



Access to Services

Welcome to Care Alliance Health Center!

As your health care provider, we want to help you stay healthy. We can be your medical home by providing services that help keep you healthy and managing chronic health problems.

Primary medical care for all ages

- Annual physical exams (adult and child)
- Child health care
- STD testing and treatment
- Chronic disease management
- Women's health services
- Podiatry
- Physical therapy
- Referrals to specialty care
- Pharmacy
- Integrated patient health records at all clinic sites

Dental care

- Dental cleanings
- Extractions
- X-Rays
- Oral cancer screenings
- Restorative care including partials and dentures
- Oral surgery

Behavioral health

- Mental health assessment and counseling
- Substance abuse counseling
- Psychiatry

Supportive services & assistance

- Health care navigation and case management
- Support with Medicaid enrollment and benefit programs

Ryan White services

- Free, confidential HIV testing
- HIV/AIDS medical treatment
- Medical case management
- Health education, peer support and counseling

Outreach services

Offered at shelters, treatment centers, drop-in sites and campsites throughout the city

- Health clinics and education
- Case management

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

Downtown: (216)781-6724 **Central:** (216)535-9100
Eastside: (216)923-5000 **Westside:** (216)619-5571

Appointments are available daily.

Please make every effort to see us during clinic hours. However, if you need to reach us for an **urgent medical concern** after we are closed, call (216) 299-6718 and an on-call provider will return your call.

If you have a life threatening emergency, call 911 or go to the emergency room.
Care Alliance does not deny services based on a person's race, color, disability, religion, sex, sexual orientation, national origin, or inability to pay. We accept health insurance, including Medicaid, Medicare, and CHIP.



CARE ALLIANCE HEALTH CENTER

Patient Rights & 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 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.