



Patient Handbook



- 03 Introduction
- 04 Who We Are
- 05 Services
- 06 Appointments
- 08 Emergency Services
- 09 Insurance
- 10 Payment
- 11 Sliding Fee
Discount Program
- 12 Patient Portal
- 13 Prescriptions
/ Referrals
- 14 Lab Tests
- 15 Notes

02

Contents

At Sadler Health Center, our goal is to help you reach your healthiest life through access to quality care.

We provide the support of qualified professionals who take the time to get to know you and your health needs.

As your center for care, our team is here to answer your questions. We can also help you connect with resources and support.

This Patient Handbook serves as a guide to answer your questions about what to expect as a patient at Sadler Health Center, from making the first appointment to requesting medical records.

Hang this guide on your fridge, keep it with your medical records, or access it online at any time at SadlerHealth.org.





Who Is Sadler Health Center?

Sadler Health Center is a Federally Qualified Health Center. Serving patients like you, we put the health of our community at the center of everything we do.

Established in the 1980s as Sadler Caring Center, we provide accessible primary care, behavioral health and dental services to insured, uninsured and underinsured individuals at two locations: Carlisle and Perry County.

Our mission is to advance the health of our community by providing integrated, high- quality and compassionate care.

Family Primary Health Care

Preventative and comprehensive care, including annual and routine physical checkups, immunizations, TB tests, lab tests, referrals for X-rays, diagnostic tests, family planning and sick visits for all enrolled patients.

Pediatric Primary Care

Infant, toddler and adolescent care, providing physical checkups, immunizations and wellness checkups, as well as education and guidance on related children's health issues.

Dental Care

Emergency and restorative treatment, including routine cleanings, fillings, and minor surgeries.

Behavioral Health

Manage stress, worry, habits, behaviors or emotional concerns that are bothering you and affecting your health. Services are available to patients within the health center as part of our integrated care services.

Medication Assisted Therapy (MAT)

Medication Assisted Therapy (MAT) for individuals who want to be free from opioid addiction. Relieve withdrawal symptoms and psychological cravings.

Tobacco Cessation

Individual and group counseling and tools to help you quit tobacco confidently and permanently.

HealthyRx Program

Low-cost medication and medication assistance, including referrals to local specialized care providers and supportive services.

HIV/AIDS & STD Testing

Outreach, counseling, testing and education resources.



How do I make an appointment?

Call our appointment line at 717-960-4393 for Medical and 717-960-4394 for Dental. Your call will be answered in the order it is received. Or, come into the office and speak to a receptionist at the front desk.

Can I be seen as a walk-in?

Individuals may be seen for a same-day appointment as available. Call our appointment line at 717-960-4393 for Medical and 717-960-4394 for Dental. Patients are encouraged call between 8 a.m. and 9 a.m. to check for availability.

Same-day appointments are first come, first served. Individuals seeking a walk-in appointment are added to a doctor waiting list. We will do our best to see these patients during the first available opening, but do not guarantee a same-day appointment.

How can I find out about weather-related closings?

In the event of inclement weather, patients are advised to check local news stations and the Sadler Health Center website for closure information at SadlerHealth.org.

All patients with scheduled appointments will be notified as soon as possible of the closure using the preferred method of contact.



How do I cancel an appointment?

Call our office at 717-960-4393 for Medical or 717-960-4394 for Dental to speak to a receptionist. We ask that patients call 24 hours ahead of time or as soon as possible.

How do I know who my provider is?

Patients are assigned a provider at the time of registration. You may access this information any time via the Patient Portal. (See page 12 for more information on accessing the Patient Portal)

What do I need for my appointment?

- Insurance card(s)
- Photo ID
- Proof of income (Required for initial appointment only)
- Any paperwork that needs to be filled out, including physical forms, Aflac forms and WIC forms
- A list of current medications, including over-the-counter medications and supplements



Do you offer a translator?

Yes. Translation services are available in many languages via our language translation line.

Do you have wheelchair access?

Yes. Our facility is ADA compliant.

What emergency services are available?

If you have an emergency, where seconds count, please call 911 or go to your nearest emergency room.

Same-day appointments are available on a limited basis. Call our appointment line at 717-960-4393 for Medical and 717-960-4394 for Dental. Patients are encouraged call between 8 a.m. and 9 a.m. to check for availability.

In the event of an emergency while you are here for your scheduled appointment, our staff are trained to respond and coordinate with local emergency services.

Do you have after hours coverage?

If you have an urgent issue after hours, you may call our main number 717-218-6670 for assistance. Our after hours nurse line is able to contact the provider on call, refer you to the emergency room, or provide other direction depending on the severity of your situation.



What insurance is accepted?

Sadler Health Center accepts Medicaid, Medicare and most commercial insurances. Please visit our website for details.

If Sadler Health Center is not in-network with your insurance company, you might have higher out-of-pocket costs than if you would go to an in-network provider. Some insurances do not have any out-of-network benefits, and we may be required to bill you the full cost. Patient fees may be discounted if you qualify for the Sliding Fee Discount Program.

What if I don't have insurance?

Patients may be seen at Sadler Health Center with or without insurance.

Our Enrollment Specialist can assist you with applying for health care coverage. Please call 717-960-4342 with questions about insurance coverage, to explore your options for coverage, or for assistance applying.



How do I pay my bill?

Payment is due at the time of service. We accept cash, credit cards and money orders. Patients with account balances will be mailed a statement.

What financial assistance is available?

We offer a Sliding Fee Discount Program to all patients that is based on household income and size. Finances should never be a barrier to quality healthcare! For questions on the program, please call 717-960-4351 to speak with a patient account representative.

Payment plan options are also available. For more information, please contact the Billing Department at 717-960-4385.

What if I don't have insurance?

Sadler Health Center is a Federally Qualified Health Center (FQHC) and must comply with federal reporting requirements. Income levels of our patient population is one of the items that we must report. The information we submit to the Health Resources and Services Administration (HRSA) is based on our entire patient population, not your personal information. We understand this is private information not typically requested from your healthcare provider and appreciate your cooperation.



Should I apply for the Sliding Fee Discount Program?

Yes! Everyone should apply for the Sliding Fee Discount Program, even if you have health insurance. Every individual and family at or below 200% of the Federal Poverty Guidelines will qualify for one of our five discount levels.

The Sliding Fee Discount may help cover charges not paid by your insurance, but also acts as a safety net if your insurance terminates unexpectedly. You may also receive discounts from other outside agencies for labs and/or prescriptions. Please call 717-960-4351 for more information.

How do I apply for the Sliding Fee Discount Program?

You can get the application either on our website, or by stopping in and requesting one from the front desk receptionist. If you have questions, need help completing your application, and for further steps please call 717-960-4351.

What do I need to complete the Sliding Fee Discount Program Application?

Proof of current income is required for the Sliding Fee Discount Program Application.

- Pay stubs or a letter from your employer (on letterhead), dated from the last 30 days
- Court documents, or bank statements showing deposits of child or alimony payments
- Unemployment compensation letter
- Documentation of other sources of income
- Award letter from SSI or SSD (if applicable)
- If self-employed, your most recent tax return



What is the Patient Portal?

The Patient Portal is an online platform that allows patients to view portions of their medical record, request refills and referrals, and ask their provider questions.

The portal is interactive, so when a patient asks a question, the portal places it directly into the patient's chart for the provider to review. We can respond to the patient by sending our reply directly through the portal. The same goes for referrals and medication refills.

How do I access the Patient Portal?

If you have a Patient Portal account already set up, please visit sadlerhealth.org and log in to your account.

If you don't have an account, call 717-960-4393 to speak with a receptionist.

How do I request medical records?

Fill out a Medical Records Release form at the front desk. A parent/guardian can request medical records for a child younger than 18 years. For patients older than 18, the patient must request medical records unless Sadler Health has documented power of attorney paperwork.

Sadler Health electronically sends and mails medical records to other doctors' offices. If a patient would like to have them mailed or to pick them up at the office for their own personal reasons, there is a fee.

Records will be sent within 30 days of the initial request.



How can I get a prescription?

For prescription refills, please call your pharmacy and ask that an electronic refill request be sent to us.

For new medication requests and dosage changes, please make an appointment with your primary care provider.

For controlled medication refills (pain meds, ADHD meds, etc.), please call our prescription refill line at 717-960-4389 and leave a message. Please include your name, date of birth, medication requested, dosage, your phone number, and the name of the pharmacy.

How do I get a referral for a specialist?

If you need a new referral to a specialist, please make an appointment with your primary care provider. Your provider will send a referral request to our referral coordinator, who will fax all necessary records to the specialist and will schedule an appointment on your behalf. Our referral coordinator will then contact you with the appointment information.

The referral coordinator will also take care of any insurance requirements within 30 days of the scheduled appointment.

For referral renewals, please call our referral line at 717-960-4390 and leave a message. Please include your name, date of birth, phone number, where you are being seen, and the date of your appointment.



What if I need lab tests?

If your primary care provider instructed you to come in for lab work, please schedule an appointment for our lab. If you prefer to go to another lab, please inform your provider so that your lab order can be printed out for you to take to the outside lab.

If you have an order from a provider from another facility, please bring in your order for our lab staff to review it before you schedule an appointment. This will ensure that we are capable of doing all of the ordered tests in our lab.

What if I need an X-ray?

If you don't have an order for an X-ray, please call 717-960-4393 to make an appointment with your primary care provider. If you have an order, please take your order to an imaging facility to have the X-ray done. Most imaging facilities do not require appointments for X-rays.

If your provider orders CT scans, MRIs or other imaging, do not make your appointment until Sadler Health staff has contacted you. Most insurance companies require your primary care provider to do a prior authorization before testing is done.

The support staff will take care of submitting prior authorization requests. Once a request has been approved or denied, the support staff will contact you. If a test is denied, your insurance will not pay for testing and you will have to pay out of pocket if you want the testing done. If approved, the support staff will contact the imaging facility with the prior authorization number and dates of validity. The support staff will also contact you to schedule your appointment.



Notes:

A large light blue rectangular area containing 20 horizontal grey lines, serving as a space for writing notes.



Sadler Health Center
100 N. Hanover Street
Carlisle, PA 17013

Office: (717) 218-6670
Fax: (717) 218-6671

8:00 a.m. – 5:00 p.m.
Monday, Tuesday, Friday

9:00 a.m. – 5:00 p.m.
Wednesday

8:00 a.m. – 7:30 p.m.
Thursday

Perry County – Dental
1104 Montour Road
Loysville, PA 17047

Office: (717) 960-4380
Fax: (717) 960-4399

8:00 a.m. – 4:30 p.m.
Monday, Tuesday, Thursday, Friday

9:30 a.m. – 4:30 p.m.
Wednesday

Hours may change periodically.
Please check our website
for the most current hours of operation.



SadlerHealth.org