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.**

**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
Website: http://www.jointcommission.org/report_a_complaint.aspx

**Insurance**

We accept MOST insurance, including but not limited to:

- Medicare
- Medicaid
- United Health Care
- Aetna
- 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.

**Morris Heights Health Center is Joint Commission Accredited.**
www.jointcommission.com

MHHC - The Caring Place
www.mhhc.org
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.

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

MHHC - The Caring Place

www.mhhc.org