

## Patient Communication

Morris Heights Health Center (MHHC) wants to ensure our staff can effectively and respectfully communicate with you in a way that you understand best. **MHHC provides interpreting and translation services to facilitate a three-way conversation between a certified medical interpreter on the phone, you, and your care team. There are also bilingual staff that can assist with your language needs.** If you are a patient with vision, speech, hearing, or cognitive impairments, you may bring a trusted friend or family member to assist you during your medical visit. **If this is not possible, please contact MHHC's Patient Care Coordinator at (718) 716-4400 ext. 2445 no less than five days in advance of your appointment so that we can make appropriate arrangements for you.** We offer after-hours coverage at several of our locations. **For more information, please contact our call center at (718) 716-4400.**

## Insurance

We accept ***MOST*** insurance, including but not limited to:

Medicare	Healthfirst
Medicaid	Fidelis
United Health Care	MetroPlus
Aetna	Wellcare Group
Affinity	

MHHC provides patient education, outreach and enrollment into health insurance, including: Medicaid/Medicare, CHIP and Qualified Health Plans. For those without medical insurance we are pleased to offer a sliding fee discount based on income and family size.

MHHC - The Caring Place  
www.mhhc.org

## Joint Commission Public Notice

Anyone believing that he or she has important information about quality of care issues and the safety of the environment in which care is provided, is encouraged to voice the concern. First, bring the complaint to the attention of MHHC's leaders. If this does not lead to resolution, you may bring your complaint to The Joint Commission for review. Summarize the issue in one to two pages and include the name and address of MHHC (Morris Heights Health Center, 85 West Burnside Avenue, Bronx, NY, 10453). You may either provide your name and contact information or submit your complaint anonymously. Please submit your concern by mail, phone, fax, e-mail, or on-line.

Mail your request to:  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard,  
Oakbrook Terrace, IL 60181

Phone: (800) 994-6610

Fax: (630) 792-5635, Attention:

Office of Quality Monitoring

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Website: [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)



Morris Heights Health Center is  
Joint Commission Accredited.  
[www.jointcommission.com](http://www.jointcommission.com)

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# Welcome



Morris Heights Health Center

85 W Burnside Ave  
Bronx, NY 10453  
(718) 716-4400

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# MHHC

Morris Heights Health Center (MHHC) is an innovative 501©3, Federally Qualified Health Center (FQHC) licensed under New York State Article 28 (diagnostic and treatment center) and Article 31 outpatient mental health clinic program. MHHC has been serving residents in Bronx communities since 1981.

Through our mission to be “the vanguard for quality, affordable and accessible healthcare for all,” MHHC is comprised of 6 diagnostic and treatment centers, 2 licensed counseling centers, a women’s health pavilion, a mobile medical unit and 15 school-based health centers offering comprehensive and integrated services to our patients.

Services range from primary care to sub-specialty care services, counseling, social work and case management support, advocacy and concrete care, referrals and community networking, patient education services, health insurance enrollment services for the uninsured and under-insure, WIC and youth development services.

Our high quality services are available to anyone regardless of age, race, gender, language, origin, religion, or disabilities and regardless of one’s ability to pay. We are dedicated to providing culturally and linguistically competent services to all members of the communities we serve.

# Our Services

Pediatrics  
Adolescent Health Care  
Adult Medicine  
Family Practice  
Prenatal  
Gynecology  
Dentistry  
Laboratory  
Mental Health  
Optometry / Ophthalmology  
Cardiology  
GI (Gastroenterology)  
Dermatology  
Pulmonary  
Sonography  
ENT (Ear, Nose & Throat)  
Podiatry  
HIV Counseling, Testing & Case Management  
Hep C and HIV Treatment  
WIC Program  
Family Planning Services  
Urgent Care Services  
Physical Therapy  
Mammography  
Bone Densitometry  
Digital X-Ray  
Health Insurance Enrollment Programs  
G-RAF (Getting Real About Food) Adolescent Nutrition Program  
Changing the Odds (CTO) a positive youth development program

A complete list of all our services is available in the “Our Services” packet insert.

# Patient Advocate

**Morris Heights Health Center (MHHC) has a Patient Advocate for you!**

The Patient Advocate coordinates the resolution of patient care issues and concerns. This individual works closely with the medical team, support staff and leadership to improve overall customer service and patient satisfaction at MHHC. The Patient Advocate enhances your relationship with MHHC and ensures that you have someone working on your behalf if an issue should ever arise.

## WHAT CAN THE PATIENT ADVOCATE DO FOR YOU?

Facilitate resolution of complaints/grievances/ requests for patients.

Document patient concerns, compliments, comments, suggestions and actions taken to resolve issues.

Provide assistance to patients with compliance with the rules, regulations and policies at MHHC.

Assess and meet patient needs using appropriate resources at MHHC.

Your Patient Advocate is there to help you! If you need assistance, please contact (718) 716-4400 ext. 2474 or email [webmail@mhhc.org](mailto:webmail@mhhc.org)



**Morris Heights Health Center is a recognized Patient Centered Medical Home**  
[www.ncqa.org](http://www.ncqa.org)