UNLOCK HEALTH CARE IN NYC

NYC CARE Member Handbook

English page 1
简体中文 第 17 页

NYC HEALTH+ HOSPITALS | NYC CARE

Our Fellow New Yorker:

In our city, we recognize health care is a human right. Now, we are putting our values into practice. Thanks to NYC Care and the hardworking professionals at NYC Health + Hospitals, every New Yorker – regardless of where they were born or how much money they have – is guaranteed the right to quality, affordable health care. That includes YOU.

With NYC Care, you will have your own regular doctor who you know and receive your health care from. You will get the kinds of services you need, including OB-GYN, pediatric care and mental health care. You will have the ability to stay healthy and to take care of any health issues early and effectively. And all services will be provided at a price you can afford.

This handbook describes the comprehensive benefits and services you receive as a member of NYC Care. For more information, call 1-646-NYC-CARE at any time of day or night, or visit our website at **nyccare.nyc**.

Our message is simple: Get your NYC Care card and schedule an appointment with your new doctor. Don't wait. Get the health care you need, when you need it. That's your right as a New Yorker!



Dr. Mitchell Katz
President and CEO
NYC Health + Hospitals

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ABOUT THIS HANDBOOK

This handbook is your guide to NYC Care. In it, you will find helpful information about your membership and how the program works. Please read it before going to the first appointment with your primary care provider.

ABOUT NYC CARE

NYC Care is the key to the City's health care that guarantees access to medical services offered by NYC Health + Hospitals to New Yorkers who do not qualify for health insurance or cannot afford health insurance.

NYC Care helps you stay healthy with access to regular, preventive care. Through this program, you can:

- Choose a primary care provider, who will learn about your medical history and health goals. You do not have to wait until you are sick to get care.
- Get a unique membership card to access health care. Your card shows the fees you can expect to pay for services.
- Call our NYC Care Contact Center, available 24/7, when you need help. In case of emergency, always call 911.
- Get access 24/7 to low-cost prescription medication, including off-hour pickups for regular refills. You can also get refills overnight when needed.

WHERE CAN I USE NYC CARE?

NYC Care offers a network of providers only at NYC Health + Hospitals facilities. Find a list of fees to get services at these sites on your card.

You may get a higher bill if you receive emergency care, are hospitalized or visit providers out of network or outside New York City.

For a list of NYC Health + Hospitals locations where you can use NYC Care, call the NYC Care Contact Center or visit **nyccare.nyc**

Important: People who are eligible for Medicaid, Medicare, the Essential Plan or a Qualified Health Plan (QHP) available through the Affordable Care Act (ACA) should enroll in the insurance plan available to them.

If you have health insurance now, do NOT drop it. Insurance provides more choices and options to meet your health care needs.

How much does it cost to participate

Since NYC Care is not health insurance, there are no membership fees, monthly fees or premiums. Your cost to receive health care is based on a sliding-scale fee per service (see page 12).

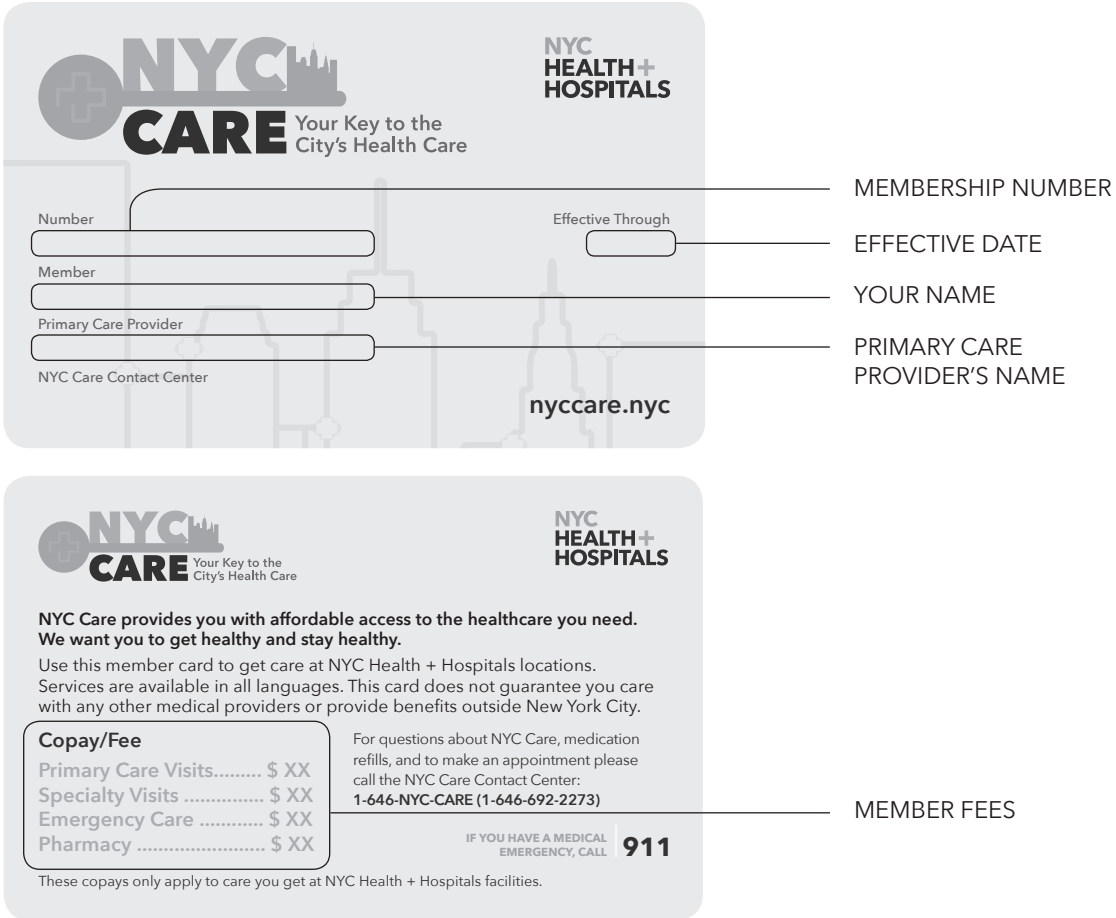
How to renew your membership

NYC Care will have a financial counselor at NYC Health + Hospitals screen you every 12 months. The screening will show if you are eligible for insurance. If not, the financial counselor will help you renew your NYC Care membership.

YOUR MEMBERSHIP CARD

You will get a membership card in the mail. Carry this card always but especially when:

- Visiting your primary care provider
- Getting any health care services at NYC Health + Hospitals facilities



The card shown is a sample of the front and back of an NYC Care membership card.

Your card is unique to you and shows your fees for health care services.

How to replace your membership card

If you lose your membership card, call the NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273) to order a new one. Customer Service is available 24/7.



YOUR PRIMARY CARE PROVIDER

Your primary care provider will coordinate your health care and connect you with other services you need. Your provider can be a doctor, nurse practitioner or physician assistant. Their most important job is to help you avoid getting sick. This is called preventive care (examples are routine health screenings and vaccinations). Getting it regularly makes needing emergency care less likely.

How to choose your primary care provider

For the best preventive care, NYC Care encourages you to choose a primary care provider that you can trust. This will make sharing your medical and lifestyle information easier. You will work together to begin, or continue, a health routine that includes diet, weight control and exercise.

The NYC Care Contact Center helped you choose a primary care provider when you enrolled. If you have not chosen or want to change your primary care provider, you can call the NYC Care Contact Center. It is important that you feel comfortable with your choice.

YOUR HEALTH CARE SERVICES

As a member of NYC Care, you have access to many health services. Your primary care provider will help coordinate them, including medication. All specialty services (like Cardiology or Podiatry) need a referral from your primary care provider – except Women's Health.

Some of the health care services available to you are:

Primary and Preventive Care

Your primary care provider treats routine physical conditions, such as high blood pressure and pain. They can give routine vaccinations and screenings, like mammograms and colonoscopies. They also test for and help you manage chronic disease.

Your primary care provider leads your health care team. It may include nurses, medical assistants, social workers, pharmacists, nutritionists and assistants. They can all help you ask for referrals or make appointments.

Generally, if you are healthy, you only need to visit your primary care provider once a year. (Patients with chronic disease need visits more often.)

However, you can visit your primary care provider whenever you have a health concern. For urgent services, the NYC Care Contact Center can make same-day appointments 24/7.

Specialty Care

Your primary care provider works closely with specialists and can help decide if you need their services. Examples of specialty care services are:

- Cardiology
- Rheumatology
- Orthopedics
- Podiatry
- Bariatrics
- Gastroenterology
- General Surgery
- Ear, Nose and Throat (ENT)
- Psychiatry

Behavioral Health and Substance Use

Besides your physical health, NYC Care knows that mental and behavioral health is also important. Your primary care provider is here to support you if you are going through a long period of sadness, stress, nightmares or anxiety

or are using tobacco, alcohol or other drugs. Your provider can refer you to the right mental and behavioral health specialist, like a social worker, therapist or psychiatrist.

Women's Health

NYC Care members get Women's Health services like Obstetrics and Gynecology, family planning, sexually transmitted infection testing and more.

IMPORTANT

You do not need a referral from a primary care provider to make an appointment with a Women's Health provider.

Medications

NYC Care members get low-cost prescription medication and pharmacy access 24/7. Remember to read the information on your medication to learn when and how to take it.

You can get refills for some medication. There are three ways to ask for refills:

1. Go to the pharmacy at any NYC Health + Hospitals facility and ask them to call your primary care provider.
2. If you have a MyChart account, log on and ask for a refill.
3. Call the NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273).

Vision

Our ophthalmologists (eye doctors) can examine your eyes and give you eyeglass prescriptions. Get a referral from your primary care provider.

Support Services

Where and how you live may affect your physical, mental and behavioral health. NYC Care knows this, so it offers support services. The social workers in your health care team can connect you with free housing, legal, financial, food and nutrition help. Speak with your primary care provider about the social support that NYC Care offers.

Health care services not covered

NYC Care does not cover these services, but you may be able to get them at NYC Health + Hospitals:

- Cosmetic procedures – unless you need them for a medical reason
- Dental services – available to NYC Care members and other uninsured patients through NYC H+H Options (a free or discount payment plan to make health care services affordable)
- Skilled nursing or long-term acute care
- Emergency care and hospital stays – Emergency Medicaid may cover these services

HOW TO GET AND MANAGE YOUR CARE

How to make your appointments

When you enrolled, the NYC Care Contact Center should have booked your first primary care visit. This appointment should be within two weeks of enrollment.

If you do not have your first primary care appointment yet, call the 24-hour NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273). There are no walk-in hours for routine visits, so you will need to make an appointment to see your provider. The NYC Care Contact Center can help if you need to make an appointment urgently.

IMPORTANT

If you need to change or cancel an appointment, please call the NYC Care Contact Center as soon as possible. This allows another patient to use the appointment time.

You can make all appointments with your primary care provider, Women's Health care provider or referred specialists by calling the NYC Care Contact Center or visiting MyChart (see next page).

When scheduling an appointment, please give:

- Your name
- The name of your primary care provider
- Your NYC Care membership number, located on the front of your membership card

Always bring your membership card to all NYC Care appointments.

About MyChart online

MyChart is a free, easy and secure tool to view and manage your health information online any time. Access your medical record portal through the MyChart mobile app or website to:

- Ask for appointments with your primary care provider, Women's Health provider and referred specialists
- Get medication refills
- Review your lab results and visit notes
- Message your primary care provider and health care team
- Providers may also message you about your health care — saving you time and money because you do not have to come in person

To set up your MyChart account, there are two options:

1. Talk to a member of your health care team. You will then get an invite in your email to create an account.
2. Sign up on **mychart.nychealthandhospitals.org**

MyChart is a tool for your convenience, available in English, Spanish and French. You do not have to use MyChart to participate in NYC Care.

Get ready for your first appointment

To get the best care, your primary care provider needs to know your medical history and health goals.

Please bring the following to your first appointment:

- All of your prescription and over-the-counter medication (such as pills, injections, inhalers, herbs, supplements, etc.)
- Your filled-out Adult Initial Health History Form (you got this in the mail with your membership card)
- Your medical records (especially vaccination record, colonoscopy or mammogram reports and Pap smear results, etc.)
- Advance directive or health care proxy form
- Questions about your health or medication

BILLING AND FEES

NYC Care health services are available at a discount rate based on your household size and income. Find a list of fees for common services on the back of your NYC Care membership card or in the chart on the next page.

If your household income is greater than the limit for the household size in the chart, your bill will be based on the self-pay rate for the care received. Payment plans may be available.

How to pay

NYC Care encourages you to pay your fees at the time you get health care services. You can pay with cash, credit card or debit card. If you cannot pay then, NYC Care will mail the bill to your home.

If you get a bill you cannot pay, call the NYC Care Contact Center to discuss your options.

Important: When you enroll in NYC Care, discounts based on your household size and income may be applied to prior NYC Health + Hospitals bills.

POLICIES AND PROCEDURES

Patients' Bill of Rights

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

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age 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.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in

YOUR COST TO ACCESS CARE

Step 1

Find your household size (please include all adults and children who live with you).

Step 2

Find your household income (the amount that you get paid in a year) in one of the levels.

Step 3

Follow the column down to the bottom of the chart to see how much you can expect to pay based on your household size and income for clinic visits, emergency room visits, hospital stays and more.

Federal Poverty Levels	100% FPL	101 - 125% FPL		126 - 150% FPL		151 - 200% FPL		201 - 250% FPL		251 - 300% FPL		301 - 350% FPL		351 - 500% FPL	
Household Size	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than
1	$12,490	$12,491	$15,613	$15,614	$18,735	$18,736	$24,980	$24,981	$31,225	$31,226	$37,470	$37,471	$43,715	$43,716	$62,450
2	$16,910	$16,911	$21,138	$21,139	$25,365	$25,366	$33,820	$33,821	$42,275	$42,276	$50,730	$50,731	$59,185	$59,186	$84,550
3	$21,330	$21,331	$26,663	$26,664	$31,995	$31,996	$42,660	$42,661	$53,325	$53,326	$63,990	$63,991	$74,655	$74,656	$106,650
4	$25,750	$25,751	$32,188	$32,189	$38,625	$38,626	$51,500	$51,501	$64,375	$64,376	$77,250	$77,251	$90,125	$90,126	$128,750
5	$30,170	$30,171	$37,713	$37,714	$45,255	$45,256	$60,340	$60,341	$75,425	$75,426	$90,510	$90,511	$105,595	$105,596	$150,850
6	$34,590	$34,591	$43,238	$43,239	$51,885	$51,886	$69,180	$69,181	$86,475	$86,476	$103,770	$103,771	$121,065	$121,066	$172,950
7	$39,010	$39,011	$48,763	$48,764	$58,515	$58,516	$78,020	$78,021	$97,525	$97,526	$117,030	$117,031	$136,535	$136,536	$195,050

Clinic Visit for Adult	$0	$2	$3	$20	$30	$40	$50	$50
Clinic Visit for Child or Pregnant Woman	$0	$0	$0	$20	$30	$40	$50	$50
Behavioral Health Clinic Visit	$0	$0	$0	$15	$30	$40	$50	$50
Emergency Room Visit for Adult	$0	$3	$3	$75	$80	$100	$120	$120
Emergency Room Visit for Child or Pregnant Woman	$0	$0	$0	$75	$80	$100	$120	$120
Prescription Drugs (fee per prescription)	$2	$2	$2	$6	$10	$14	$18	$18
Ambulatory Surgery or MRI Testing	$0	$15	$25	$150	$300	$450	$550	$650
Inpatient Hospital Stay*	$0	$25	$25	$150	$400	$900	$1500	$1500
Co-pays and Deductibles	$0	$0	$0	$0	$10	$12	$18	$22

Fees for patients with household income that is more than the above will be charged based on the NYC Health + Hospitals Selfpay rate.
*Additional fees may be charged if savings are more than $8,000

your care and refuse their treatment, examination or observation.

7. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
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. 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 ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
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 in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge and obtain a copy of your medical record for which the hospital 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 all charges.
17. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
18. Challenge an unexpected bill through the Independent Dispute Resolution process.
19. Complain without fear of reprisals about the care and services you are

receiving and to have the hospital respond to you (and if you request it, a written response). If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.

20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

21. Make known your wishes in regard to anatomical gifts. Persons 16 years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the New York State Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card or other signed paper). The health care proxy is available from the hospital.

Public Health Law (PHL) 2803 (1)(g) Patient's Rights, 10NYCRR, 405.7,405.7(a)(1), 405.7(c)

In addition, NYC Health + Hospitals is committed to compliance with the New York City Human Rights Law that states it is unlawful to discriminate on the basis of actual or perceived sex, including a person's "gender identity, self-image, appearance, behavior or expression," whether or not different from "that traditionally associated with the legal sex assigned to that person at birth."

Administrative Code of the City of New York Title 8

How to submit feedback to NYC Care

We want your visit to NYC Health + Hospitals facilities to be pleasant and safe. NYC Care welcomes the opportunity to address your concerns. Please call the NYC Care Contact Center or visit our website: **nychealthandhospitals.org/patient-guest-relations**

Confidentiality of information

All information about your care and treatment is kept confidential in accordance with the law. For more information about our Patient Confidentiality & Privacy notice, please visit our website at: **nychealthandhospitals.org/patient-privacy-notice**

ABOUT NYC HEALTH + HOSPITALS

- NYC Health + Hospitals is the largest public health care system in the United States. We provide essential in-patient, out-patient and home-based services to more than 1 million New Yorkers every year in more than 70 locations across the city's five boroughs.
- Our 11 acute care hospitals provide top-ranked trauma care, dozens of in-patient specialties and mental health services – making communities healthy through a robust network of hospital-based primary care services for children and adults. Our hospitals have earned numerous special designations for quality and culturally responsive care including LGBTQ Healthcare Equity Leader, Baby Friendly, Safe Sleep and top ranks by U.S. News and World Report.
- Our diverse workforce is uniquely focused on empowering New Yorkers, without exception, to live their healthiest life possible.

NYC HEALTH + HOSPITALS MISSION AND VALUES

NYC Health + Hospitals is committed to excellence in health care. Our providers work together to provide comprehensive, personalized care to all New Yorkers.

Mission

NYC Health + Hospitals' mission is to deliver high-quality health services with compassion, dignity and respect to all, without exception.

Vision

NYC Health + Hospitals' vision is to be a fully integrated health system that enables New Yorkers to live their healthiest lives.

Our Values

NYC Health + Hospitals has established the ICARE standards for all our staff. It will help us offer our patients a better experience when under our care and will increase staff awareness to become better engaged with the mission and vision of the organization.

Integrity. Keep Everyone Safe
Compassion. Keep Patients First
Accountability. Manage Resources
Respect. Work Together
Excellence. Pursue Excellence. Keep Learning

解锁纽约市的医疗保健

NYC CARE 会员手册

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NYC HEALTH+ HOSPITALS | NYC CARE

纽约同胞们：

在我们城市中，我们认识到医疗保健是一项人权。现在，我们正在将我们的价值观付诸实践。 感谢 NYC Care 和在 NYC Health + Hospitals 努力工作的专业人士，现在每一位纽约人，无论他们出生在哪里，无论他们富贵还是贫穷，我们保证他们都能够获得高质量、负担得起的医疗保健。“您”也包括在内

有了 NYC Care，您将拥有自己认识的常规医生，并将从该医生那里获得医疗保健。您将获得所需的各种服务，包括妇产科护理、儿科护理和精神健康护理。您将有能力保持健康并及早有效地处理任何健康问题。所有服务都将以您能承受的价格提供。

本手册描述您作为 NYC Care 会员可获得的全面福利和服务。有关更多信息，請随时致電 1-646-NYC-CARE，或者访问我们网站 nyccare.nyc。

我们传达的讯息很简单：获取您的 NYC Care 卡并与您的新医生预约看诊。还等什么。在您需要时获得您所需的医疗保健。这是您作为纽约人的权利！

Mitchell Katz 医生
总裁兼首席执行官 (CEO)
NYC Health + Hospitals

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关于本手册

本手册是您的 NYC Care 指南。在本手册中，您将找到有关您会员资格以及该计划如何运作的有用信息。请先阅读本手册，然后再与您的主治医生进行第一次预约。

NYC CARE 简介

NYC Care 是获得本市医疗保健的关键之钥，该计划可确保没有资格获得健康保险或无法负担健康保险的纽约人获得 NYC Health + Hospitals 提供给他们的医疗服务。

NYC Care 可使您获得常规预防性护理，从而帮助您保持健康。通过该计划，您能够：

- 选择一名主治医生，该医生将了解您的病史和健康目标。您不必等到生病了才获得护理。
- 获取个别的会员卡可使您获得医疗保健。您的卡片会显示您应为服务支付的费用。
- 当您需要帮助时，24/7 全天候均可致电我们的 NYC Care 联络中心。在紧急情况下，您应拨打 911。
- 24/7 全天候均可获取低成本处方药，包括在非工作时间领取常规补充药品。在需要时您还可以在隔天获得补充药品。

我在哪里能够使用 NYC CARE?

NYC Care 提供仅位于 NYC Health + Hospitals 机构的服务提供者网络。您的卡上列出了在这些场所获得服务的费用。

如果您在网络外或纽约市以外的服务提供者那里接受紧急护理、住院或就诊，您可能会收到更高的账单。

如欲获得您能够使用 NYC Care 的 NYC Health + Hospitals 位置的列表，请致电 NYC Care 联络中心，或者访问 nyccare.nyc

重要说明：有资格参保 Medicaid、Medicare、Essential Plan 或可通过平价医疗法案 (ACA) 获得的 Qualified Health Plan (QHP) 的人员应参保提供给他们的保险计划。

如果您现在有健康保险，请不要放弃该保险。保险提供更多选择和选项来满足您的医疗保健需求。

参与费用是多少

由于 NYC Care 不是健康保险，因此没有会员费、月费或保费。您获得医疗保健的费用取决于每项服务的浮动费用（参见第 28 页）。

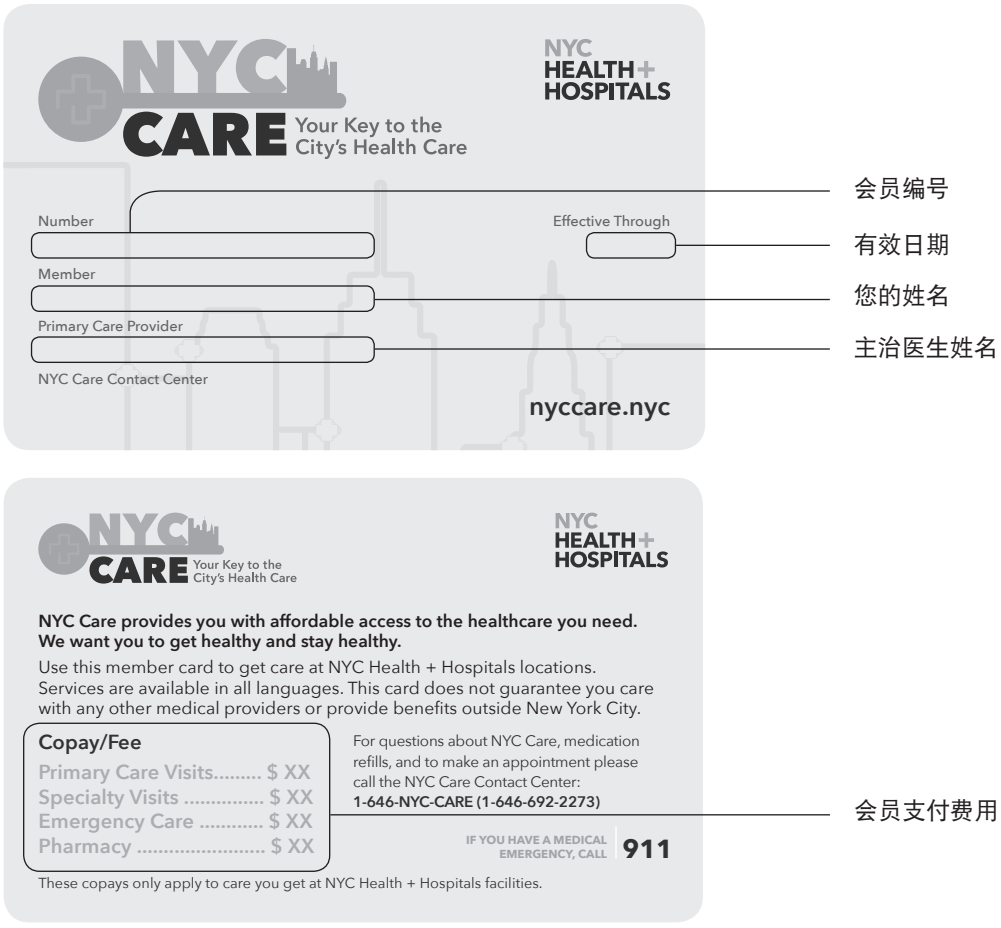
如何续延会员资格

在 NYC Care 下，NYC Health + Hospitals 的一名财务顾问每 12 个月会对您进行一次筛查。此筛查结果会显示您是否有资格参加保险。如果没有，此财务顾问将帮助您续延 NYC Care 会员资格。

您的会员卡

我们会将会员卡邮寄给您。始终携带此卡，尤其是在以下情况时：

- 去看您的主治医生
- 在 NYC Health + Hospitals 机构获得任何医疗保健服务



上列的卡片为 NYC Care 会员卡正面和背面的示例。

您的卡仅供您个人使用，其显示您医疗保健服务的自付费用。

如何更换会员卡

如果您丢失了会员卡，请致电 1-646-NYC-CARE (1-646-692-2273)，联系 NYC Care 联络中心订制新会员卡。客户服务部 24/7 全天候为您提供服务。

您的主治医生

您的主治医生将协调您的医疗保健，并将您与所需的其他服务联系起来。您的服务提供者可以是医生、执业护士，也可以是医生助理。他们最重要的工作是帮助您避免生病。这称为预防性护理（例如常规健康筛查和疫苗接种）。定期获得此类护理会减少需要紧急护理的可能性。

如何选择主治医生

为获得最佳预防性护理，NYC Care 鼓励您选择您能够信任的主治医生。这将使您更容易分享您的医疗和生活方式信息。你们将进行合作，以便开始或继续某个保持健康的日常活动，包括饮食、体重控制和锻炼。

在您参加时，NYC Care 联络中心帮助您选择了主治医生。如果您尚未选择或者想要更换主治医生，则可致电 NYC Care 联络中心。您对自己的选择感到满意非常重要。

您的医疗保健服务

作为 NYC Care 的会员，您能够获得许多医疗保健服务。您的主治医生将帮助协调这些服务，包括药品。除妇女保健外，所有专科服务（例如心脏病科或足科）都需要来自您主治医生的转介。

可提供给您的一些医疗保健服务为：

初级和预防性护理

您的主治医生会治疗常规病情，例如高血压和疼痛。他们可进行常规疫苗接种和筛查，例如乳房 X 光检查和结肠镜检查。他们还检查并帮助您控制慢性病。

您的主治医生领导您的医疗保健团队。该团队可能包括护士、医疗助理、社工、药剂师、营养师和一般助理。他们都可帮助您要求转诊或进行预约。

一般而言，如果您很健康，您只需每年看一次您的主治医生。（慢性病患者需要就诊的次数较多。）

但无论何时您有健康问题，都可到您的主治医生那里就诊。对于紧急服务，NYC Care 联络中心可 24/7 全天候进行当天预约。

专科护理

您的主治医生与专家密切合作，并且可帮助您确定是否需要他们的服务。专科护理服务的示例为：

- 心脏病科
- 风湿病科
- 骨科
- 足科
- 肥胖病科
- 消化内科
- 普外科
- 耳鼻喉科 (ENT)
- 精神病科

行为健康和物质使用

除您的身体健康外，NYC Care 还知道心理和行为健康也很重要。如果您正在长期经历悲伤、压力、做噩梦或焦虑，或者如果您正在吸烟、酗酒或吸食其他毒品，您的主治医生将随时为您提供支持。您的服务提供者可将您转介给合适的心理和行为健康专家，例如社工、治疗师或精神科医生。

妇女保健

NYC Care 会员可获得妇女保健服务，例如妇产科、家庭计划、性传播感染检查等。

重要说明

您无需来自主治医生的转介便可与妇女保健提供者预约。

药品

NYC Care 会员可 24/7 全天候获得低成本处方药和药房服务。请记得阅读有关药品的信息，以了解何时服用以及如何服用此药品。

您可以获得某些药品的补充药品。要求补充药品的方法有三种：

1. 请前往任何 NYC Health + Hospitals 机构的药房，并要求他们致电您的主治医生。
2. 如果您有 MyChart 帐户，请登录并要求提供补充药品。
3. 请致电 NYC Care 联络中心，电话为 1-646-NYC-CARE (1-646-692-2273)。

视力

我们的眼科医生可检查您的眼睛，并为您提供眼镜处方。请取得您主治医生的转介。

支持服务

您的居住场所和生活方式可能影响您的身体、心理和行为健康。NYC Care 了解这一点，因此提供支持服务。您医疗保健团队中的社工可帮您联系上免费的住房、法律、财务、食品和营养方面的协助资源。与您的主治医生谈论 NYC Care 提供的社会支持。

未涉及的医疗保健服务

NYC Care 不涉及以下服务，但您可以在 NYC Health + Hospitals 获得这些服务：

- 整容手术 – 除非您出于医疗原因而需要进行这些手术
- 牙科服务 – NYC Care 会员和其他无保险患者可通过 NYC H+H Options 获得（那是使人们能够负担得起医疗保健服务费用的免费或折扣付款计划）
- 专业护理或长期急症护理
- 紧急护理和住院 – Emergency Medicaid 可能承保这些服务

如何获得并管理您的护理

如何进行预约

当您参加时，NYC Care 联络中心应已预订了您的第一次初级护理访诊。此预约应在参加后两周内。

如果您尚未进行第一次初级护理预约，请致电 24 小时 NYC Care 联络中心，电话为 1-646-NYC-CARE (1-646-692-2273)。常规访诊没有无预约便可看诊的时段，因此您需要预约才能看您的服务提供者。如果您需要紧急预约，NYC Care 联络中心可以提供帮助。

重要说明

如果您需要更改或取消预约，请尽快致电 NYC Care 联络中心。如此另一位患者可预约此时段。

您可以致电 NYC Care 联络中心或访问 MyChart（见下页），与您的主治医生、妇女保健提供者或转介的专家进行所有预约。

预约时，请提供：

- 您的姓名
- 您主治医生的姓名
- 您的 NYC Care 会员编号，其位于会员卡正面

赴 NYC Care 约诊时，请始终携带您的会员卡。

关于 MyChart 在线

MyChart 是一个易于使用且安全的免费工具，您可以利用该工具随时在线查看和管理您的健康信息。通过 MyChart 移动应用程序或网站访问您的病历门户网站，以便：

+ 要求与您的主治医生、妇女保健提供者和转介的专家进行预约
+ 获得补充药品
+ 查看您的实验室结果和访诊记录
+ 向您的主治医生和医疗保健团队发送讯息
+ 服务提供者还可以发送有关您医疗保健的讯息，从而节省您的时间和金钱，因为您不必亲自前来

要设置您的 MyChart 帐户，您有两种选择：

1. 告诉您医疗保健团队的成员。然后，您将在电子邮件中收到创建帐户的邀请。
2. 在 mychart.nychealthandhospitals.org 上注册

MyChart 是一种为您提供方便的工具，其采用英语、西班牙语和法语。您不必使用 MyChart 也可参与 NYC Care。

为您的第一次约诊做好准备

为获得最佳护理，您的主治医生需要了解您的病史和健康目标。

请在您第一次约诊时带上：

+ 您的所有处方药和非处方药（如药丸、注射剂、吸入剂、草药、营养补充品等）
+ 填好的成人初步病史表（随附在包含您会员卡的邮件中）
+ 病历（尤其是疫苗接种记录、结肠镜检查或乳房 X 光检查报告，以及子宫颈抹片检查结果等）
+ 预先指示或医疗护理委托书
+ 有关您健康或药品的问题

账单和费用

根据您的家庭人数和收入以折扣价提供 NYC Care 医疗保健服务。NYC Care 会员卡的背面或下一页的图表中列出了常见服务的费用。

如果您的家庭收入大于该图表中相应家庭人数的限额，那么您的账单将按照所获得的护理的自付费率开立。可能有不同的付款计划。

如何付款

NYC Care 鼓励您在获得医疗保健服务时就支付费用。您可以使用现金、信用卡或借记卡付款。如果您无法当场付款，NYC Care 会将账单邮寄到您家。

如果您收到账单但无法付款，请致电 NYC Care 联络中心，讨论您的选择。

重要说明：当您参加 NYC Care 时，基于您家庭人数和收入而给的折扣可能适用于先前的 NYC Health + Hospitals 账单。

政策与程序

患者的权利法案

作为纽约州医院的患者，根据法律，您有权：

1. 了解并使用这些权利。如果由于任何原因您不了解或者需要帮助，医院必须提供帮助，包括提供口译员。
2. 接受治疗并且不会因种族、肤色、宗教、性别、性别认同、国籍、残障、性取向、年龄或支付来源而受到歧视。
3. 在干净、安全且没有不必要约束的环境中接受体贴周到且给予尊重的护理。
4. 如果需要，接受紧急护理。
5. 知道将在医院负责您护理的医生的姓名和职位。
6. 知道参与您护理的任何医院工作人员的姓名、职位和职能，并能拒绝他们的治疗、检查或观察。
7. 指定将包含在您出院计划中并提供出院后护理信息或指导的照护人员。
8. 获得有关您诊断、治疗和预后的完整信息。
9. 获得您对任何建议的程序或治疗提供知情同意所需的所有信息。这些信息应包括程序或治疗的可能风险和益处。

您获得护理的费用

第 1 步
查找您的家庭人数（请包括与您同住的所有成人和儿童）。

第 2 步
查找您家庭收入（您一年内的收入）所在水平。

第 3 步
沿着该栏下移至图表下半部来了解根据您的家庭人数和收入您应支付的费用，如诊所就诊、急诊室就诊、住院等。

联邦贫困水平 (FPL)	100% FPL	101 - 125% FPL		126 - 150% FPL		151 - 200% FPL		201 - 250% FPL		251 - 300% FPL		301 - 350% FPL		351 - 500% FPL	
家庭人数	少于	多于	少于	多于	少于	多于	少于	多于	少于	多于	少于	多于	少于	多于	少于
1	$12,490	$12,491	$15,613	$15,614	$18,735	$18,736	$24,980	$24,981	$31,225	$31,226	$37,470	$37,471	$43,715	$43,716	$62,450
2	$16,910	$16,911	$21,138	$21,139	$25,365	$25,366	$33,820	$33,821	$42,275	$42,276	$50,730	$50,731	$59,185	$59,186	$84,550
3	$21,330	$21,331	$26,663	$26,664	$31,995	$31,996	$42,660	$42,661	$53,325	$53,326	$63,990	$63,991	$74,655	$74,656	$106,650
4	$25,750	$25,751	$32,188	$32,189	$38,625	$38,626	$51,500	$51,501	$64,375	$64,376	$77,250	$77,251	$90,125	$90,126	$128,750
5	$30,170	$30,171	$37,713	$37,714	$45,255	$45,256	$60,340	$60,341	$75,425	$75,426	$90,510	$90,511	$105,595	$105,596	$150,850
6	$34,590	$34,591	$43,238	$43,239	$51,885	$51,886	$69,180	$69,181	$86,475	$86,476	$103,770	$103,771	$121,065	$121,066	$172,950
7	$39,010	$39,011	$48,763	$48,764	$58,515	$58,516	$78,020	$78,021	$97,525	$97,526	$117,030	$117,031	$136,535	$136,536	$195,050
针对成人的诊所就诊	$0	$2		$3		$20		$30		$40		$50		$50	
针对儿童或孕妇的诊所就诊	$0	$0		$0		$20		$30		$40		$50		$50	
行为健康诊所就诊	$0	$0		$0		$15		$30		$40		$50		$50	
针对成人的急诊室就诊	$0	$3		$3		$75		$80		$100		$120		$120	
针对儿童或孕妇的急诊室就诊	$0	$0		$0		$75		$80		$100		$120		$120	
处方药（单个处方费用）	$2	$2		$2		$6		$10		$14		$18		$18	
门诊手术或核磁共振成像 (MRI) 检查	$0	$15		$25		$150		$300		$450		$550		$650	
住院*	$0	$25		$25		$150		$400		$900		$1500		$1500	
共付额和扣除额	$0	$0		$0		$0		$10		$12		$18		$22	

对于家庭收入超过上列金额的患者，将根据 NYC Health + Hospitals 自付费率收取费用。
*如果存款超过 $8,000，可能会收取额外费用

10. 获得您对不施行心肺复苏术的指示给予知情同意所需的所有信息。如果您病情过重而无法给予此知情同意，您还有权指定一个人给予此同意。如果您想了解更多信息，请索要一份"作出有关医疗保健的决定 – 患者和家属指南"宣传册。
11. 拒绝治疗，并被告知这可能对您的健康有什么影响。
12. 拒绝参与研究。在决定是否参加时，您有权获得完整解释。
13. 在医院时保护隐私，以及要求对有关您护理的所有信息和记录保密。
14. 参与有关您治疗和出院的所有决定。医院必须向您提供书面出院计划和以及有关您如何能够对出院提出上诉的书面说明。
15. 免费查看您的病历，以及获得您病历的副本，医院可能对此收取合理的费用。您不会仅仅因为您无力支付费用而被拒绝。
16. 获得明细账单和所有费用的说明。
17. 查看医院对物品和服务的标准收费清单以及医院参与的健康计划。
18. 通过独立纠纷解决流程对意外账单提出质疑。
19. 对您正在接受的护理和服务提出投诉且不必担心遭到报复，并让医院对您作出答复（如果您提出要求，则提供书面答复）。如果您对医院的答复不满意，您可以向纽约州卫生部投诉。医院必须为您提供州卫生部的电话号码。
20. 根据您接受访客的能力，您可以授权那些家庭成员和其他成人优先访问的顺序。
21. 向外告知您器官捐赠的愿望。16 岁或以上人员可通过在纽约州人体器官捐赠登记处登记，或者以多种方式（例如医疗护理委托书、遗嘱、器官捐赠卡或其他签名文件）书面记录他们对器官和/或组织捐赠的授权，证明他们同意在死亡时捐献器官、眼睛和/或组织。可从医院获得医疗护理委托书。

公共卫生法 (PHL) 2803 (1)(g) 患者权利，10NYCRR，405.7，405.7(a)(1)，405.7(c)

此外，NYC Health + Hospitals 还致力于遵守纽约市人权法，该法律规定，根据实际或感知性别（包括人的“性别认同、自我形象、外表、行为或表达”）而进行歧视是非法的，无论这是否不同于“传统上与出生时分配给此人的法律性别相符合的各种层面”。

纽约市行政法典第 8 条款

如何向 NYC Care 提交反馈

我们希望您愉快、安全地到 NYC Health + Hospitals 机构就诊。NYC Care 很高兴有机会为您排忧解难。请致电 NYC Care 联络中心或访问我们的网站：
nychealthandhospitals.org/patient-guest-relations

信息保密

我们将根据法律对有关您护理和治疗的所有信息均保密。有关我们患者保密和隐私声明的更多信息，请访问我们网站：
nychealthandhospitals.org/patient-privacy-notice

关于 NYC HEALTH + HOSPITALS

- NYC Health + Hospitals 是美国最大的公共医疗保健系统。我们每年在纽约市五个行政区的 70 多个地点为 100 多万纽约人提供基本的住院、门诊和居家护理服务。
- 我们的 11 家急症护理医院提供顶级的创伤护理、数十种住院专科和心理健康服务，从而通过面向儿童和成人的强大强大的、以医院为基础的初级护理服务网络，使社区保持健康。我们医院因高质量且具有文化响应性的护理而赢得了众多特殊称谓，其中包括 LGBTQ Healthcare Equity Leader (LGBTQ享有平等医疗保健的领头者)、Baby Friendly (婴儿友好环境)、 Safe Sleep (儿童睡眠安全措施)，并且在 U.S. News and World Report 的排名中跻身前列。
- 我们多元化的员工队伍专注于让纽约人无一例外都能够过上尽可能最健康的生活。

NYC HEALTH + HOSPITALS 的使命和价值观

NYC Health + Hospitals 致力于提供卓越的医疗保健服务。我们的服务提供者团结一致，共同为所有纽约人提供全面、个人化的护理。

使命

NYC Health + Hospitals 的使命是毫无例外地为所有人提供富有同情心、带有尊严和尊重的高质量医疗保健服务。

愿景

NYC Health + Hospitals 的愿景是成为一个使纽约人能够过上最健康生活的综合医疗健保系统。

我们的价值观

NYC Health + Hospitals 已为所有员工制定了 ICARE 标准。该标准将帮助我们为正在接受我们护理的患者提供更好的体验，并将提高员工更积极参与组织使命和愿景的意识。

诚信 (Integrity)。让每个人都保持安全
同情 (Compassion)。患者至上
勇于承担 (Accountability)。管理资源
尊重 (Respect)。团结一致
卓越 (Excellence)。追求卓越。不断学习