



# PATIENT HANDBOOK



Read this handbook in  
your preferred language.

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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.

We suggest keeping this guide with your medical records or you may access it online at any time at [sadlerhealth.org](https://sadlerhealth.org).

Thank you for choosing Sadler Health Center as your health care home.

## Who is Sadler Health Center?

The story of Sadler Health Center is a story of a community coming together to address the disparities in health experienced by the most disadvantaged and vulnerable in our community. In 1921, the Welfare Committee of the Carlisle Civic Club identified a need for a clinic to serve “all children who are ill-nourished or listless or in any way in need of advice or care of a physician.” The opening of that clinic was the beginning of an ongoing collaborative movement to improve the health of the Carlisle community.

A community-based Board of Directors assumed responsibility for Sadler Health Center and commenced operations on June 19, 2003. Sadler Health Center became a Federally Qualified Health Center Look-Alike in 2005 and a Federally Qualified Health Center (FQHC) in 2015.

The Carlisle Civic Club Welfare Committee’s mission in 1921 is still as relevant today as it was then. Sadler Health Center has never lost track of its purpose or humble beginnings. We continue to be committed to working collaboratively to address the disparities of health in our community, and everyone is welcome at Sadler Health Center.



## HEALTH CARE SERVICES

### **Family Primary Health Care**

Preventive 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.

### **Pediatric Primary Care**

Immunizations, wellness checkups and physicals for infants, toddlers and adolescents. Our providers also offer education and guidance on related children's health issues.

### **Dental Care**

Our dental team offers routine cleanings, fillings, minor oral surgeries, emergency and restorative treatment, and will provide external referrals for crowns, bridges and dentures.

### **Behavioral Health**

Working with your primary care provider, Sadler's behavioral health care team offers services to manage mental, emotional and behavioral disorders. Our team of qualified behavioral health specialists and telepsychiatry providers may serve as an entry point for your long-term well-being.

### **Medication Opioid Use Disorder (MOUD)**

Combines medications like Buprenorphine with behavioral therapies to effectively help those addicted to opioids and heroin get and stay on the path to recovery.

## **Pharmacy Services**

As a patient of Sadler Health Center, you are eligible to benefit from our onsite pharmacies – Sadler Pharmacy at Carlisle and Sadler Rx in Mechanicsburg – or through our network of contracted pharmacies.

## **Vision** (*Mechanicsburg location*)

Sadler's Vision Center offers comprehensive eye care including eye exams as well as glasses for children and adults.

## **Express Care** (*Mechanicsburg location*)

Express Care offers a convenient service for sudden illnesses or injuries and to prevent unnecessary use of hospital emergency departments.

## **Women's Health**

Sadler Health Center offers specialty OB/GYN care through referrals at our onsite locations in collaboration with our affiliated partners. Examples of services offered include: obstetrical care, pap smears, bleeding issues, breast lump, birth control, endometriosis evaluation & treatment, pregnancy testing, hormone replacement therapy and more.

## **SUPPORT SERVICES**

### **Sliding-Fee Discount**

Patients at or below 200 percent of the federal poverty guidelines are eligible for a sliding-fee discount that can reduce your bill based on household size and income.

### **Insurance Enrollment Assistance**

Our certified Application Assistors offer one-on-one help with the application process from start to finish, so that you can begin getting the care you need with low-cost insurance options that fit your budget.

### **Community-Based Case Management**

Our dedicated team of nurses and community health workers assists patients through an individualized care plan that addresses both clinical needs and access to basic needs.

### **Laboratory Diagnostics**

A certified diagnostic and screening laboratory is available onsite to perform tests ordered by Sadler providers to support the diagnosis and subsequent treatment for our patients. Services include, but not limited to: COVID testing, urinalysis, Hemoglobin & Hemoglobin A1C, Strep/Mono/Flu/RSV and more.

## How do I make an appointment?

You can conveniently schedule your appointment online at [sadlerhealth.org](https://sadlerhealth.org) or call us at 717-218-6670. Your call will be answered in the order it is received.



## What do I need for my appointment?

You may prepare for your first appointment by completing the pre-check-in process from the convenience of your home.

- ☒ Insurance Card
- ☒ Photo ID
- ☒ Proof of Income
- ☒ Any paperwork that needs filled out including physical forms, AFLAC forms and WIC forms.
- ☒ A list of medications currently being taken, including over-the-counter medications and supplements.

## How do I reschedule or cancel an appointment?

As a patient of Sadler Health Center, your health is important to us. Keeping your scheduled appointment is important to maintain a healthy lifestyle. Please call us at 717-218-6670 to speak with a receptionist. We ask that patients call us at least 24 hours ahead of time. Failure to show for your appointment will result in limiting your ability to schedule further appointments as outlined in the no-show policy.

## No-Show Policy

Patients who fail to show for their appointment will be subject to our no-show policy. We have a dedicated team to assist you with barriers that keep you from arriving to your appointments.

## How can I find out about weather-related closings?

In the event of inclement weather, patients can call 717-218-6670 to hear a message stating if Sadler Health Center is closed or delayed. Also, closing/delay announcements will be listed on local TV news stations (WHTM abc27) and on Sadler Health Center's Facebook page and website.

## After hours

For non-life threatening medical advice after hours, please call 717-218-6670.

For emergencies, please call **9-1-1**.



## How do I know who my provider is?

Patients will be assigned a primary care provider and care team at registration. Sadler Health Center is recognized as a Patient-Centered Medical Home (PCMH).

The PCMH is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and the care teams. PCMHs improve quality and the patient experience, and increase staff satisfaction – while reducing health care costs. Sadler Health Center has made a commitment to continuous quality improvement and a patient-centered approach to care.

## Do you offer translation services onsite?

Translation services for nearly every language are available using a language line.

## Do you have wheelchair access?

Yes.



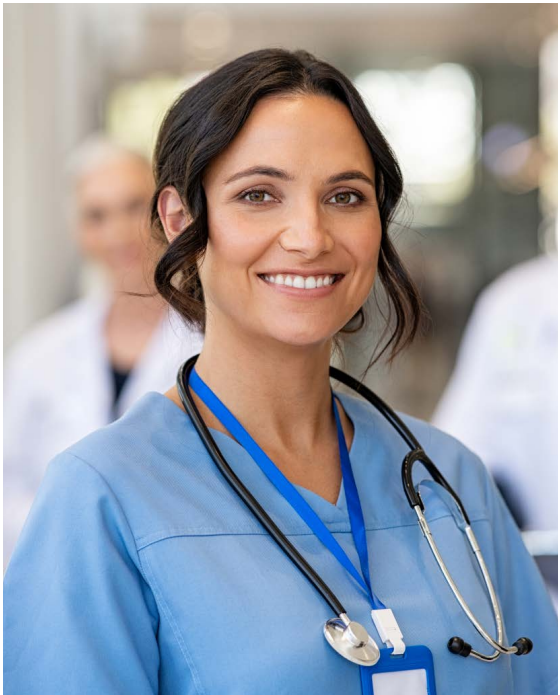


## **What if I don't have insurance?**

Sadler Health Center offers a Sliding-Fee Discount Program to all patients that is based on family size and household income. All individuals and families at or below 200 percent of the federal poverty guidelines are eligible for a sliding-fee discount.

## **What insurance is accepted?**

Sadler Health Center serves all people, regardless of insurance status. We accept all insurances, including Medicaid, Medicare and CHIP.





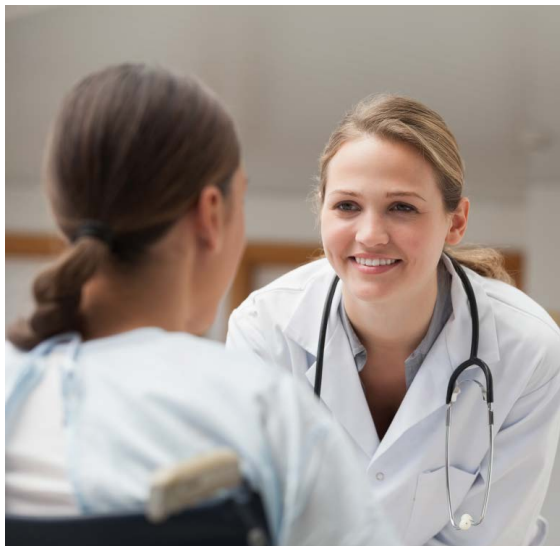
## How do I pay my bill?

Payment is due at the time of service. We accept cash, credit cards and money orders. If you have an outstanding balance, we will mail you a statement. You can also make payments online.

## What financial assistance is available?

If you are unable to pay your patient responsibility, please call our Billing Department to speak with a patient representative at 717-218-6670.

Patients at or below 200 percent of the federal poverty guidelines are eligible for a sliding-fee discount that can reduce your bill based on family size and household income.





## **What do I need to complete a Sliding-Fee Discount Application?**

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

Acceptable proofs of income include:

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

## **How do I request medical records?**

You may request or 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 old. Patients 18 and older must request their own records unless Sadler Health has documented power of attorney paperwork.

Sadler can electronically send or mail medical records to other health care providers. If you would like your records mailed to you or would like to pick them up at our office, a \$15 fee applies for the first 20 pages, plus 15 cents for each additional page.

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



## **What is the Patient Portal?**

The Patient Portal is an online platform that allows you to view portions of your medical record, request medication refills and referrals, ask your provider questions and pay your bill.

The Patient Portal is interactive, making it easy to communicate with your care team. When you send a question, it is added directly to your chart for your provider to review. You can expect a response within 24 to 48 hours. You can also view and submit requests for referrals and medication refills through the Patient Portal.

## **How do I access the Patient Portal?**

If you already have a Patient Portal account, visit [sadlerhealth.org/patient-portal](https://sadlerhealth.org/patient-portal) and log in.

If you are unable to access your account, call 717-218-6670 and speak with a receptionist for assistance.





## **How can I get a prescription?**

For prescription refills, call your pharmacy and ask them to send an electronic refill request to Sadler Health Center.

For a new medication or a change in dosage, make an appointment with your primary care provider.

Some medical conditions require regular monitoring to ensure your medications are working safely and effectively. Your provider will discuss medication adherence and any required monitoring during your appointment.

## **How do I get a referral for a specialist?**

If you need a new referral to a specialist, make an appointment with your primary care provider. Once the referral is made, our referral coordinator will contact you with the specialist's appointment information.

If you need to change your specialist appointment, please contact the specialist's office directly. If you are experiencing barriers to keeping your appointment, contact our referral coordinator.



## **What if I need lab tests?**

Our medical centers have onsite labs. If your primary care provider orders lab work, you can schedule an appointment at our lab.

If you prefer to use another lab, let your provider know. We can provide a printed copy of your lab order to take with you.



## **What if I need an X-ray?**

If your provider has not ordered an X-ray, call to make an appointment with your primary care provider.

If you have an X-ray order, take it to an imaging facility to have the X-ray done. Most imaging facilities do not require an appointment for X-rays.

If your provider orders a CT scan, MRI or other imaging test, do not schedule the appointment until Sadler Health Center staff contacts you. Most insurance companies require prior authorization before these tests can be performed.

Sadler staff will submit the prior authorization request to your insurance company and contact you once a decision has been made. If the request is approved, we will provide the imaging facility with the authorization number and dates of validity and help

you schedule your appointment. If the request is denied, your insurance may not cover the test, and you may be responsible for the cost if you choose to have it done.





# Community Impact 2025

**13,973**

Total Patients

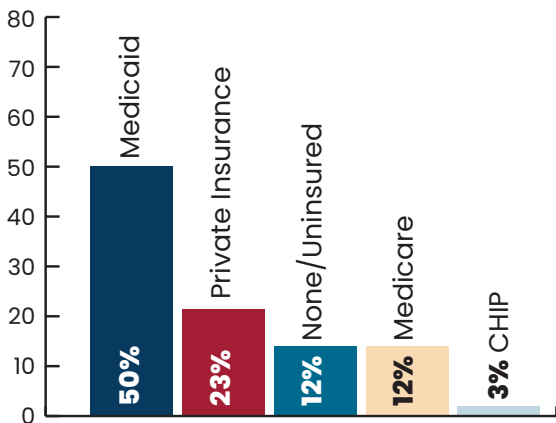
**49,492**

Total Visits

## PATIENT AGE

|                     |            |
|---------------------|------------|
| 0 – 17 years .....  | <b>34%</b> |
| 18 – 44 years.....  | <b>37%</b> |
| 45 – 64 years ..... | <b>20%</b> |
| 65+ years.....      | <b>9%</b>  |

## PATIENT INSURANCE



# YOUR RIGHTS & RESPONSIBILITIES

At Sadler, we believe good care is a partnership. Understanding your rights and responsibilities helps us work together to provide the best possible care.



## YOUR RIGHTS

- ✓ Being treated with dignity and respect
- ✓ Receiving information about your care and treatment
- ✓ Having your privacy and confidentiality protected
- ✓ Asking questions and voicing concerns



## YOUR RESPONSIBILITIES

- ✓ Providing accurate, current information
- ✓ Following your care team's instructions
- ✓ Keeping scheduled appointments
- ✓ Respecting staff, patients and facilities



SCAN TO READ OUR PATIENT  
AND CENTER RIGHTS AND  
RESPONSIBILITIES

# YOUR PRIVACY MATTERS



At Sadler, we respect your privacy and are committed to protecting your personal health information.

## Our Notice of Privacy Practices explains:



- How we may use and share your health information
- Your health information rights and choices
- Ways to access your medical records
- Who to contact with questions or concerns



SCAN TO READ OUR NOTICE  
OF PRIVACY PRACTICES  
Available online in multiple languages.



Scan to  
access above  
documents

[sadlerhealth.org/forms/](https://sadlerhealth.org/forms/)



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### **CARLISLE**

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100 N. Hanover St.  
Carlisle, PA 17013  
O: 717-218-6670  
F: 717-218-6671

**Please visit our website at  
[sadlerhealth.org](http://sadlerhealth.org)  
for current hours.**

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### **DENTAL SERVICES – PERRY COUNTY**

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1104 Montour Road  
Loysville, PA 17047  
O: 717-218-6670  
F: 717-218-6671

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[sadlerhealth.org](http://sadlerhealth.org)  
for current hours.**

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### **MECHANICSBURG**

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5210 E. Trindle Road  
Mechanicsburg, PA 17050  
O: (717) 218-6670  
F: (717) 218-6671

**Please visit our website at  
[sadlerhealth.org](http://sadlerhealth.org)  
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