UNLOCK HEALTH CARE IN NYC

NYC CARE Member Handbook

English page 1
繁體中文 第 17 頁

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).

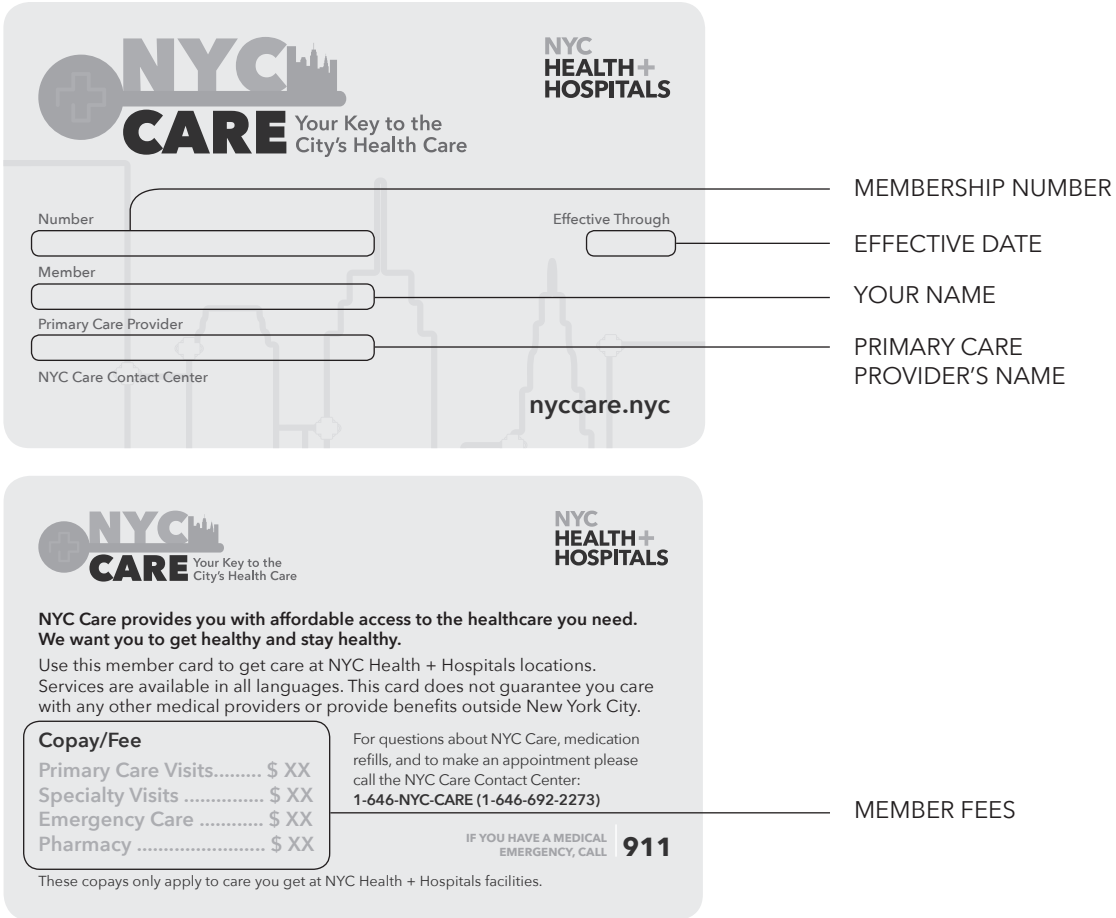
How to renew your membership

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

解鎖紐約市的醫療保健

NYC CARE 會員手冊

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NYC HEALTH+ HOSPITALS | NYC CARE

NYC HEALTH+ HOSPITALS | NYC CARE

紐約同胞們：

在我們城市中，我們認為醫療保健是一項人權。現在，我們正在將我們的價值觀付諸實踐。 感謝 NYC Care 和在 NYC Health + Hospitals 努力工作的專業人士，現在每一位紐約人，無論出生在哪裡，無論富貴還是貧窮，我們保證他們都能夠獲得高品質、負擔得起的醫療保健。「您」也包括在內。

有了 NYC Care，您將擁有自己認識的常規醫生，並將從該醫生那裡獲得醫療保健。您將獲得所需的各種服務，包括婦產科護理、兒科護理和精神健康護理。您將有能力保持健康並及早有效地處理任何健康問題。所有服務都將以您能承受的價格提供。

本手冊描述您作為 NYC Care 會員可獲得的各項福利和服務。需要更多資訊，請隨時致電 1-646-NYC-CARE，或者瀏覽我們網站 nyccare.nyc。

我們傳達的訊息很簡單：取得您的 NYC Care 卡並與您的新醫生預約看診。別拖延。在您需要時獲得您所需的醫療保健。這是您作為紐約人的權利！

Mitchell Katz 醫生
總裁兼執行長 (CEO)
NYC Health + Hospitals

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關於本手冊

本手冊是您的 NYC Care 指南。在本手冊中，您將找到有關您會員資格以及該計劃如何運作的有用資訊。請先閱讀本手冊，然後再與您的主治醫生進行第一次約診。

NYC CARE 簡介

NYC Care 是獲得本市醫療保健的關鍵之鑰，該計劃可確保沒有資格獲得健康保險或無法負擔健康保險的紐約人獲得 NYC Health + Hospitals 提供給他們的醫療服務。

NYC Care 可使您獲得常規預防性護理，從而協助您保持健康。透過該計劃，您能夠：

- 選擇一名主治醫生，該醫生將瞭解清楚您的病史和健康目標。您不必等到生病了才獲得護理。
- 獲得個人的會員卡可使您獲得醫療保健。您的卡片會顯示您應為服務支付的費用。
- 當您需要協助時，24/7 全天候均可致電我們的 NYC Care 聯絡中心。在緊急情況下，您應致電 911。
- 24/7 全天候均可獲得低成本處方藥，包括在非工作時間領取常規補充藥。在需要時您還可以在隔天獲得補充藥品。

我在哪裡能夠使用 NYC CARE？

NYC Care 提供僅位於 NYC Health + Hospitals 機構的服務提供者網絡。您的卡上列出了在這些場所獲得服務的費用。

如果您在網絡外或紐約市以外的服務提供者那裡接受緊急護理、住院或就診，您可能會收到更高的帳單。

如欲獲得您能夠使用NYC Care 的 NYC Health + Hospitals 位置的清單，請致電 NYC Care 聯絡中心，或者瀏覽 nyccare.nyc

重要說明：有資格參保 Medicaid、Medicare、Essential Plan 或可透過平價醫療法案 (ACA) 獲得的 Qualified Health Plan (QHP) 的人員應參保提供給他們的保險計劃。

如果您現在有健康保險，請勿放棄該保險。保險會提供更多選擇和選項來滿足您的醫療保健需求。

參與費用是多少

由於 NYC Care 不是健康保險，因此沒有會員費、月費或保費。您獲得醫療保健的費用取決於每項服務的浮動費用（參見第 28 頁）。

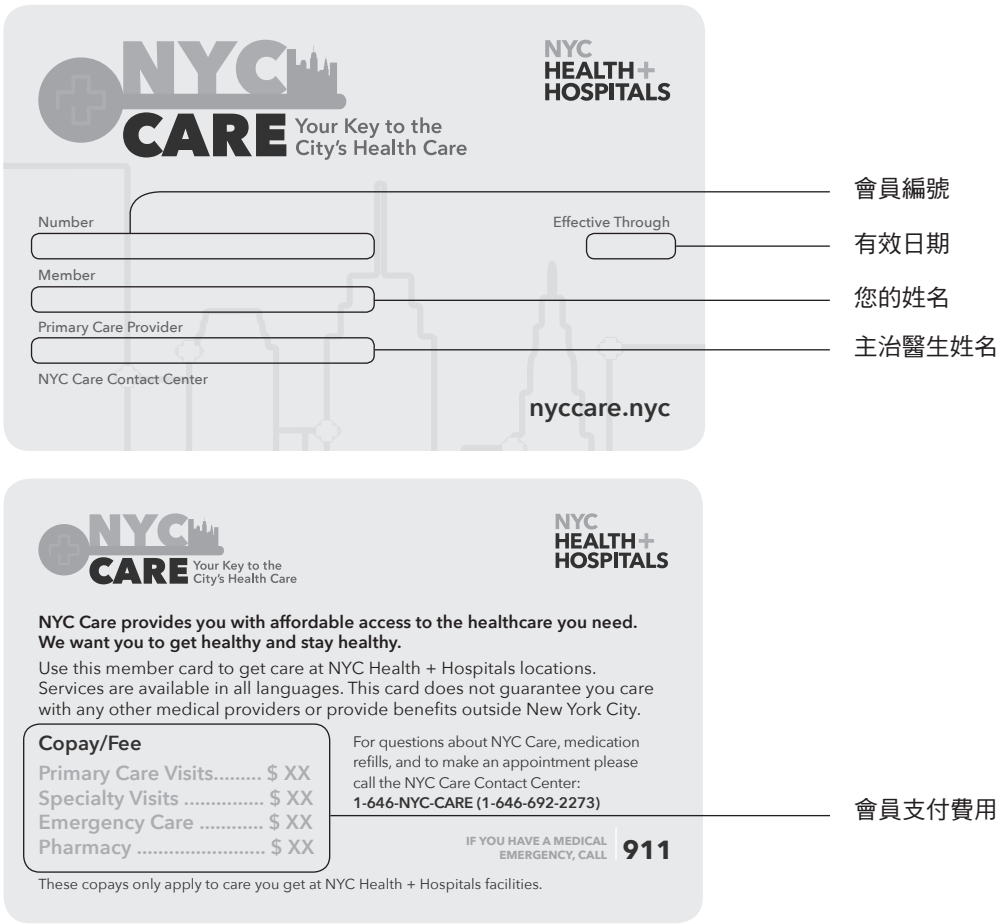
如何續延會員資格

在 NYC Care 下，NYC Health + Hospitals 的一名財務顧問每 12 個月會對您進行一次審查。審查結果會顯示您是否有資格參加保險。如果沒有，此財務顧問將協助您續延 NYC Care 會員資格。

您的會員卡

我們會將會員卡郵寄給您。要一直隨身攜帶卡片，尤其是在以下情況時：

- 去看您的主治醫生
- 在 NYC Health + Hospitals 機構獲得任何醫療保健服務



上列卡片為 NYC Care 會員卡正面和背面的範例。

您的卡僅供您個人使用，上有您醫療保健服務的自付費用。

如何更換會員卡

如果您遺失了會員卡，請致電 1-646-NYC-CARE (1-646-692-2273)，聯絡 NYC Care 聯絡中心訂製新會員卡。客戶服務部 24/7 全天候為您提供服務。

您的主治醫生

您的主治醫生將協調您的醫療保健，並連結其他有需要的服務。您的服務提供者可以是醫生、執業護士，也可以是醫生助理。他們最重要的工作是協助您避免生病。這稱為預防性護理（例如常規健康檢查和疫苗接種）。定期獲得此類護理會減少需要緊急護理的可能性。

如何選擇主治醫生

為獲得最佳預防性護理，NYC Care 鼓勵您選擇您能夠信任的主治醫生。這樣您更能放心分享您的醫療和生活方式資訊。你們會一起開始或繼續某個保持健康的例行活動，包括飲食、體重控制和運動。

在您參加時，NYC Care 聯絡中心協助您選擇了主治醫生。如果您尚未選擇或者想要更換主治醫生，則可致電 NYC Care 聯絡中心。您對自己的選擇感到滿意非常重要。

您的醫療保健服務

作為 NYC Care 的會員，您能夠獲得許多醫療保健服務。您的主治醫生將幫您協調這些服務，包括藥品。除婦女保健外，所有專科服務（例如心臟病科或足科）都需要來自您主治醫生的轉介。

可提供給您的一些醫療保健服務為：

初級和預防性護理

您的主治醫生會治療一般病情，例如高血壓和疼痛。他們可進行例行疫苗接種和篩查，例如乳房 X 光檢查和結腸鏡檢查。他們還檢查並協助您控制慢性病。

您的主治醫生領導您的醫療保健團隊。該團隊可能包括護士、醫療助理、社工、藥劑師、營養師和一般助理。他們都可協助您要求轉診或進行預約。

一般而言，如果您很健康，您只需每年看一次您的主治醫生。（慢性病病患需要就診的次數較多。）

但無論何時您有健康問題，都可到您的主治醫生那裡就診。如需緊急服務，NYC Care 聯絡中心可 24/7 全天候進行當天預約。

專科護理

您的主治醫生與專家密切合作，並且可協助您確定是否需要他們的服務。專科護理服務的範例為：

- 心臟病科
- 風濕病科
- 骨科
- 足科
- 肥胖病科
- 消化內科
- 一般外科
- 耳鼻喉科 (ENT)
- 精神科

行為健康和物質使用

除您的身體健康外，NYC Care 還知道心理和行為健康也很重要。如果您正經歷長期的悲傷、壓力、做噩夢或焦慮，或者如果您正在吸煙、酗酒或吸食其他毒品，您的主治醫生將隨時為您提供支援。您的服務提供者可將您轉介給合適的心理和行為健康專家，例如社工、治療師或精神科醫生。

婦女保健

NYC Care 會員可獲得婦女保健服務，例如婦產科、家庭計劃、性傳播感染檢查等。

重要說明

您無需來自主治醫生的轉介便可與婦女保健提供者約診。

藥品

NYC Care 會員可 24/7 全天候獲得低成本處方藥和藥房服務。請記得要閱讀有關藥品的資訊，以瞭解何時服用以及如何服用此藥品。

您可以獲得某些藥品的補充藥品。要求補充藥品的方法有三種：

1. 請前往任何 NYC Health + Hospitals 機構的藥房，並要求他們致電您的主治醫生。
2. 如果您有 MyChart 帳戶，請登入並要求提供補充藥品。
3. 請致電 NYC Care 聯絡中心，電話為 1-646-NYC-CARE (1-646-692-2273)。

視力

我們的眼科醫生可檢查您的眼睛，並為您提供配鏡處方。請取得您主治醫生的轉介。

支援服務

您的居住場所和生活方式可能影響您的身體、心理和行為健康。NYC Care 瞭解這一點，因此提供支援服務。您醫療保健團隊中的社工可為您接洽免費的住房、法律、財務、食品和營養方面的協助。與您的主治醫生談論 NYC Care 提供的社會支援。

未涵蓋的醫療保健服務

NYC Care 不涵蓋以下服務，但您可能可以在 NYC Health + Hospitals 獲得這些服務：

+ 整容手術 – 除非您出於醫療原因而需要進行這些手術

牙科服務 – NYC Care 會員和其他無保險病患可透過 NYC H+H Options 獲得（該計畫旨在使醫療保健服務成為可負擔得起的免費或折扣付款計畫）。

+ 專業護理或長期急症護理
+ 緊急護理和住院 – Emergency Medicaid 可能承保這些服務



如何獲得並管理您的護理

如何進行預約

當您參加時，NYC Care 聯絡中心應已預訂了您的第一次初級護理約診。約診時間應在參加後兩週內。

如果您尚未進行第一次初級護理約診，請致電 24 小時 NYC Care 聯絡中心，電話為 1-646-NYC-CARE (1-646-692-2273)。例行約診沒有免預約隨到隨診的時段，因此您需要預約才能看您的服務提供者。如果您需要緊急預約，NYC Care 聯絡中心可以提供協助。

重要說明

如果您需要變更或取消預約，請儘快致電 NYC Care 聯絡中心。如此其他病患便可預約這個時段。

您可以致電 NYC Care 聯絡中心或瀏覽 MyChart（見下頁），與您的主治醫生、婦女保健提供者或轉介的專家進行所有預約。

預約時，請提供：

+ 您的姓名
+ 您主治醫生的姓名
+ 您的 NYC Care 會員編號，其位於會員卡正面

赴 NYC Care 的約診時，無論何時均請攜帶您的會員卡。

MyChart 線上相關資訊

MyChart 是一個易於使用且安全的免費工具，您可以利用該工具隨時線上檢視和管理您的健康資訊。透過 MyChart 手機應用程式或網站瀏覽您的病歷入口網站，以便：

- 要求與您的主治醫生、婦女保健提供者和轉介的專家進行預約
- 獲得補充藥品
- 檢視您的實驗室結果和就診記錄
- 向您的主治醫生和醫療保健團隊傳送訊息
- 服務提供者還可以傳送有關您醫療保健的訊息，從而節省您的時間和金錢，因為您不必親自前來

要設定您的 MyChart 帳戶，您有兩種選擇：

1. 告訴您醫療保健團隊的成員。然後，您將在電子郵件中收到建立帳戶的邀請。
2. 在 mychart.nychealthandhospitals.org 上註冊

MyChart 是一種為您提供方便的工具，其採用英語、西班牙語和法語。不使用 MyChart 也能參與 NYC Care。

為您的第一次約診做好準備

為獲得最佳護理，您的主治醫生需要瞭解您的病史和健康目標。

請在您第一次約診時帶上：

- 您的所有處方藥和非處方藥（如藥丸、注射劑、吸入劑、草藥、營養補充品等）
- 填好的成人初步病史表（隨附在包含您會員卡的郵件中）
- 病歷（尤其是疫苗接種記錄、結腸鏡檢查或乳房 X 光檢查報告，以及子宮頸抹片檢查結果等）
- 預立醫療指示或醫療護理委託書
- 有關您健康或藥品的問題

帳單和費用

根據您的家庭人數和收入以折扣價提供 NYC Care 醫療保健服務。NYC Care 會員卡的背面或下一頁的圖表中列出了常見服務的費用。

如果您的家庭收入大於該圖表所列的相應家庭人數的限額，那麼您的帳單將根據所獲得護理的自付費率來開立。可能有不同的付款計劃。

如何付款

NYC Care 鼓勵您在獲得醫療保健服務時就支付費用。您可以使用現金、信用卡或簽帳卡付款。如果您無法當場付款，NYC Care 會將帳單郵寄到您家。

如果您收到帳單但無法付款，請致電 NYC Care 聯絡中心，討論您的選擇。

重要說明：當您參加 NYC Care 時，基於您家庭人數和收入而給的折扣可能可以適用於先前的 NYC Health + Hospitals 帳單。

政策與程序

病患的權利法案

作為紐約州醫院的病患，根據法律，您有權：

1. 瞭解並使用這些權利。如果由於任何原因您不瞭解或者需要協助，醫院必須提供協助，包括提供口譯員。
2. 接受治療並且不會因種族、膚色、宗教、性別、性別認同、國籍、殘障、性取向、年齡或付款來源而受到歧視。
3. 在乾淨、安全且沒有不必要限制的環境中接受體貼周到且給予尊重的護理。
4. 如果需要，接受緊急護理。
5. 知道將在醫院負責您護理的醫生的姓名和職位。
6. 知道參與您護理的任何醫院工作人員的姓名、職位和職能，並能拒絕他們的治療、檢查或觀察。
7. 指定將包含在您出院計劃中並提供出院後護理資訊或指導的照護人員。
8. 獲得有關您診斷、治療和預後的完整資訊。
9. 獲得您對任何建議的程序或治療給予知情同意所需的所有資訊。這些資訊應包括程序或治療的可能風險和益處。

您獲得護理的費用

第 1 步
尋找您的家庭人數（請包括與您同住的所有成人和兒童）。

第 2 步
尋找您家庭收入（您一年內的收入）的所屬級別

第 3 步
在所屬該欄中下移至圖表下半部來查閱依家庭人數與收入而可預期應支付的服務費用，如診所就診、急診室就診、住院等等。

聯邦貧困水準 (FPL)	100% FPL	101 - 125% FPL		126 - 150% FPL		151 - 200% FPL		201 - 250% FPL		251 - 300% FPL		301 - 350% FPL		351 - 500% FPL	
家庭人數	少於	多於	少於	多於	少於	多於	少於	多於	少於	多於	少於	多於	少於	多於	少於
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
針對成人的診所就診	$0	$2		$3		$20		$30		$40		$50		$50	
針對兒童或孕婦的診所就診	$0	$0		$0		$20		$30		$40		$50		$50	
行為健康診所就診	$0	$0		$0		$15		$30		$40		$50		$50	
針對成人的急診室就診	$0	$3		$3		$75		$80		$100		$120		$120	
針對兒童或孕婦的急診室就診	$0	$0		$0		$75		$80		$100		$120		$120	
處方藥（單個處方費用）	$2	$2		$2		$6		$10		$14		$18		$18	
門診手術或核磁共振造影 (MRI) 檢查	$0	$15		$25		$150		$300		$450		$550		$650	
住院*	$0	$25		$25		$150		$400		$900		$1500		$1500	
共付額和扣除額	$0	$0		$0		$0		$10		$12		$18		$22	

家庭收入超過上列數額的病患，將根據 NYC Health + Hospitals 自付費率收取費用。
*如果存款超過 $8,000，可能會收取額外費用

10. 獲得您對不施行心肺復甦術的指示給予知情同意所需的所有資訊。如果您病情過重而無法給予此知情同意，您還有權指定一個人來給予此同意。如果您想瞭解更多資訊，請索取一份「作出有關醫療保健的決定 – 病患和家屬指南」宣傳冊。
11. 拒絕治療，並被告知這可能對您的健康有什麼影響。
12. 拒絕參與研究。在決定是否參加時，您有權獲得完整解釋。
13. 在醫院時保有隱私，以及要求對有關您護理的所有資訊和記錄保密。
14. 參與有關您治療和出院的所有決定。醫院必須向您提供書面出院計劃和以及有關您如何能夠對出院提出上訴的書面說明。
15. 免費檢視您的病歷，以及獲得您病歷的副本，醫院可能對此收取合理的費用。不能僅僅因為您無力支付費用而拒絕您。
16. 獲得明細帳單和所有費用的說明。
17. 檢視醫院對物品和服務的標準收費清單以及醫院參與的健康計劃。
18. 透過獨立糾紛解決流程對意外帳單提出質疑。
19. 對您正在接受的護理和服務提出投訴且不必擔心遭到報復，並讓醫院對您作出答覆（如果您提出要求，則提供書面答覆）。如果您對醫院的答覆不滿意，您可以向紐約州衛生部投訴。醫院必須為您提供州衛生部的電話號碼。
20. 根據您接受訪客的能力，您可以授權那些家庭成員和其他成人優先造訪的順序。
21. 向外告知您器官捐贈的願望。16 歲或以上人員可透過在紐約州人體器官捐贈登記處登記，或者以多種方式（例如醫療護理委託書、遺囑、器官捐贈卡或其他簽名文件）書面記錄他們對器官和/或組織捐贈的授權，證明他們同意在死亡時捐獻器官、眼睛和/或組織。可從醫院獲得醫療護理委託書。

公共衛生法 (PHL) 2803 (1)(g) 病患權利，10NYCRR，405.7，405.7(a)(1)，405.7(c)

此外，NYC Health + Hospitals 還致力於遵守紐約市人權法，該法律規定，根據實際或感知性別（包括人的「性別認同、自我形象、外表、行為或表達」）而進行歧視是非法的，無論這是否不同於「傳統上與出生時分配給此人的法律性別相符合的各種層面」。

紐約市行政法典第 8 條款

如何向 NYC Care 提交反饋

我們希望您愉快、安全地到 NYC Health + Hospitals 機構就診。NYC Care 很高興有機會為您排憂解難。請致電 NYC Care 聯絡中心或瀏覽我們的網站：nychealthandhospitals.org/patient-guest-relations

資訊保密

我們將根據法律對有關您護理和治療的所有資訊均保密。有關我們病患保密和隱私權聲明的更多資訊，請瀏覽我們網站：nychealthandhospitals.org/patient-privacy-notice

NYC HEALTH + HOSPITALS 相關資訊

- NYC Health + Hospitals 是美國最大的公共醫療保健系統。我們每年在紐約市五個行政區的 70 多個地點為 100 多萬紐約人提供基本的住院、門診和居家護理服務。
- 我們的 11 家急症護理醫院提供頂級的創傷護理、數十種住院專科和心理健康服務，透過以醫院為基礎來設立、堅實的成人與兒童初級護理網絡，使社區保持健康。我們醫院因高品質且兼顧文化回應性的護理而贏得了眾多殊榮，其中包括 LGBTQ Healthcare Equity Leader (LGBTQ享有平等醫療保健的領頭者)、Baby Friendly (嬰兒親善環境)、Safe Sleep (兒童安全睡眠措施)，並且在 U.S. News and World Report 的排名中躋身前列。
- 我們的多元團隊專心致力於讓紐約人無一例外，均能盡力過最健康的生活。

NYC HEALTH + HOSPITALS 的使命和價值觀

NYC Health + Hospitals 致力於提供卓越的醫療保健服務。我們的服務提供者團結一致，共同為所有紐約人提供全面、個人化的護理。

使命

NYC Health + Hospitals 的使命是毫無例外地為所有人提供富有同情心、帶有尊嚴和尊重的高品質醫療保健服務。

願景

NYC Health + Hospitals 的願景是成為一個使紐約人能夠過上最健康生活的綜合醫療保健系統。

我們的價值觀

NYC Health + Hospitals 已為所有員工制訂了 ICARE 標準。該標準將協助我們為正在接受我們護理的病患提供更好的體驗，並將提高員工更積極參與組織使命和願景的意識。

誠信 (Integrity)。讓每個人都保持安全
同情 (Compassion)。病患至上
勇於承擔 (Accountability)。管理資源
尊重 (Respect)。團結一致
卓越 (Excellence)。追求卓越。不斷學習