you in moving your prescription here from another pharmacy.

# Welcome

Born in Kentucky on July 31, 1921, Whitney Moore Young, Jr., grew up in a middle-class family in the segregated south. Young graduated from Kentucky State College with plans to attend medical school. At the outbreak of World War II, he joined the army. Experiences with racial conflict in the military inspired him to earn a graduate degree in Social Work and pursue a career in race relations.

Young worked for the Urban League in St. Paul and Omaha before becoming Dean of the Atlanta University School of Social Work. He returned to the National Urban League in 1961 and served as its Executive Director until his untimely death ten years later.

Using the Urban League as a platform, he worked to put an end to segregation and discrimination. He persistently worked within the system to change attitudes, practices and to promote greater cultural sensitivity. In a tumultuous period of American history, he was an effective communicator who succeeded in bridging the gap between African Americans and business leaders.

His goal to gain access for African Americans to good jobs, education, housing, health care, and social services came alive with his use of irony, reason, persuasion, negotiation, and sense of humor. Young firmly believed that full participation of African Americans in the business community would ultimately strengthen the fiber of our society. He showed the business world why it was in its best interest to share power with African Americans.



*“You are the one that suffers if this community becomes poorer. If people become tax eaters rather than tax producers, if people produce crime and welfare costs instead of producing goods and services, you pay the costs,”*

1963

Mr. Young is one of the principal organizers of the **“March on Washington”** for jobs and freedom... where 250,000 participants give vivid testimony of their total commitment to the cause of civil rights.



1964

**“Men grow to the extent that they are beneficiaries of diverse ideas.”**

For the first time in American history, more than 350 Black leaders representing national and civil rights organizations convene in Washington, DC, along with the U.S. President, Cabinet Members and Congressmen for a 3-day Community Action Assembly organized by Mr. Young. This, just months after Mr. Young's first book **To Be Equal** is published.

1965

— WHITNEY M. YOUNG, JR.

Mr. Young joins other civil rights leaders for the **“Selma-to-Montgomery March”**, which would later be known as Bloody Sunday. The marchers reach the capitol 25,000 strong... and five months later, President Johnson signs the Voting Rights Act of 1965.

# Patient Bill of Rights

## **As a patient in a Health Center in New York, you have the right, consistent with the law, to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, the Health Center MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, age, religion, sex, national origin, disability, sexual orientation or source of payment.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it via 911.
5. Be informed of the name and position of the provider who will be in charge of your care in the Health Center.
6. Know the names, positions and functions of any Health Center staff involved in your care and refuse their treatment, examination or observation.
7. A no smoking facility.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate, advance directives and/or living wills. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please speak with your Health Care Team.
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while at the Health Center and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and care at the Health Center. The Health Center will provide you with a written visit summary upon request.
15. Review your medical record without charge. Obtain a copy of your medical record for which the Health Center can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of charges.
17. Complain without fear of reprisals about the care and services you are receiving and have the Health Center respond to you and if you request it, a written response. If you are not satisfied with the Health Center's response, you may complain to the New York State Health Department by calling 1-800-804-5447. Or you may contact the Joint Commission at 1-800-994-6610, [complaint@jointcomission.org](mailto:complaint@jointcomission.org), or [www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx).
18. Authorize those family members and other adults who may be partners in your care and allow them access to your condition and Protected Health Information (PHI).
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the Health Center.
20. Decide whether your health information may be shared with your non-Whitney Young Health providers via Hixny.
21. Be informed, upon request, of any conflict of interest or financial incentive between the providers/staff and any other interest they may have in enterprises outside of their roles at Whitney Young Health.