



NEW PATIENT WELCOME PACKET





WELCOME

Thank you for choosing Whitney Young Health (WYH)! We are dedicated to improving our patients' quality of life by providing the best affordable health care.

At WYH we are your health care home, offering primary medical, general dentistry, and behavioral health care all in one location. Recognized as a Patient-Centered Medical Home, our providers work together to ensure you are on the path to healing and wellness.

WYH is committed to providing safe, high-quality health care and has earned the Joint Commission's Gold Seal of Approval® for Ambulatory Health Care and Behavioral Health Care. Our substance use disorder programs are licensed by the New York State Office of Addiction Services and Supports (OASAS) and our Opioid Treatment Program (OTP) is also accredited by the Joint Commission.

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). Whitney M. Young, Jr. Health Center is also a Federal Tort Claims Act (FTCA) deemed facility.



Our Namesake

Whitney Moore Young, Jr.

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 in 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.



1963

Mr. Young was one of the principal organizers of the "March on Washington" for jobs and freedom, where 250,000 participants gave vivid testimony of their total commitment to the cause of civil rights.

1964

More than 350 black leaders representing national and civil rights organizations convened in Washington, DC, along with the U.S. President, Cabinet Members and Congressmen for a 3-day Community Action Assembly organized by Mr. Young.

1965

Mr. Young joined other civil rights leaders for the Selma-to-Montgomery March, which would later be known as "Bloody Sunday". The marchers reached the Capitol 25,000 strong and five months later, President Lyndon B. Johnson signed the Voting Rights Act of 1965.



Our Mission & Vision

Mission

Whitney M. Young, Jr. Health Center delivers equitable, accessible, quality care – empowering our diverse community to achieve better health and wellness.

Vision

We envision a future in which all people achieve their highest level of health and well-being.



Safe & Welcoming Health Care Home

At WYH it is important to provide a safe and healthy environment for our patients, staff and visitors. We encourage a respectful, welcoming environment where everyone feels comfortable engaging in care. Disruptive behavior, including acts of violence, offensive language and verbal threats, is never acceptable and will not be tolerated. Individuals demonstrating this behavior may be removed from the premises, and may no longer be eligible to receive services at WYH.

If you have a concern, problem or complaint that has not been resolved through our staff, please contact our Patient Engagement Specialist at 518-465-4771, ext. 5057 or email patientexperience@wmyhealth.org.

Health Center Locations

Albany Health Center

920 Lark Drive
Albany, NY
518-465-4771

Swinburne Health Center

526 Central Avenue, Suite 101
Albany, NY
518-465-4771

Troy Health Center

849 2nd Avenue
Troy, NY
518-833-6900

Watervliet Health Center

1804 2nd Avenue
Watervliet, NY
518-833-6900

Albany Dental Clinic

900 Lark Drive
Albany, NY
518-465-6330

Harry & Jeannette Weinberg Treatment Center

10 Dewitt Street
Albany, NY
518-463-3882

School-Based Health Centers

Check our website www.wmyhealth.org/services/school-based-health-centers/ to view all of our school-based health center locations.

Hours of Operation

Check our website www.wmyhealth.org/contact-us or call for the most current schedule.

Mobile Health Unit (Whitney on Wheels)

Check our website www.wmyhealth.org/services/whitney-wheels for current service locations.

Emergencies

For any emergency that is life threatening, such as chest pains, shortness of breath, uncontrolled bleeding, CALL 911 or GO TO AN EMERGENCY ROOM IMMEDIATELY.

- WYH has phone 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 an emergency room visit or admission to the hospital to coordinate follow-up care.

Holiday Closings

- New Year's Day (January 1)
- Dr. Martin Luther King, Jr.'s Birthday (January)
- Memorial Day (May)
- Juneteenth (June)
- Independence Day (July)
- Labor Day (September)
- Thanksgiving Day and the day after Thanksgiving (November)
- Christmas Day

Weather Closings

In case of severe weather conditions, WYH will announce closings and delays by 6:00am through the School Closing Network and in the following places:

- Website – www.wmyhealth.org
- Facebook – <https://www.facebook.com/WhitneyYoungHealthCenter>
- Instagram – <https://www.instagram.com/whitneyyounghealth/>



Prepare For Your Appointment

Before Your Appointment

- **Call to schedule your appointment:**
 - **Medical:** 518-465-4771 or 518-833-6900
 - **Dental:** 518-465-6330
- Notify staff if you require translation services.
- If you are unable to attend your appointment, call to cancel or reschedule at least 24 hours before the appointment. Please note that repeated failure to show or cancel a scheduled appointment may result in termination of care by our health center.*
- Arrive at least 15 minutes early for your appointment to allow time for the registration process. If you are a new patient, arrive 30 minutes early to complete paperwork.
- Payment is due at the time of service and will be collected during registration.
- **NOTE: WYH offers a sliding fee discount program for qualified individuals to help with payment, deductibles and co-pays. To apply for the program, bring proof of income to your appointment and ask for more information at registration.**
- Bring your insurance card to your appointment. If you do not have insurance, ask to speak with an enrollment specialist.
- Bring all your medications or a complete list of your medications.
- Write down any questions you have about your health.
- Provide supervision for children visiting the health center with you.
- If your child (under 18 years-old) is scheduled for a visit, please ensure that the child is accompanied by an adult who is authorized to act on behalf of the parent/guardian.



***No Show Policy**

We ask that every effort be made to keep your scheduled appointment. No show appointments are defined as patients who fail to attend their scheduled appointments or do not call to cancel or reschedule their appointment with adequate notice. When this happens that time slot is wasted, when it could be offered to another patient waiting to be seen.

Cancellations must be made at least 24 hours before your scheduled appointment. Based on organizational discretion, repeated no shows may result in termination of care.

During Your Appointment

- Notify staff if you have symptoms that may be contagious to others.
- If you are waiting more than 15 minutes past your appointment time, please notify the front desk.
- Provide your current address, telephone number, and email address to access your records through the Patient Portal.
- Provide complete and accurate medical information to your provider including current complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Ask questions about your conditions, treatments, procedures and diagnostic test results to fully understand your care.
- Ask questions if you do not understand your treatment plan.
- Social Drivers of Health Screening

After Your Appointment

- Visit the Patient Portal (www.wmyhealth.org and click on Patient Portal) to view test results and more.
- Schedule follow-up appointments recommended by your provider.
- Follow the treatment plan prescribed by your provider.
- Immediately report any concerns you have about your visit to the Practice Manager.
- Be aware that billing for lab tests are generated by the processing lab, not WYH.
- If you have questions about your bill, contact the Billing Office at 518-465-4771
- We value your feedback and may conduct patient satisfaction surveys to evaluate your experience at WYH.
- Post-visit patient satisfaction survey through FeedTrail

Between Appointments

- Allow your provider 7 BUSINESS DAYS to complete all forms.
- For prescription refills, allow your provider 3 BUSINESS DAYS.
- If you receive your prescriptions from the College Parkside Pharmacy (located at the Albany Health Center), please call 518-427-0102, and they will contact your provider for a new prescription if needed.



Programs & Services

Primary Care Services

- Adult and Family Medicine
- General Dentistry
- Mobile Health Unit (Whitney on Wheels)
- School-Based Health
- Women's Health including Obstetrics

Other Services

- Care Coordination Services
- Chronic Disease Education
- College Parkside Pharmacy
- Facilitated Enrollment for the Uninsured
- Health Home
- LabCorp Laboratory Services
- Translation Services/Language Line
- WIC (Women, Infants & Children) - Health & Nutrition Program

Specialty Services

- HIV/AIDS/Hep C Medicine and Medical Case Management
- Immigration and Refugee Medicine
- Mental Health (Psychiatry and Therapy)
- Optometry
- Podiatry
- Substance Use Disorder Services
- Physical Therapy
- Travel Health



Patient Portal

All adult patients are encouraged to register for the Patient Portal, a secure site that allows you to communicate with your provider and access parts of your health record. To enroll you will need to provide an email address. If you are interested in signing up for the portal, ask for more information at registration.

- View and keep track of appointments
- View lab results
- Request prescription refills
- View health record
- Send messages to clinical staff
- Receive email reminders
- View and print billing statements
- Update contact information
- View and request referrals

Patient Bill of Rights

As a patient in a Clinic in New York State, you have the right, consistent with law, to:

- Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor;
- Be treated with consideration, respect and dignity including privacy in treatment;
- Be informed of the services available at the center;
- Be informed of the provisions for off-hour emergency coverage;
- Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- Receive an itemized copy of his/her account statement, upon request;
- Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
- Receive from his/her physician information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision;
- Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- Refuse to participate in experimental research;
- Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health;
- Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
- Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to http://www.health.ny.gov/publications/1449/section_1.htm#access; Access to Your Medical Records and Do I Have the Right to See My Medical Records?
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors;
- When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- View a list of the health plans and the hospitals that the center participates with; and
- Receive an estimate of the amount that you will be billed after services are rendered.

