

Access to Services

As your health care provider, we want to help you stay healthy.

Welcome to Care Alliance Health Center. We can be your medical home by providing screening tests to help you keep healthy, evaluating and treating urgent injuries and illnesses, and caring for chronic health problems. We provide physical exams, screenings for TB, HIV, STD's, and other conditions, flu and pneumonia shots, and educational opportunities. We can help you manage your diabetes, asthma, high blood pressure or other ongoing conditions, and will refer you to specialists if you need additional care. Our full service dental clinics at our St. Clair and Stokes locations can help you keep your teeth healthy and assist you when you have a dental problem. We also have a clinic for women and for individuals with HIV/AIDS, and our mental health and chemical dependency counselors are available to meet with you. You may participate in classes and support groups, and our Care Coordinators can link you with other services to help you stay healthy.

If you are sick, please call one of our clinics.

We have a limited number of same day appointments but cannot guarantee that you will be seen the same day.

St. Clair 216 781-6724 Stokes 216 923-5000 Riverview 216 619-5571

If you have a life threatening emergency, call 911 or go to the emergency room.

Please make every effort to see us during clinic hours. If you need to reach us for an **urgent** medical concern after we are closed, call **216 388-0354**.

Rights and Responsibilities

As a patient with Care Alliance you have the following rights and responsibilities.

You have the right to:

1. Be treated in a respectful, courteous and dignified manner in a clean and safe setting.
2. Privacy regarding your financial and personal health information.
3. Not to be discriminated against based on race, ethnicity, age, color, gender, sexual orientation, religion, disabilities or HIV infection including AIDS.
4. Have your medical condition explained to you until you are satisfied with the information provided.
5. Have your questions addressed by the Care Alliance staff in a timely manner.
6. Have your treatment choices explained to you to your satisfaction including a review of the benefits and the risks, including the most serious side effects and possible complications of treatment.
7. Accept or refuse any recommended treatment or therapy.
8. Know all the names and qualifications of the staff members caring for you.
9. Change providers upon request without consequence to you.
10. Raise concerns and complaints in a constructive and timely manner.
11. Be informed for the reason of termination of services.

You have the responsibility to:

1. Provide the staff with the most complete, honest information about your health now and in the past.
2. Ask questions about your medical condition and your recommended treatment until you are satisfied.
3. Report changes in your health condition to the Care Alliance staff in a timely manner.
4. Treat the staff and other patients of Care Alliance in a respectful manner without foul language and threats or violent behavior.
5. Provide accurate financial information and, when applicable, provide payment as requested.
6. Keep scheduled appointments or call to reschedule before the time of the appointment.
7. Update your address, phone number and emergency contact information whenever there is a change so we can contact you if necessary.