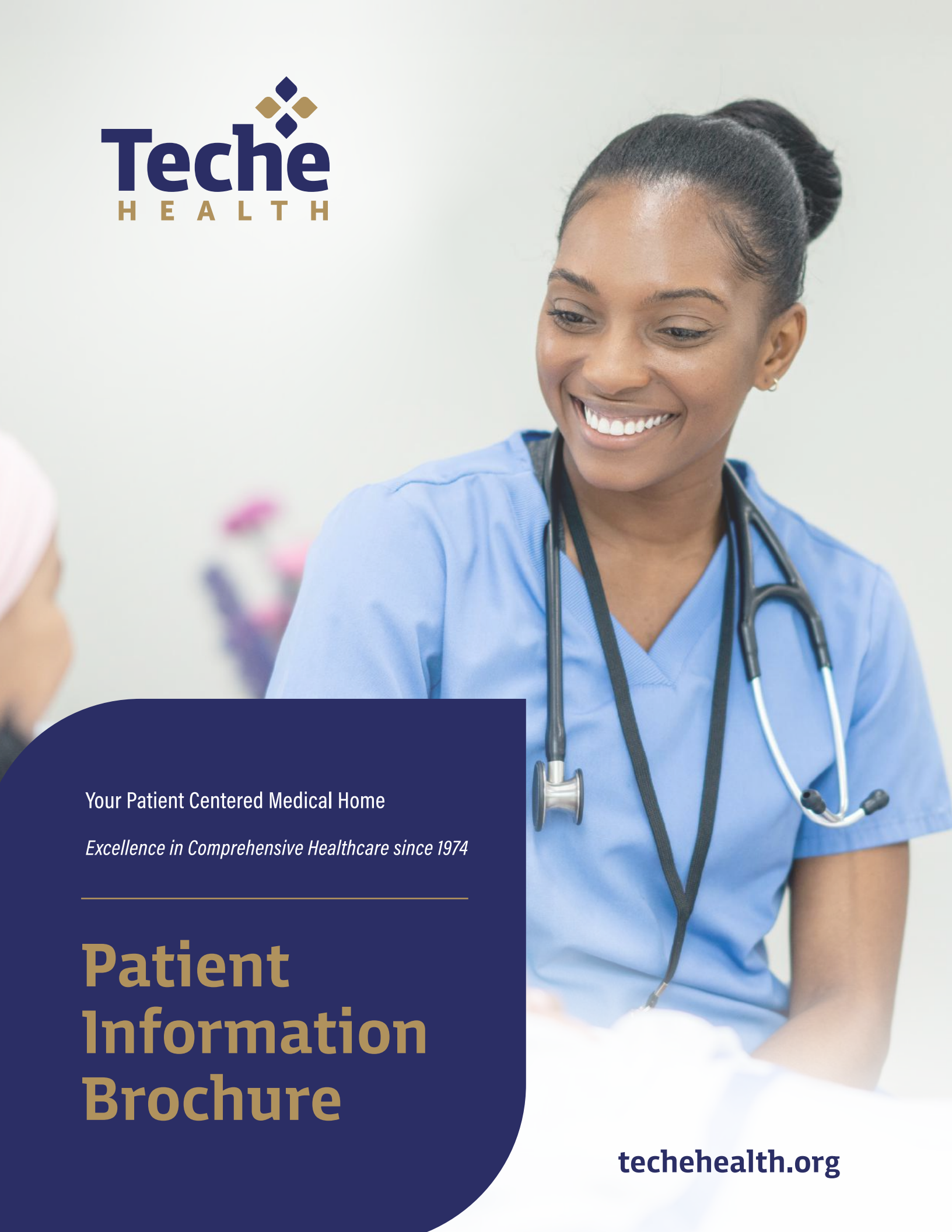
Teche HEALTH



Your Patient Centered Medical Home

Excellence in Comprehensive Healthcare since 1974

Patient Information Brochure

techehealth.org



Welcome to Teche Health.

We're a private, not-for-profit federally qualified health center, committed to providing comprehensive, safe, quality health care to residents of St. Mary, Terrebonne, St. John, St. James, Lafourche and Assumption parishes and surrounding areas. Teche Health wants to be your Primary Care Medical Home. The care we deliver to our users is patient-focused, coordinated and comprehensive. We are Community Health Professionals serving the needs of your entire family.

What is a Patient-Centered Medical Home?

A patient-centered medical home (PCMH) is a source of primary health care in which services are provided to a patient by a designated primary care clinician who works collaboratively with an interdisciplinary team to deliver safe, high-quality care. In this model, teams work together to accomplish the following goals: partnering with patients and involving them in developing their treatment plan; providing enhanced access to care, including same-day appointments, e-mails and telephone calls; tracking and coordinating care delivered by other clinicians and facilities; managing care transitions and encouraging patient self-management. The National Committee for Quality Assurance (NCQA) recognizes Teche Health as a Patient-Centered Medical Home (PCMH).



9 Locations to Serve You

Teche Health (Home Office)
1115 Weber Street
Franklin, LA 70538
(337) 828-2550

Teche Health at Houma East
189 Mozart Drive
Houma, LA 70363
(985) 868-3700

Teche Health at Gramercy
827 N. Pine Street
Gramercy, LA 70052
(225) 258-9490

Teche Health at Houma West
1014 West Tunnel Blvd.
Houma, LA 70360
(985) 851-1717

Teche Health at Morgan City
1124 7th Street
Morgan City, LA 70380
(985) 384-2371

Teche Health at Pierre Part
3528 Hwy 70 South
Pierre Part, LA 70339
(985) 252-6211

Teche Health at Reserve
471 Central Ave.
Reserve, LA 70084
(985) 479-1315

Teche Health at Thibodaux
1709 Ridgefield Road
Thibodaux, LA 70301
(985) 446-7341

Teche Health Sugarland
5642 W. Main Street
Houma, LA 70360
(985) 853-2273

3 School-Based Locations to Serve You

Teche Health SBHC
@ East St. John High
1 Wildcat Drive
Reserve, LA 70084
(985) 536-6492

Teche Health SBHC
@ West St. Mary High
18333 Highway 182 Suite 505
Baldwin, LA 70514
(337) 924 -9646

Teche Health SBHC
@ St. James High
22187 LA-20
Vacherie, LA 70090
(225) 258-4980

Holidays

All Teche Health facilities are closed in observance of the following holidays: New Year's Day, Martin Luther King Holiday, Mardi Gras, Good Friday, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day and the day after Thanksgiving and Christmas Day.



All Teche Health campuses are tobacco free. *All patients, family members and visitors are prohibited from smoking, vaping or using tobacco products in or on the clinic premises, whether in or out of a vehicle. We have smoking cessation programs to help you quit.*

Teche Health is a non-profit community based federally qualified health center established in 1974. Our organization is governed by a board of directors which consists of community volunteers, 51% of its membership is made up of client users. Teche Health was the first community health center in Louisiana and is recognized by the NCQA as a Patient-Centered Medical Home (PCMH). Teche Health receives U.S. Department of Health and Human Services (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.



Our Mission

The Mission of Teche Action Board, Inc. is to continually improve its ability to identify and eliminate unhealthy conditions of the unique residents of rural St. Mary, St. John, St. James, Terrebonne, Assumption Parishes and Lafourche ("Service Area") by providing and increasing access to safe, quality, comprehensive primary and preventive health care services, thereby improving the quality of life of the residents of those parishes and surrounding areas, in full compliance with anti-discrimination laws and long standing civil rights laws.

Our Vision

Teche Action Board will become the leader in the delivery of safe, quality comprehensive primary and preventative health care that will be recognized and acknowledged on a local, state and national level. We will be known as a caring, community responsive institution where all who seek health services shall come. We will have a caring, sensitive staff and a barrier free facility in which to provide these services, and, at the end of the day, our patients will know that they have been well served and our staff will be satisfied.

Your Rights as a Patient.

1. Receiving impartial access to treatment regardless of race, ethnic origin, age, sex, religion, handicap or ability to pay (according to a sliding fee scale).
2. Expecting reasonable response to your request for treatment within the scope of the organization's mission, capacity and regulations.
3. Receiving considerate, respectful care at all times with consideration of your psycho-social, spiritual and cultural values and beliefs.
4. Participating in the development and implementation of your plan of care.
5. Expecting personal and informational privacy. You have a right to confidential treatment.
6. Accessing any information contained in your medical record.
7. Expecting reasonable safety and security and to know how this organization will respond to disruptive behavior.
8. Expecting an appropriate assessment and management of pain, information about pain and pain relief measures.
9. Being informed of any research or experimentation that could affect your care. You may then decide whether or not you want to participate in it.
10. Obtaining complete and current information concerning your diagnosis, treatment and any known prognosis.
11. Expecting reasonable informed participation in decisions involving your health care.
12. Formulating an advance directive and to know how the organization will honor that directive to the extent permitted by law.
13. Having the right to accept health care or to refuse treatment, to the extent permitted by law. You also have the right to be informed of the health consequences of refusing treatment.
14. Expecting that within its capacity, the organization will make reasonable response to the request of a patient for services. The clinic will provide evaluation, service and/or referral as indicated by the urgency of the care.
15. Expecting that within its capacity, the organization shall report situations of suspected abuse, neglect or exploitation of children, vulnerable adults and the elderly to the appropriate legal authority.
16. Having the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the clinic regardless of your source of payment.
17. Designating a representative decision maker in the event that you are incapable of understanding a proposed treatment or you are unable to communicate your wishes regarding your care.
18. Expressing any concerns, complaints or grievances about your care, verbally or in writing, without threat of discrimination or a reprisal.

Your Responsibilities as a Patient.

1. Providing accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
2. Reporting unexpected changes in your condition, including pain to the provider or nurse.
3. Giving the clinic a copy of your advance directive, if one exists.
4. Providing timely, accurate and complete information about your address, phone number, income and insurance coverage to the clinic.
5. Following the instructions and advice of your health care provider.
6. Following the treatment plan with instructions recommended by your provider.
7. Asking questions if you do not understand and clearly comprehend the contemplated course of action and what is expected of you.
8. Notifying your doctor or nurse if you do not understand information about your care or treatment.
9. Keeping all your scheduled appointments including appointments made by your provider for other tests and referral appointments for specialists.
10. Canceling an appointment in advance if you are unable to keep it.
11. Participating in the planning and implementation of your care.
12. Informing your doctor or nurse if you are not satisfied with any aspect of your care.
13. Understanding your actions and the consequences if you refuse treatment or do not follow the provider's instructions.
14. Paying any balance that is due to the clinic or making arrangements to meet your financial obligations in a timely manner.
15. Following the clinic rules and regulations affecting your care and conduct and for respecting the clinic's property.
16. Acting in a considerate and cooperative manner and being considerate of the rights of other patients and clinic personnel.
17. Obtaining and taking your medications as prescribed by your provider. If available, samples may be given.
18. Abstaining from tobacco use of any kind and vaping on clinic properties. No illicit drugs, alcohol or fire arms are allowed on clinic properties.
19. Asking your doctor or nurse what to expect regarding pain; discussing pain relief options, assisting in measuring your pain, participating in the development of a pain management plan, informing your doctor or nurse if your pain is not relieved.
20. Identifying and reporting any safety concerns that may affect your care.



Services

If you have any questions about the services offered through Teche Health, please call us at any of the locations listed in this brochure. No medical record or information will be released without the knowledge and consent of the patient. All patient information is kept confidential. We strive to provide all of our patients with the best quality care possible and take great pride in the education, training and capabilities of each staff member.

Healthcare with dignity, compassion and access for all.

Teche Health's team of administrators, physicians, nurse practitioners, physician assistants, social workers, nurses, health educators, medical assistants and support staff are dedicated to caring for our patients with respect, dignity and confidentiality. There are no income, age or residency requirements for services. It is our policy to provide all patients with quality health care at reasonable fees. We can assist you with Medicaid, Medicare, Medicare Secondary Payer (MSP), Medicare Part D and Health Insurance Marketplace applications. All of our locations are Certified Medicaid Enrollment Assistance Centers, Certified Medicare Application Centers and Seniors Health Insurance Information Program (SHIIP) assistance centers. Most private insurance carriers, Medicare and Medicaid are accepted. Teche Health also offers sliding fee discounts based on the family income and size for the uninsured, underinsured and those experiencing financial difficulties.

Your trusted patient centered medical home.

Teche Health takes an inter-disciplinary team approach to health care delivery by providing safe, quality, comprehensive health care to individuals and families in need of services. Teche Health clinicians are properly licensed and credentialed to meet or exceed industry standards. Our providers follow evidence-based clinical practice guidelines. Our staff is dedicated and committed to meeting your health care needs through the Patient-Centered Medical Home model whose philosophy is to deliver care that is patient-centered, comprehensive, coordinated, accessible and continually improved through a systems-based approach to quality and safety.

All Teche Health Provider Staff Members are Board Certified or Eligible.

Specialties include:

- Internal Medicine
- Family Medicine
- Pediatrics
- Women's Health
- Behavioral Health
- Dental
- Pharmacy
- Nutritional Counseling
- WIC Services
- Podiatry

Patient-focused care you can depend on.

Teche Health is committed to providing every patient with 24-hour-a-day, 7-day-a-week access to appointment availability and scheduling, requests for prescription renewal, test results and clinical advice to address your urgent health care needs. We offer flexible scheduling to accommodate your patient care needs. Every effort will be made to schedule you with a desired provider if you request one. However, if it is not possible to see that clinician, we will try to assist you in selecting one whose specialty meets your unique health needs. For this reason, when you schedule an appointment, staff will occasionally need to ask the general nature of your visit. Such information is confidential. Specialized consultations and hospital referrals will be made based upon the patient's preference and the judgment of the attending clinician.

Appointment guidelines for efficient, quality service.

Teche Health patients are urged to make and keep scheduled appointments to see their health care provider. You can schedule an appointment by calling the location you wish to visit or through our engagement bi-directional communication messaging platform. Our staff is always ready and available to serve you. All patients who have scheduled appointments are encouraged to be on time for his or her appointment. If you are fifteen (15) minutes late, your appointment is considered cancelled. You will become a walk-in appointment and seen between appointments. If you are too early for an appointment, you may not be called until your scheduled appointment time. It is the responsibility of patients to maintain all appointments as assigned to ensure optimum care is provided. If you are unable to keep a scheduled appointment, please contact us within 24 hours of the scheduled time. This enables us to schedule other patients. Your cooperation in this matter is greatly appreciated. Walk-in appointments are always welcomed. We make every effort to accommodate walk-ins based on triage evaluation and provider availability.

After Hours Coverage / On-Call 24/7

Teche Health patients who need to reach us for an urgent healthcare need after regular office hours can do so by calling the office and giving information to the answering service. The answering service will contact the nurse/provider on call. Note: If you think you are experiencing a life threatening episode such as chest pains, severe shortness of breath, numbness, etc., please call 911 or go to the nearest emergency room. You may advise them as to who your Teche Health Primary Care Clinician is, and he or she may be contacted. Teche Health is not responsible for any charges resulting from your emergency room visit.

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Teche Health at Houma East
(985) 868-3700
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Teche Health Sugarland
(985) 853-2273

Everything You Need to Stay Healthy

From everyday checkups to ongoing support for chronic conditions, we're here to help you live your healthiest life.

- Annual Wellness Visits
- Primary Care Services
- Specialty Referrals
- Health Maintenance
- Chronic Disease Management of Diabetes
- Medication Management
- Immunizations
- School and Sports Physicals
- Diagnostic Services

Telehealth



Fees

All patients are responsible for meeting their financial obligation with Teche Health. Each facility accepts Medicare, Medicaid, most private insurance and private (self) pay. All co-pays and deductibles for Medicare and private insurance must be paid at the time of service. In order for Medicaid to pay for your visit, all Medicaid recipients enrolled in the Healthy Louisiana program sponsored by the state must select a Teche Health provider. All beneficiaries and participating providers are responsible for abiding by the terms of this program. The receptionist can answer any questions you have regarding this matter. Private (self) pay patients are eligible for reduced or discounted fees. However, proper and sufficient proof of income is required at the time of visit. In order to apply for a sliding fee scale discount, you must present proof of income from the most recent 30-day work period. If you receive social security or disability benefits, a copy of your monthly check or a copy of the award letter can be presented as proof of income. We can accept a copy of a current food stamp sheet as proof of income. A current list of what is considered acceptable proof of income may be obtained from the receptionist or the Teche Health website.

Sliding Fee Discounts

Teche Health offers a Sliding Fee Discount Program to help make healthcare services affordable for eligible patients. Discounts are available to qualifying patients based on household size and total household income, using a sliding fee scale based on the U.S. Department of Health and Human Services (HHS) Federal Poverty Guidelines. The Federal Poverty Guidelines assist Teche Health in determining eligibility for individuals living at or below the Federal Poverty Level.

To apply for a sliding fee discount, patients must provide information about their household size and proof of total household income. This information is used to determine eligibility and the amount of the discount. Once eligibility is established, charges for eligible services are discounted according to Teche Health's approved sliding fee scale. Depending on the patient's eligibility level, a nominal fee may apply and is due at the time of service. Patients must provide updated proof of household income at least annually to maintain eligibility for the Sliding Fee Discount Program.

For additional information about the Sliding Fee Discount Program, including eligibility requirements and acceptable proof of income, please speak with a staff member at the front desk of any Teche Health location or visit techehealth.org.





Summary of Our Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully. If you have any questions about this notice, please contact Teche Health at 337-828-2550. A complete copy of Teche Health's Notice of Privacy Practices is accessible at techehealth.org.

Who Will Follow This Notice?

Teche Health | Franklin	Teche Health | Pierre Part	Teche Health | St. James High SBHC
Teche Health | Gramercy	Teche Health | Reserve	Teche Health | West St. Mary SBHC
Teche Health | Houma (East)	Teche Health | Sugarland	Teche Health | Mobile Unit
Teche Health | Houma (West)	Teche Health | Thibodaux	
Teche Health | Morgan City	Teche Health | East St. John SBHC	

TECHE ACTION BOARD d/b/a TECHE HEALTH (Revised: January 1, 2025)

This notice describes our privacy practices. All of the above sites and locations follow the terms of this notice. In addition, these sites and locations may share health information with each other for treatment, payment or health care operations purposes described in this notice.

Our Pledge Regarding Health Information

At Teche Health, we understand that information about you and your health care is personal. We are committed to protecting the privacy and confidentiality of your health information and maintaining appropriate safeguards to keep all your information secure. We create and maintain records of the care and services you receive so that we can provide quality health care, coordinate your treatment, and comply with applicable legal and regulatory requirements. We pledge to use and share your health information only as permitted or required by law and to respect your rights regarding your information.

Certain records related to the diagnosis, treatment, or referral for treatment of a substance use disorder (SUD) receive additional confidentiality protections under 42 CFR Part 2, in addition to protections provided under HIPAA. We are committed to following these requirements and protecting the confidentiality of this information. When required, we will obtain your written consent before using or sharing protected information.

The Notice of Privacy Practices will tell you about the ways in which we may use and disclose health information about you and describe certain obligations we have regarding the use and disclosure of your health information. Protecting your health information, maintaining your trust, and honoring your privacy rights are important parts of the care we provide at Teche Health.

We are required by HIPAA law to:

- Make sure that health information that identifies you is kept private
- Give you this notice of our legal duties and privacy practices with respect to health information about you
- Follow the terms of the notice that is currently in effect

How we may use and disclose health information about you

The following categories describe different ways that we may use and disclose health information. By coming for care, you give us the right to use your information for treatment, to get reimbursed for your care and to operate our organization.



There are also various other ways in which we may use or disclose your information:

- Appointment reminders
- To allow oversight of the quality of the healthcare we provide
- To allow workers' compensation claims
- As required by subpoena in lawsuits and disputes
- Various uses as required by law or to avert a serious threat to health or safety
- Right to inspect and copy (retrieval and copying fees will be assessed)
- Right to request an amendment
- Right to an accounting of disclosure
- Right to request restrictions
- Right to request confidential communications
- Right to a paper copy of this notice



Changes to this notice

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. Any revised notices will be posted in our facility. In addition, each time you register for treatment or health care services we will offer you a copy of the current notice in effect.

Privacy violation complaints

If you believe your privacy rights have been violated, you may file a complaint with us by contacting the Complaint Officer. All complaints should be submitted in writing. You will not be penalized for filing a complaint.

We Value Your Input

All Teche Health facilities are community responsive. In an effort to continually improve, expand and monitor our scope of services, we welcome and solicit all patient and family input. In addition to periodic patient satisfaction surveys, your comments or suggestions may be expressed verbally and/or in writing.

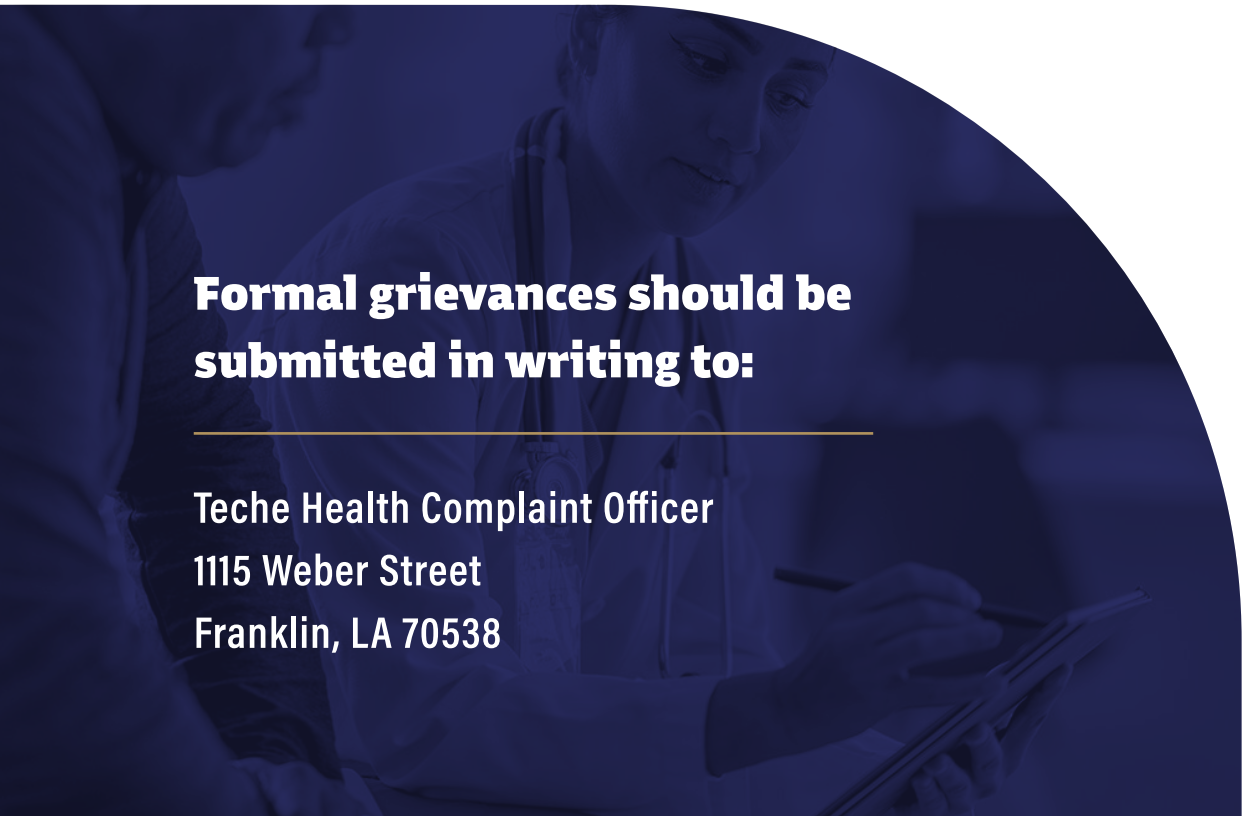
Should you have the need to file a complaint, you may do so by following the Board's complaint process.

Patient complaint process

To voice a concern, complaint or grievance, please ask for the Complaint Officer or designee. The Complaint Officer or designee will speak to you about the issue, follow-up and report the outcome of the investigative process to all parties involved. You can request a patient complaint form from the front desk receptionist. After completing the form, return it to the Complaint Officer or designee.

You may also verbally express complaints by calling the Complaint Officer at 1-337-828-0102. You can expect a response from the Complaint Officer or designee within a reasonable time frame.

If the problem has not been solved to your satisfaction, you may file a formal written grievance with the clinic's administration or Teche Health Board.



Formal grievances should be submitted in writing to:

Teche Health Complaint Officer
1115 Weber Street
Franklin, LA 70538

Partners in Quality Care

When patients and healthcare teams work together, care becomes more personal, effective and focused on what matters most to you. So, ask questions. Learn about your options. Be involved in your care. Your voice and participation help us deliver care that truly meets your needs.

Speak up

if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention

to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

Educate

yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

Ask

a trusted family member or friend to be your advocate.

Know

what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use

a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

Participate

in all decisions about your treatment. You are the center of the health care team.

Keep your appointments

It is important to attend your regular check-ups and scheduled screenings.

If you have concerns about patient care and safety at any of the Teche Health facilities, we encourage you to contact any employee or member of management. If the concern in question cannot be resolved at this level, please contact the National Committee for Quality Assurance (NCQA) at:

National Committee for Quality Assurance (NCQA)
1100 13th St. NW, Third Floor
Washington, DC 20005

Telephone: 202-955-3500
Fax: 202-955-3599



Connect With Us

Resources for Patients

Connect with Us

Important Numbers

Emergency (fire, police, & ambulance)	**911**
Poison Control Center	**800-222-1222**
Homeland Security	**800-237-3239**

National Hotlines

Adult Protective Services	**800-898-4910**
Child Find of America Hotline	**800-426-5678**
National Sexual Assault Hotline	**800-656-4673**
National Drug Helpline	**888-633-3239**
Childhelp National Child Abuse Hotline	**800-422-4453**
National Suicide Prevention Lifeline	**988**

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