



www.azahealth.org

Patient Information Booklet

A photograph showing a woman from behind, sitting on a wooden floor. She is wearing a striped shirt and blue pants. She is holding a tablet computer that displays a video call with a healthcare professional. To her left, there is a small round table with a white coffee cup on a wooden coaster.

Offering
Telehealth Visits
for your convenience

13 Locations in North Florida to Serve You

Medical • Dental • Mental Health • Pharmacy

Awarded Accreditation by



Welcome to AZA HEALTH!

Thank you for choosing **AZA HEALTH** as your health care provider. Our staff of extremely qualified providers includes specialists in Family Practice, Internal Medicine, Dentistry, Mental Health and Pharmaceuticals. We have the excellence you deserve and the full range of skills you need to ensure your health and wellness!

AZA HEALTH is a Federally Qualified Health Center, a designation awarded to non-profit community health centers that receive federal funding specifically to provide care for patients who are unable to afford the full cost of primary health care services. Patients are served on a sliding fee scale that enables **AZA HEALTH** to provide discounted services for patients based on their documented income and using the Federal Poverty Guidelines as a reference tool. All patients receive the same high-quality care regardless of their ability to pay for services.

AZA HEALTH operates nine medical locations, three dental locations, one combination medical and dental location, and nine pharmacies in a six-county region in northern Florida.



IN THIS GUIDE

Appointments	3
Payment Policy	4
Telephone Calls	6
Medication Refills	6
Consultations	6
Emergency/After Hours Care	7
AZA HEALTH Locations	8
Patient Rights	10
Patient Responsibilities	12
Patient Conduct	13
Patient-Centered Medical Home	14
AZA HEALTH Locations (index)	16

MEDICAL APPOINTMENTS

Flexible scheduling options - same day appointments or schedule your visit in advance, telehealth appointments, and evening appointments. Some visits for procedures will always need to be pre-scheduled because you and your provider may need to make special preparations before the procedure is performed.

We realize that your time is valuable and we strive to keep your wait time to a minimum. Your patience when emergencies arise is appreciated.

DENTAL APPOINTMENTS

Patients must schedule appointments in advance for dental services and we encourage you to be on time for your appointments. We realize your time is valuable and we strive to keep your wait time to a minimum. Your patience when emergencies arise is appreciated.

YOUR FIRST APPOINTMENT

On your first visit, we will ask you to complete registration forms and a brief medical history.

Please bring a current list of the medications that you are taking and any insurance cards, including Medicaid or Medicare. If you wish to be considered for the sliding fee program, you must provide proof of income. Please arrive 40 minutes early for your first visit. We will ask you to sign a form to request your medical records if you have been under the care of another provider.

CANCELLING AN APPOINTMENT

Please notify us **as soon as possible** if you are unable to keep your scheduled appointment or if you are going to be late.

COURTESY

Please be courteous of other patients. Remember to wear shirts and shoes, refrain from smoking within our facility and don't smoke within 30-feet of an entrance or exit.

REPUTATION

Always use an accredited health care facility. Accredited healthcare facilities must earn their good reputation.



PAYMENT POLICY

Sliding Fee Discount

AZA HEALTH offers reduced rates for all services to qualifying patients based on documented income and household size.

Insurance

AZA HEALTH participates in most health insurance plans including Medicaid and Medicare. Insurance coverage is an arrangement between you and your insurance company, and your insurance plan may not provide full payment for your visit costs. If your insurance plan will only allow you to see providers that are members of their network, please verify that **AZA HEALTH** is a participating provider with your particular plan. Please contact your insurance company with any questions you may have regarding your coverage.

Co-payments and Deductibles

Co-payments and deductibles must be paid at the time of service. Federal regulations require **AZA HEALTH** to collect co-payments and deductibles. Please help us to comply by paying your co-payment at each visit. Cash, personal checks and Mastercard, Visa or Discover charge cards are accepted as forms of payment.

Proof of Insurance

All patients must complete the patient information forms. A copy of your drivers license and valid insurance card will be needed to provide proof of insurance. If you fail to provide the correct insurance information in a timely manner, then you may be responsible for payment of your visit costs.



Claims Submission

AZA HEALTH will submit your claims and assist in getting the claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their requests. Please be aware that the balance owed **AZA HEALTH** is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; **AZA HEALTH** is not a part of that contract.

Changes in Your Insurance Coverage

If your insurance changes, please notify **AZA HEALTH** before your next visit so staff can make the necessary changes to help you receive your maximum benefits. If your insurance company does not pay your claim within 90 days, the balance will be automatically billed to you.

Nonpayment

If your account is over 120 days past due, you will receive a letter stating that you have 20 days to pay your account. Please be aware that if the balance remains unpaid, your account may be referred to a collection agency.

Financial Counselors

Counselors are available to answer your questions about payment arrangements, insurance coverage, Medicaid, Medicare and other inquires.

SLIDING FEE

You may qualify for a sliding fee scale discount on your services.

You must provide documentation of your income to be eligible for this program.



MEDICATIONS

Always bring your current medications with you when you visit your Aza Health primary care provider.

TELEPHONE CALLS

Please call the office if you have any questions regarding your condition, medication or treatment. **AZA HEALTH's** nursing staff is specifically trained to answer your questions. Your provider will return your call if necessary. Please inform the staff of the reason for your call so that we may be fully prepared to answer your questions.

MEDICATION REFILLS

For refills on your medication, please call the office at least 48 hours before you plan to pick up your prescription to allow us time to review your medical record. You will need to know the name and dosage of your medication. A nurse will call you if there are any questions regarding your refill request.

CONSULTATIONS

Your **AZA HEALTH** provider may seek consultation with a specialist or may refer you to a specialist for diagnosis and/or treatment of a specific condition. An Aza Health Referral Specialist will assist you in scheduling these appointments.



EMERGENCY & AFTER HOURS CARE

If you have an urgent problem during normal business hours, please call the office and ask to speak with a nurse. Every effort will be made to accommodate you.

Our medical locations and pharmacies are open Monday - Thursday from 8:00 am to 6:30 pm. Our dental locations are open Monday - Thursday from 8:00 am to 7:00 pm.

If you have an urgent problem after normal business hours, please call the office and follow the prompts to be transferred to our answering service. The service will take your name and number and contact the on-call provider who will return your call as quickly as possible.

In an actual emergency, it is best to go directly to the nearest hospital Emergency Room, where the physician on duty will begin treatment and contact our on-call provider if necessary.

Go directly to the Emergency Room and/or call 911 if you are experiencing:

- **Chest pain**
- **Severe shortness of breath**
- **Heavy bleeding**
- **Uncontrolled pain**
- **Symptoms related to a sustained injury**

AFTER HOURS

*If you have an **emergency** during non-business hours please call 9-1-1 immediately.*



13
*Convenient
Locations
across North
Florida!*



**Aza Health
Crescent City**

306 Union Ave
Crescent City, FL 32112
(386) 698-1232



**Aza Health
Daytona Beach**

1425 Dunn Ave
Daytona Beach FL
(386) 323-9600



**Aza Health
Gainesville Dental**

410 NE Waldo Rd
Gainesville, FL 32641
(352) 375-3790



**Aza Health
Green Cove Springs**

1305 N Orange Ave Ste 120
Green Cove Springs, FL
(904) 284-5904



**Aza Health
Hawthorne**

22066 SE 71st Ave
Hawthorne, FL 32640
(352) 481-2700



**Aza Health
Hastings**

201 W Lattin St
Hastings, FL
(904) 692-1508



www.azahealth.org



Aza Health Interlachen

1213 FL-20
Interlachen, FL 32148
(386) 684-4914



Aza Health Keystone Heights

100 Commercial Dr
Keystone Heights, FL 32656
(352) 473-6595



Aza Health Palatka

1302 River St
Palatka, FL 32177
(386) 328-8371



Aza Health Palatka Dental

2503 President St
Palatka, FL 32177
(386) 328-7638



Aza Health Palm Coast

460 Palm Coast Pkwy SW Ste 5
Palm Coast, FL 32137
(386) 246-3954



Aza Health St Augustine

105 Whitehall Dr Ste 109
St Augustine, FL 32086
(904) 829-2782



Aza Health St Augustine Dental

250 FL-207
St Augustine, FL 32084
(904) 824-3322



LET'S CONNECT!

Follow us on social media for updates, tips, and more!



@azahealthfl

www.azahealth.org



**EQUAL
TREATMENT**

An environment of mutual respect is essential to maintain a quality healthcare system.

Patient Rights

We encourage our patients and their families to know and understand their rights and responsibilities as required by Florida Law.

You have the right to:

- **Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.**
- **A prompt and reasonable response to questions and requests.**
- **Know who is providing medical services and who is responsible for your care.**
- **Know what patient support services are available including whether an interpreter is available if you do not speak English.**
- **Know what rules and regulations apply to your conduct.**
- **Be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.**
- **Refuse any treatment, except as otherwise provided by law.**
- **Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.**
- **Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.**
- **A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.**

- Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, color, national origin, religion, physical handicap, or source of payment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give consent or refusal to participate in such experimental research.
- Choose a different physician/provider, if an appropriate provider is available.
- Bring any person of your choosing to the patient-accessible areas of the health care facility or provider's office during treatment or consultation, unless doing so would risk the safety or health of the patient, other patients or health care staff or cannot be reasonably accommodated by the facility or provider.
- Express grievances regarding any violation of rights, as stated in Florida Law, through the grievance procedure of the health care provider or health care facility which served you and to the appropriate state licensing agency.

SPEAK UP

Speak up to your Aza Health primary care provider if you have any questions or concerns about your care.

Patients who have concerns regarding the safety and quality of care at **AZA HEALTH** are encouraged to report their concerns to our Compliance Officer at (386) 326-7360. If your concerns cannot be resolved through the organization you may contact the appropriate state licensing agency.



PLAN OF ACTION

Be proactive with your healthcare and always follow your Aza Health primary care provider's recommendations for treatment.

Patient Responsibilities

- Provide the healthcare provider, to the best of your knowledge, with accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition to the healthcare provider.
- Report to the healthcare provider whether you comprehend a contemplated course of action and what is expected of you.
- Follow the treatment plan recommended by the health care provider.
- Keep appointments and, when you are unable to do so for any reason, notify the healthcare provider/facility.
- You are responsible for your actions if you refuse treatment or do not follow the healthcare provider's instructions.
- For assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- For following healthcare facility rules and regulations affecting patient care and conduct.

Know Your Healthcare Responsibilities

Patient Conduct

- **Shirt and shoes must be worn while visiting AZA HEALTH facilities.**
- **No food or drink is allowed in AZA HEALTH waiting rooms.**
- **AZA HEALTH facilities are smoke-free. No smoking is permitted within our facility or within 30-feet of entrances or exits.**
- **Verbal or physical abuse of AZA HEALTH staff will NOT be tolerated. This includes yelling, foul language, threats, etc.**
- **Children are not allowed in treatment areas during medical procedures or dental appointments unless they are the patient; you will need to bring someone along to watch them in the waiting room.**
- **Pets and emotional support animals are not allowed in AZA HEALTH facilities; only service animals specifically trained to aid a person with a disability may enter.**
- **Notice: No Guns, Knives Or Other Weapons Are Allowed on The Premises**

MEDICATIONS

Always bring your current medications with you when you visit your Aza Health primary care provider.

AZA HEALTH MISSION STATEMENT

MISSION

To provide accessible, affordable, high-quality health care to the communities we serve.

VISION

To improve health outcomes in the communities we serve through the formation of partnerships and the provision of high-quality preventive services and chronic disease management.

VALUES

Compassion & Cultural Sensitivity
 Accredited, High-Quality Services
 Responsive to Patient & Community Needs
 Excellence in Service, Staff and Facilities
 Stable & Financially Sound



HOME SWEET HOME

Feel at home knowing your healthcare team at Aza Health cares about you and makes it easier for you to get care when and how you need it.

Welcome to Your Patient-Centered Medical Home!

AZA HEALTH is dedicated to providing care that is accessible, consistent, coordinated, collaborative and compassionate.

What is a Patient-Centered Medical/Dental Home?

Patient-Centered Medical (Dental) Home is a model of patient care that uses a team-based approach and emphasizes care coordination and communication to provide quality care, help lower healthcare costs, and achieve an excellent patient care experience. Our **AZA HEALTH** patient-centered medical (dental) home places you at the center of care, working with your healthcare team to create a personalized plan for reaching your healthcare goals. Your primary care team is focused on getting to know you and earning your trust; we care about you while caring for you. Because our focus is on improving patient care and access, **AZA HEALTH** has Added evening hours at all locations and offers telehealth visits (when appropriate for your visit type) and same-day appointments to make it easier for you to get healthcare when and how you need it!

Your Role as a *Patient*:

- Communicate closely with us.
- Keep us up-to-date with your medications, immunizations, allergies, conditions, tests, consultations, hospitalizations, etc.
- Advise us of any changes in your and your family's needs and circumstances.
- Inform and authorize your other providers to coordinate with us.
- Participate in decisions about your healthcare.
- Follow treatment plans, appointment schedules, and self-care management instructions.
- **Speak up and ask questions!**

Our Role as Your Trusted *Healthcare Team*

- Provide a safe and healthy healthcare environment.
- Partner with you in making your healthcare decisions.
- Coordinate with you, your authorized representatives, and other healthcare providers.
 - Keep you informed and on-track by providing:
 - Health Coaching
 - Self-Care Management Support
 - Health resources
 - Preventive care
 - Tailored care to address your healthcare needs and goals
 - Referral services to specialists and community resources

Wherever your healthcare journey takes you, your **AZA HEALTH** care team will be there to help guide and coordinate your care.

We want to know about your experience! Look for an email or text after each visit giving you an opportunity to complete a Patient Satisfaction Survey.

We take your opinion seriously and appreciate your assistance in making AZA HEALTH the preferred healthcare provider in our community!

Patient-Centered Medical/Dental Home

EXPECTATIONS

Know in advance what you can expect from Aza Health - and what Aza Health expects from you.

Putnam County

MEDICAL

306 Union Avenue
Crescent City, FL 32112
(386) 698-1232

1213 State Road 20
Interlachen, FL 32148
(386) 684-4914

1302 River Street
Palatka, FL 32177
(386) 328-8371

PHARMACY

306 Union Avenue
Crescent City, FL 32112
(386) 698-2368

1213 State Road 20
Interlachen, FL 32148
(386) 684-2407

1302 River Street
Palatka, FL 32177
(386) 328-0558

DENTAL

2503 President Street
Palatka, FL 32177
(386) 328-7638

306 Union Avenue
Crescent City, FL 32112
(386) 698-1232



Aza Health

Wellness A to Z

www.azahealth.org

Alachua County

MEDICAL

22066 S.E. 71st Avenue
Hawthorne, FL 32640
(352) 481-2700

PHARMACY

22066 S.E. 71st Avenue
Hawthorne, FL 32640
(352) 481-5640

DENTAL

410 N.E. Waldo Road
Gainesville, FL 32641
(352) 375-3790

Flagler County

MEDICAL

460 Palm Coast Parkway SW
Suite 5
Palm Coast, FL 32137
(386) 246-3954

PHARMACY

460 Palm Coast Parkway SW
Suite 5
Palm Coast, FL 32137
(386) 246-3954

Volusia County

MEDICAL

1425 Dunn Avenue
Daytona Beach, FL 32114
(386) 323-9600

PHARMACY

1425 Dunn Avenue
Daytona Beach, FL 32114
(386) 323-9808

Clay County

MEDICAL

1305 N. Orange Avenue
Suite 120
Green Cove Springs, FL 32043
(904) 284-5904

100 Commercial Drive
Keystone Heights, FL 32656
(352) 473-6595

PHARMACY

1305 N. Orange Avenue
Suite 120
Green Cove Springs, FL 32043
(904) 284-5677

100 Commercial Drive
Keystone Heights, FL 32656
(352) 473-7243

St. Johns County

MEDICAL

201 W. Lattin Street
Hastings, FL 32145
(904) 692-1508

105 Whitehall Drive
Suite 109
St. Augustine, FL 32086
(904) 829-2782

PHARMACY

105 Whitehall Drive
Suite 109
St. Augustine, FL 32086
(904) 829-2530

DENTAL

250 State Road 207
St. Augustine, FL 32084
(904) 824-3322

Administration

146 Comfort Road
Palatka, FL 32177
Mailing Address
P.O. Drawer 817
Palatka, FL 32178
(386) 328-0108