



Sto-Rox Family Health Center

710 Thompson Avenue

McKees Rocks, PA 15136

Phone: (412) 771-6462 (medical)

(412) 771-1839 (dental)

Fax: (412) 771-5887

Hilltop Community Health Center

151 Ruth Street

Pittsburgh, PA 15211

Phone: (412) 431-3520

Fax: (412) 431-3525

Welcome!

The Sto-Rox Neighborhood Health Council is pleased to be a part of your health maintenance journey. If you do not have insurance, please ask to speak to our Certified Application Counselor to assist you with finding possible insurance opportunities. Additionally, whether you have insurance or not, we provide all of our patients with access to a sliding payment scale based on your household income. Applications for the sliding payment scale are available at the front desk. We can be reached 24 hours a day, 7 days a week by calling our main number of either one of our locations.

___ (initial) I have read and acknowledged the Welcome Statement.

Patient Appointment Policies

When scheduling an appointment with the Sto-Rox Neighborhood Health Council, your records are reviewed and the time slot is set-aside just for you.

Please make sure you arrive at least 15-20 minutes early to register, as well as to be seen on time.

If you are unable to make your appointment, we ask for a 24-hour notice to cancel and/or reschedule your appointment.

In order to keep the providers schedules on time, we will ask you to reschedule if you are more than 15 minutes late for your appointment.

If a patient misses an appointment without contacting the office, this will be considered as a missed “no-show, no-call.” If you accumulate more than (3) missed appointments as an adult patient or (5) missed appointments as a pediatric patient you may not be rescheduled for future appointments.

___ (initial) I have read and acknowledged the Patient Appointment Policies

Patient Centered Medical Home

Our goal is to offer quality health care services through a concept called the *Patient Centered Medical Home* (PCMH), which is a comprehensive and integrated care system between patient and a core health care team. The PCMH serves as a central point for primary and secondary care, including preventative, acute and chronic care, as well as end-of-life care. To strengthen the dynamic between patient and provider, active self-health management is the key to building and maintaining the most effective care plan. It also includes updating personal contact information, communicating with your insurance company, and attending scheduled appointments on time.

___ (initial) I have read and acknowledged the Patient Centered Medical Home Statement

Printed name: _____ Date: _____