



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

PATIENT HANDBOOK



The Health Center has been recognized as a Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA) since 2010.



WELCOME

Dear Patients:

Welcome to the Charles B. Wang Community Health Center! The mission of our Health Center is to provide high-quality and affordable health care to the underserved, with a focus on Asian Americans. As a patient-centered medical home, we are committed to providing high-quality primary care, accessible and affordable services, timely referrals to specialists, and other services. This patient handbook contains important information about the Health Center's services, hours of operation, after-hours coverage, and patients' rights and responsibilities. We hope the handbook will help you make the best use of our services.

Sincerely,

Kaushal Challa
Chief Executive Officer

Perry Pong, M.D.
Executive Vice President & Chief Medical Officer



*We Are Your Medical Home
We Care About You*

We Support and Care About You

- Understand your culture and social needs, as well as your family's.
- Treat you as a partner in your care and help you decide what care is best for you.
- Give you time to ask questions and answer them in a way you understand.
- Help you set health goals and reach them one step at a time.
- Teach you and your caregiver how to take care of your own health and conditions.
- Provide counseling when you need support and guidance.

Care Based on Your Needs

- Coordinate all primary, preventive, acute, specialty, and hospital care that you need.
- Help you find specialists, make appointments, and ensure that specialists have your medical record.
- Help you obtain your medical records from your other doctors.
- Use the latest knowledge, technology, and evidence-based practice to manage your care and track referrals and test results.

Your Care Team

- Physicians and nurse practitioner
- Nurses and medical assistants
- Nutritionists
- Mental health providers
- Health educators
- Social workers
- Care management specialists
- Patient services representatives

You Can Work Hand-in-Hand With Your Care Team

Take Care of Your Health

- You are the most important person in your health care decision making about your health conditions and take steps to stay healthy.
- Work with your care team to set goals, take actions, and share progress.
- Invite loved ones to be involved in your care plan and decision-making.

Be Open and Talk with Your Team

- Communicate with your care team. Let them know of any issues or questions about your care plan.
- Tell your team if you see other health professionals so they can coordinate better care for you.

We Are Here For You

- Convenient locations easily accessible by NYC transit.
- Languages spoken: English, Chinese (Mandarin, Cantonese, Shanghainese, Fuzhounese), Vietnamese, Korean, and Spanish. Translation service is available for other languages.
- Open 7 days a week with early morning and evening hours. Same-day appointments available.
- Medical care during office hours and medical advice from on-call providers after office hours.
- Access to your health information through our patient portal.

Your Rights And Responsibilities

Patient Bill of Rights

As a patient of the Health Center, you have certain rights. Some of these rights include the right to receive medical care for emergency medical conditions, the right to receive considerate and respectful care, and the right to the confidentiality of your medical records.

You will be given a copy of the Patient Bill of Rights during your initial visit, or you may request a copy from our patient service representative.

Health Insurance Portability and Accountability Act (HIPAA)

Your medical information is confidential. During your initial visit, you will be given a copy of the Notice of Privacy Practices. You have the right to approve or refuse the release of specific information, except when law requires the release.

If you prefer that we do not share information, we may honor your written request in certain circumstances. If you have any questions, please request to talk with our privacy officer.

Request for Medical Record Release

By law, we cannot release your medical record without your consent. You have the right to request the release of your medical record to you or a third party.

To release your medical record, fill out the "Medical Release" form at the reception desk. It may take up to 10 business days to process your request.

Parental Delegation

All patients under 18 years of age, except for those on confidential visits or emancipated minors, should be accompanied by their parent or legal guardian to their medical or dental visits. Their parent or guardian's authorization is required to release their medical record. For more information, please request to speak with our Health Information staff.

During the first visit, the parent or legal guardian must accompany the patient. They can designate other adults to come with the child in case the parent or legal guardian is not available for future visits.

Your Rights And Responsibilities

Authorization to Discuss

Patients may sign the “Authorization to Discuss Patient Health/ Dental Information” form to allow the Health Center to share health information with another person over the age of 18 (i.e., partner, spouse, sibling, etc.). This form does not allow that person to make medical decisions for the patient or request for medical records. Please discuss with your care team for more details.

Insurance and Payments

We accept most major health insurance plans, including Qualified Health Plans, Essential Plans, Medicare, and Medicaid.

If you do not have insurance, a Health Center staff can help you apply if you are eligible.

If you are not eligible for medical insurance, you still can receive high quality care at affordable cost. Your fees will be on a sliding fee scale based on your income and family size. Please ask our patient service representative for more information.

We will serve you regardless of your ability to pay.

Your Responsibility

In order to help us serve you better, please:

- Bring your insurance, immunization and appointment cards to each visit.
- If you are unable to come or you will be late for your appointment, please notify us at least 24 hours in advance to cancel or reschedule your appointment.

Patient Feedback

Your feedback is very important to us! At the Health Center, we are committed to providing the best care for you and your loved ones. You are encouraged to share any suggestion, concern, or compliment at the suggestion box located at the front desk or online at:

www.bitly.com/cbwchcsuggest

After-Hours Coverage

For Patients

Please contact us below for after-hours “urgent medical advice.”
For “an emergency,” call 911 immediately.

Department	Manhattan	37 th Ave Flushing	45 th Ave Flushing
Internal Medicine	(212) 379-6996 (212) 379-6998	(718) 886-1200	(929) 362-3006
Obstetrics & Gynecology (OB/GYN)	(212) 966-0228	(718) 886-1287	(929) 362-3006 Gynecology only
Pediatrics	(212) 226-3888	(718) 886-1222	(929) 362-3006
Dental	(212) 226-9339		
Mental Health	(212) 941-2213		

Other Services

Department	Manhattan	37 th Ave Flushing	45 th Ave Flushing
Social Work Services	(212) 226-1661	(718) 886-1212	(929) 362-3006
Health Insurance Enrollment	(212) 226-8339	(718) 886-7355	
Health Education	(212) 966-0461		
General Info Line	(212) 226-8339		

Patient Portal: <https://patientportal.cbwchc.org>

Website: www.cbwchc.org

Clinical Hours

Manhattan

268 Canal Street, New York, NY 10013	
Internal Medicine, Specialties (212) 379-6996 / (212) 379-6998	
Monday, Tuesday, Thursday, Friday	8:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Saturday, Sunday	9:00 a.m. – 6:00 p.m.
OB/GYN (212) 966-0228	
Monday, Tuesday, Thursday, Friday, Saturday, Sunday	9:00 a.m. – 5:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Mental Health (212) 941-2213	
Monday, Tuesday, Friday, Saturday	9:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	11:00 a.m. – 6:00 p.m.
*Sunday (Alternate schedule)	9:00 a.m. – 6:00 p.m.

125 Walker Street, 2/F, New York, NY 10013	
Pediatrics (212) 226-3888	
Monday, Tuesday, Thursday, Friday	9:00 a.m. – 7:00 p.m.
Wednesday	10:00 a.m. – 7:00 p.m.
Saturday, Sunday	9:00 a.m. – 6:00 p.m.
Dental (212) 226-9339	
Monday, Thursday, Friday	8:00 a.m. – 5:00 p.m.
Tuesday	8:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Saturday, Sunday	9:00 a.m. – 5:00 p.m.

Queens

136-26 37th Avenue, Flushing, NY 11354	
Internal Medicine (718) 886-1200	
Monday, Tuesday, Thursday, Friday	8:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 7:00 p.m.
Saturday, Sunday	9:00 a.m. – 6:00 p.m.
OB/GYN, Specialties (718) 886-1287	
Monday, Tuesday, Thursday, Friday, Saturday	9:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
*Sunday (Alternate schedule)	10:00 a.m. – 6:00 p.m.
Pediatrics (718) 886-1222	
Monday, Tuesday, Thursday, Friday, Saturday	9:00 a.m. – 6:00 p.m.
Wednesday, Sunday	10:00 a.m. – 6:00 p.m.
Mental Health (212) 941-2213	
Monday, Tuesday, Friday, Saturday	9:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	11:00 a.m. – 6:00 p.m.
*Sunday (Alternate schedule)	9:00 a.m. – 6:00 p.m.

137-43 45th Avenue, Flushing, NY 11355	
Internal Medicine, Pediatrics, Gynecology, Social Work Services (929) 362-3006	
Monday, Tuesday, Thursday, Friday, Saturday, Sunday	9:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Mental Health (212) 941-2213	
Monday, Tuesday, Friday	9:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	11:30 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.

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