



You are the most important person on your health care team

WE ASK THAT YOU:

- Provide a complete medical history, including information about care received by outside providers
- Get to know your health care team and help them get to know you. Don't be afraid to ask questions!
- Work with your care team to set your own treatment goals to improve your health
- Make your best effort to attend each appointment or call us at least 24 hours before your visit if you need to reschedule
- Share your medical history by asking any other providers that you see/have seen, to send their reports to your PCP
- Bring any medications, vitamins or supplements you are taking to your appointments
- Bring a list of questions for your care team so that we can coordinate your care together!

YOUR CARE TEAM WILL WORK HARD TO:

- Listen to your health concerns
- Answer your questions
- Provide you with a team of professionals that will focus on all aspects of your health and wellbeing
- Provide easy access to services by offering extended office hours and after hours consultation by phone
- Communicate test and treatment results promptly
- Provide reminders for follow up and preventative care
- Coordinate your care with other health care providers on site and through community referrals
- Provide you with the treatment and guidance you need to care for yourself.

MYCCHEALTH.ORG



CONTACT:

For all locations call:

313-831-3160
or
888-501-2244

MYCCHEALTH.ORG

To reach a Provider after-hours, call **313-831-3160** and follow the prompts.

Customer Service – Toll Free: 888-501-2244



If you are experiencing a mental health crisis contact the DWIHN Mental Health Crisis Line at 1-800-241-4949
To reach the Suicide or Crisis Lifeline: Text, Call or Chat **988**

Detroit Receiving Hospital
4201 St. Antoine Street
Detroit, MI 48201

Harper Hutzell Hospital
3990 John R Street
Detroit, MI 48201

Children's Hospital of MI
3901 Beaubien Street
Detroit, MI 48201

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IN CASE OF EMERGENCY, PLEASE CALL 911



Welcome to



CENTRAL CITY Health

YOUR PATIENT CENTERED MEDICAL HOME

WELCOME!

Thank you for choosing Central City Health (CCH) - your Patient Centered Medical Home! As your healthcare partner, we are committed to providing you with person-centered, team-based care. CCH is a Federally Qualified Healthcare Center (FQHC), which means two very important things: firstly, that everyone is welcomed. There are no exclusions of any type and no one is ever denied service because of an inability to pay. The second is that CCH is YOUR healthcare center. That means you are at the forefront of everything we do! So, if you feel we are not meeting your needs, please let us know.

So glad you are here,



President & CEO

GETTING STARTED:

At your first appointment, we will request information from you. This includes filling out registration and health information forms. Also, you will be asked to complete a few screening and assessment tools. Your care team will use this information to determine which services are best for you!



HOW DO I:

SCHEDULE AN APPOINTMENT?

You can schedule, change or cancel an appointment by calling 313-831-3160 during normal business hours. When calling for an appointment, please provide:

- your name
- telephone number
- reason for visit
- updated contact information (if any)
- updated insurance information (if any)

Walk-in appointments are available on a first come, first served basis. We want to provide the best and most timely care. We suggest scheduling an appointment in advance.

CONTACT A MEMBER OF MY CARE TEAM?

If you have a life threatening health problem that requires immediate attention please call 911 or go to the nearest emergency room. If it is not an emergency, please call us at 313-831-3160.

GET ADVICE WHEN THE OFFICE IS CLOSED?

We have staff available after hours to speak with patients regarding urgent issues. Please call 313-831-3160 and select the option to reach the ON-CALL provider.

REFILL MY PRESCRIPTIONS?

Your providers will review your medications at each visit. Please bring any prescription or non-prescription medications with you to your visits. If you need prescription refills, please ask for them during your visit. You can also request refills by calling the clinic. Please allow two to three business days for processing of refill requests. We may need you to come in for a visit depending on the medication requested or length of time since your last visit. Behavioral Health medications require a Medication Review appointment to be scheduled.

Central City Health, Inc. is a 501(c)(3) private non-profit organization.

GET A REFERRAL TO A SPECIALIST?

Our staff works closely with specialists in the area. They help us provide comprehensive and coordinated care for our patients. If you would like to see a specialist, please let your provider know. Primary Care referrals are often required by insurance companies to get services covered.

GET A FORM OR LETTER COMPLETED?

We understand that at times, various forms or letters may be needed to assist with your healthcare needs. Your care team will be happy to complete forms and write letters as necessary upon your request. Please allow 7-10 business days for completion.

GET ASSISTANCE WITH MY INSURANCE?

At CCH, all patients have equal access to care, regardless of ability to pay for services. If you do not have health insurance or have questions about your existing health plan coverage, your case manager can help!

REQUEST A COPY OF MY MEDICAL RECORDS?

Copies of medical records must be requested in writing. To protect your privacy, a form for release of medical information must be completed. You may complete this form with your case manager or at the reception desk.

Associated fees will be applied in accordance with the 2024 Medical Record Access Fees Act. Please allow up to 10 business days for completion of requests.

YEAR INITIAL FEE	INITIAL FEE (333.26269(1)(a))	PER PAGE FOR THE FIRST 20 PAGES (333.26269 (1) (b)(i))	PER PAGE FROM PAGED 21-50 (333.26269 (1)(b) (ii))	PER PAGE FROM 51+ (333.26269 (1) (b)(iii))
CY 2023	\$30.60	\$1.53	\$0.77	\$0.31

To help us provide you with the best care, please ask your previous providers to send a copy of your medical records to your PCP here at CCH.

**RECORDS CAN BE FAXED
TO 313-831-2604 OR MAILED TO:**

Central City Health
c/o Medical Records
10 Peterboro Street
Detroit, MI 48201

HOW DO I ACCESS MY PATIENT PORTAL?

Staff will assist you in signing up for the patient portal at your initial visit.

By visiting the secure portal, www.mycehr.com or <https://23845-1.portal.athenahealth.com> (behavioral health clients), you can:

- View upcoming appointment dates/times
- Send non-urgent messages to your care team
- View health information including recent vital signs and lab values
- Look up information about health topics

LOCATIONS:



**10 PETERBORO ST.
MIDTOWN DETROIT**

**HOURS: TUE & WED: 8 AM - 6 PM
MON, THU, FRI: 8 AM - 5 PM**

Services Offered:

- Primary Care
- Pediatric Care
- Dental Care
- Comprehensive Behavioral Health Services
- Supportive Housing
- Employment Services

Resource Assistance:

- Peer Support
- Wellness Services
- Substance Use Disorder Treatment and Other Addiction Services
- Community Outreach
- Community Health Worker

This health center receives 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. No one is denied services based on inability to pay.



**1240 3RD ST.
DOWNTOWN DETROIT**

HOURS: MON-FRI: 8 AM - 6:45 PM

Services Offered:

- Primary Care
- Pediatric Care
- Comprehensive Behavioral Health Services
- Supportive Housing

Resource Assistance:

- Peer Support
- Wellness Services
- Community Outreach
- Community Health Worker



**613 ABBOTT ST.
DOWNTOWN DETROIT**

HOURS: MON-FRI: 8 AM - 5 PM

Services Offered:

- Administrative Offices
- Supportive Housing



Partially funded by Detroit-
Wayne County Community
Mental Health Agency



Equal Housing Opportunity
Equal Opportunity Employer

