

Patient Communication

Morris Heights Health Center (MHHC) wants to make sure you fully understand the information given to you. **If needed, MHHC offers free translation services to help you better communicate with our staff. 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 our call center at (718) 716-4400 .**

Records Transfer

Did you know you can transfer your records to our practice?

**For more information contact:
(718) 716-4400 ext:2329**

Sliding Fee Scale

At MHHC, our door is open to ALL, whether or not you have insurance. For those without medical insurance we are pleased to offer a sliding fee discount based on income and family size.

MHHC provides patient education, outreach and enrollment into health insurance, including: Medicaid/Medicare, CHIP and Qualified Health Plans.

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



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

MHHC - The Caring Place
www.mhhc.org

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 8 treatment and diagnostic centers, an extended care center, 2 licensed counseling centers, an on-site pharmacy, a women’s health pavilion, a mobile medical unit and 20 school-based health centers offering comprehensive and integrated services to our patients.

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.

After-Hours Care

MHHC is committed to providing quality, compassionate care to all patients, at all times. To better serve you, we offer AFTER-HOURS coverage beginning at 7:00pm at many of our locations. If you become sick or need to speak to a provider **after 7:00pm**, please dial **(718) 716-4400** and someone will assist you.

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Our Services

Pediatrics
Adolescent Health Care
Adult Medicine
Family Practice
Prenatal
Gynecology
Dentistry
Laboratory
Mental Health
Optometry / Ophthalmology
Cardiology
Pediatric Endocrinology
GI (Gastroenterology)
Dermatology
Sonography
ENT (Ear, Nose & Throat)
Podiatry
HIV Counseling, Testing & Case Management
Hep C and HIV Treatment
WIC Program
Health Education
Family Planning Services
Extended Care Services
Physical Therapy
Mammography
Bone Densitometry
Digital X-Ray
Health Insurance Enrollment
Nutrition Services
Care Coordination Services
On-site Pharmacy/340B Drug Discount Program



MHHC is FTCA-deemed by the federal government where Medical Malpractice Insurance covers all of our providers

Patient Care Representatives

Morris Heights Health Center (MHHC) has a Patient Care Representative for you!

The Patient Care Representative (PCR), formerly 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 PCR enhances your relationship with MHHC and ensures that you have someone working on your behalf if an issue should ever arise.

WHAT CAN THE PCR 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 Care Representative is there to help you! If you need assistance, please contact: (718) 483-1206



Morris Heights Health Center is a recognized level III Patient Centered Medical Home
www.ncqa.org

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