

## What can you expect from a medical home?

### PERSONAL PHYSICIAN

You will have an ongoing relationship with your personal clinician. The clinician will provide continuous care and lead the staff members to take responsibility for your continuous care.

### WHOLE PERSON ORIENTATION

We are responsible for fulfilling all of your health care needs across multiple settings such as: specialists, hospitals, and behavioral health services.

### COORDINATED/INTEGRATED CARE

We use technology and enhanced communication to assure that you get the recommended care when and where you need it and want it. We work in a culturally and linguistically appropriate manner so that you feel more empowered to help us care for you.

### COMPREHENSIVE PATIENT CARE

We ask you to provide us with the most up-to-date information on: your current medications, personal/family history, health status, test results, self-care information and medical records from hospitals/ERs, urgent care and other clinicians you may have seen.

### QUALITY AND SAFETY

We use methods that are based on scientific research (evidence-based medicine) to provide you with the most advanced treatment. Patients and families can expect our support for self-management of their health care needs. This includes community referrals to specialists (cardiologist, gastrologist, pulmonologist, orthopedics, etc), internal referrals (substance abuse, counseling, psychiatric evaluations, medication management, and community-based programs), and self-management plans (weight loss, diet plans and logs, oral health, nutrition counseling, etc).

## This institution is an equal opportunity employer.

### Federally Qualified Health Centers

Start is proud to operate several Federally Qualified Health Centers which are community-based health care providers that receive funds from the HRSA Health Center Program to provide primary care services in underserved areas.

### What is a Patient Centered Medical Home?

Start Community Health Centers are accredited through the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home (PCMH). This system is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." Medical homes can lead to higher quality and lower costs. It can also improve patients and providers experience of care.

### Goals of our Medical Home

You have 24 hour access to care and are able to get an appointment as soon as you need it. Nursing and clinical staff are skillfull and ready to assist you in taking care of your health care needs.

This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. For more information, see [bphc.hrsa.gov/ftca](http://bphc.hrsa.gov/ftca).



2300 S. Galvez Street  
New Orleans, LA 70125

# START COMMUNITY HEALTH CENTER

PRIMARY CARE  
BEHAVIORAL HEALTH  
MEDICAID ENROLLMENT  
HEPATOLOGY  
HIV TREATMENT  
SUBSTANCE USE  
TREATMENT

START  
CORP.

**OFFICE HOURS:**  
**Monday-Friday**  
**8:00AM-4:30PM**

**PHONE: (504) 332-5713**  
**FAX: (504) 350-8436**

**www.startcorp.org**



**AFTER HOURS SERVICE**  
**(504) 332-5713**

If you need to speak with your provider when the office is closed, you may contact our after-hour answering service at our main number:

**PATIENT PORTAL:**  
**<https://health.healow.com/start>**

## **WHAT TO BRING TO YOUR APPOINTMENT:**

- **Driver's License or Picture ID**
- **Insurance Card (if insured)**
- **All current medications**
- **Proof of income**

Our staff will help migrate your medical records from your previous health care provider. We will identify a contact person to help coordinate the transition and follow up with them until your records are received.



## **WHO WE ARE AND WHAT WE DO**

Start Corporation is a non-profit organization that provides health services to all individuals including those with mental disabilities, the homeless, youth, and veterans. The organization and the clinic work together to provide holistic care to its patients by addressing their basic needs.

Our clinic consists of physicians, nurse practitioners and licensed social workers. Our primary care provider treats illnesses that range from minor injuries to major medical conditions.

It's important to us to meet your mental health and substance abuse treatment needs. Based on your medical needs, you will be referred and scheduled with one of our behavioral health providers as needed. Our behavioral staff provides psychiatric evaluations for all psychiatric disorders, oversees medication management, and offers supportive counseling.

## **TRANSPORTATION SERVICES**



Transportation services may be available to and from the clinic within a 15 minute radius. Please inquire about transportation when making your appointment.

## **HEALTH INSURANCE ACCEPTED:**

- **Now accepting new patients**
- **Medicaid, Medicare, Private Insurance and Uninsured accepted**
- **Inquire within if you have any questions regarding your health care coverage**
- **Sliding scale discount based on household and income**
- **Medicaid enrollment representative available to assist with Medicaid application**

Please inform us if you sought services from an urgent care clinic, walk-in clinic, hospital, or other provider. We would like to maintain your most up-to-date medical information to provide you with the best care possible.

## **No Insurance? No Problem!**

Please ask our staff to assist with obtaining health coverage.