



(717) 709-7900 • [www.KeystoneHealth.org](http://www.KeystoneHealth.org)

## President and CEO's Message

Hello and Welcome to Keystone Health.

Thank you for your interest in our health center. I would like to take this opportunity to tell you about our services, programs, and our very caring staff. But before I do that, I want to tell you a little bit about me. I have been the CEO of Keystone since its inception in 1986. In fact, I am one of the founders of Keystone. I came to Chambersburg in 1981 and have been here ever since. I am proud to be the leader of such a caring and progressive organization. Keystone is the proven champion for quality health care in our community and for those with chronic diseases and special populations. No one is ever turned away because of inability to pay for care. Keystone offers payment plans, sliding fee discounts, and accepts most insurance plans including Medicare and Medical Assistance.

Keystone offers many services as part of our Federally Qualified Health Center: Keystone Family Medicine, Keystone Behavioral Health, Keystone Urgent Care, Keystone Pediatrics, Keystone Pharmacy, Keystone Women's Care, Keystone Internal Medicine, Keystone Infectious Diseases, Keystone Family Planning Services, Keystone Health STD Services, Keystone Health HIV Program, Keystone Dental Care, Keystone Pediatric Developmental Center, Keystone Pediatric Dental, Keystone Chiropractic, Keystone Foot and Ankle, and migrant and seasonal farmworker services in Chambersburg, Pennsylvania. Keystone also offers additional services across the commonwealth for migrant and seasonal farmworkers and their families.

Keystone hopes to partner with you in your care and become your health care home. We have provided services to our community for more than 35 years, and we will continue to be the place where families and individuals will establish their health home. As the CEO of your community health center, my team and I are committed to providing

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## President and CEO's Message (continued)

quality health care with dignity and compassion. Our goal is affordable health care to everyone in the community in a comfortable and safe environment. Over the years, Keystone has grown to meet the needs of our community. We constantly look for new opportunities to collaborate and partner with organizations and community leaders to promote wellness and a better quality of life.

Keystone strives to hire the best medical providers, dentists, and behavioral health specialists available and provide them with quality staff. We believe that a personal relationship between a patient and doctor is the key to quality health and dental care. It is our goal to treat all patients with the care and respect we would expect for our own families.

Over the past several years, we have made significant strides to expand our services, implement electronic medical records, and receive certification as a Patient Centered Medical Home. Keystone is consistently looking for ways to deliver services to those in need. We are committed to programs that focus on the whole person and make a positive impact on the health of the community. Keystone's goal is to ensure our patients are provided with medical information they can understand and follow-up care and resources to connect them to the services they need.

I invite you to explore our website where we focus on sharing information about our many resources, post health center updates, news articles, upcoming events, and valuable health information for all ages. You can also read more detailed information about our providers and find ways to connect with us on social media.

Visit [www.KeystoneHealth.org](http://www.KeystoneHealth.org) for more information.

With best wishes for your good health,  
Joanne Cochran

Keystone Health is staffed by a diverse team of health care professionals serving the Greater Franklin County Pennsylvania region.

## **Our Mission**

Keystone Health improves the health and quality of life of the people and communities we serve. We do this by:

- Providing quality, compassionate primary medical, dental, behavioral and social services to anyone, especially those who need it most;
- Coordinating care with other providers to provide a full range of services our patients need;
- Promoting and supporting healthy lifestyles;
- Adjusting fees upon patients' ability to pay – no one is turned away due to inability to pay;
- Collaborating with others to promote affordable access, and the breaking down of language and cultural barriers;
- Advocating for our patients and the medically underserved.

## **Welcome to Your Patient Centered Medical Home at Keystone Health**

A Patient Centered Medical Home (PCMH) is a team approach to providing total health care to patients. Your medical home team includes your health care provider, others who support you, and—most importantly—you! You are the most important person on the health care team. “Patient-centered” is a way of saying that you are the focus of your health care.

As your medical home, Keystone Health is able to coordinate your care across multiple settings through our comprehensive list of practices including: Keystone Family Medicine, Keystone Behavioral Health, Keystone Urgent Care, Keystone Pediatrics, Keystone Pharmacy, Keystone Women's Care, Keystone Internal Medicine, Keystone

Infectious Diseases, Keystone Family Planning Services, Keystone Health STD Services, Keystone Health HIV Program, Keystone Dental Care, Keystone Pediatric Developmental Center, Keystone Pediatric Dental, Keystone Chiropractic, Keystone Foot and Ankle, and migrant and seasonal farmworker services in Chambersburg, Pennsylvania.

Keystone also offers additional services across the commonwealth for migrant and seasonal farmworkers and their families. Keystone Health offers care management services to patients with complex medical or social needs. Patients can speak with their provider or contact the care management department at their provider's office for assistance.

If you need access to Keystone Behavioral Health's services, please call (717) 709-7930 or speak with your PCMH team regarding a referral.

To help us be as effective as possible in caring for your health needs, please provide your medical team with your complete medical history as well as any care that you have obtained outside of Keystone Health. If you need to speak with a provider after hours, please call the appropriate practice phone number listed below and follow the after-hours instructions.

To become a patient at any of our practices, our medical records staff can help you fill out the necessary paperwork to have your records transferred, so that our providers have your most up-to-date medical information. Our goal is to provide all patients with compassionate care, grounded in sound, evidenced-based medicine.

Keystone Health's mission is to provide services to anyone, regardless of ability to pay, providing equal access to everyone. If you would like to speak to someone about obtaining insurance coverage, please call Keystone Outreach Enrollment at (717) 709-7969.

## Our Practices and Programs

- Keystone Agricultural Worker Program . . . . .(717) 334-0001
- Keystone Behavioral Health Catherine Street. . . . .(717) 709-7934
- Keystone Behavioral Health Chambers Hill Drive . . .(717) 709-7930
- Keystone Chiropractic . . . . .(717) 709-7939
- Keystone Community Health Services . . . . .(717) 261-4966
  - Keystone Family Planning Services
  - Keystone STD Services
- Keystone Dental Care Catherine Street. . . . .(717) 709-7945
- Keystone Dental Care Fifth Avenue . . . . .(717) 709-7940
- Keystone Family Medicine Catherine Street. . . . .(717) 263-7866
- Keystone Family Medicine Fifth Avenue . . . . .(717) 709-7999
- Keystone Foot and Ankle Center – Chambersburg . . .(717) 709-7986
- Keystone Foot and Ankle Center – Waynesboro. . . . .(717) 762-6300
- Keystone Health Crisis Intervention:  
988 Suicide and Crisis Lifeline . . . . . Dial 988
- Keystone Infectious Diseases and HIV Program . . . .(717) 709-7909
- Keystone Internal Medicine – Chambersburg. . . . .(717) 709-7970
- Keystone Internal Medicine – Waynesboro. . . . .(717) 762-3050
- Keystone Life Skills Center . . . . .(717) 709-7997
- Keystone Outreach Enrollment . . . . .(717) 709-7969
- Keystone Medical Associates . . . . .(717) 749-0150
- Keystone Pediatric Dental . . . . .(717) 709-7941
- Keystone Pediatric Developmental Center . . . . .(717) 709-7997
- Keystone Pediatrics – Chambersburg . . . . .(717) 709-7950
- Keystone Pediatrics – Waynesboro . . . . .(717) 387-8060
- Keystone Pharmacy Catherine Street . . . . .(717) 261-4936
- Keystone Pharmacy Fifth Avenue . . . . .(717) 709-7977
- Keystone Urgent Care Catherine Street . . . . .(717) 261-4933
- Keystone Urgent Care Fifth Avenue . . . . .(717) 709-7979
- Keystone Women’s Care . . . . .(717) 709-7990



[www.KeystoneFamilyMed.org](http://www.KeystoneFamilyMed.org)

***Two convenient locations:***

**(717) 709-7999 • 820 Fifth Ave, Chambersburg, PA 17201**

**(717) 263-7866 • 133 W. Catherine St., Chambersburg, PA 17201**

Keystone Family Medicine is devoted to the comprehensive health care of patients of all ages. With emphasis on disease prevention and health promotion, our providers see patients for a range of illnesses and concerns as well as general health education. Fifth Avenue location open Monday through Friday from 7:30 am to 6:00 pm, Thursday 7:30 am to 8:00 pm. Catherine Street location open Monday through Friday from 8:00 am to 5:00 pm.



[www.KeystoneBehavioralHealth.org](http://www.KeystoneBehavioralHealth.org)

***Two convenient locations:***

**(717) 709-7930 • 100 Chambers Hill Dr., Chambersburg, PA 17201**

**(717) 709-7934 • 133 W. Catherine St., Chambersburg, PA 17201**

Keystone Behavioral Health offers psychiatric evaluations for children and adults, medication management with psychiatrists, and individual and family counseling with licensed therapists. Providing Medication Assisted Treatment to those individuals with a primary psychiatric diagnosis and co-occurring drug and alcohol disorder. Fifth Avenue location open Monday through Friday from 7:00 am to 6:00 pm. Catherine Street location open Monday through Friday from 8:00 am to 5:00 pm.



[www.KeystoneWomensCare.org](http://www.KeystoneWomensCare.org)

**(717) 709-7990 • 830 Fifth Ave., Suite 202, Chambersburg, PA 17201**

Keystone Women's Care provides comprehensive services to women such as annual exams, obstetrics and prenatal care, basic infertility care, treatment for STDs, and more. Open Monday 8:00 am to 5:00 pm, Tuesday 7:30 am to 5:00 pm, Wednesday 8:00 am to 5:00 pm, Thursday 8:00 am to 5:30 pm, Friday 8:00 am to 5:00 pm.



**Crisis Intervention**

[www.KeystoneHealthCrisis.org](http://www.KeystoneHealthCrisis.org)

**Dial 988 • 112 N. Seventh St., Chambersburg, PA 17201**

**(Located next to the Emergency Department at the Chambersburg Hospital. It is not necessary to check-in at the Emergency Department to visit Crisis Intervention.)**

The Keystone Health Crisis Intervention Hotline is available 24 hours a day, 7 days a week, to help with each individual crisis situation. No appointment necessary. Mobile services also available. We provide services to anyone including those with co-occurring disorders, mental health and drug and alcohol issues, and we assist by focusing on strengths to resolve immediate crisis situations. Funded in part by Franklin/Fulton MH, ID, EI Program.

Walk-in services are available Monday through Friday from 8:00 am to 7:00 pm.





[www.KeystoneUrgentCare.org](http://www.KeystoneUrgentCare.org)

***Two convenient locations:***

**(717) 709-7979 • 111 Chambers Hill Dr., Suite 100, Chambersburg, PA 17201**

**(717) 261-4933 • 133 W. Catherine St., Chambersburg, PA 17201**

Keystone Urgent Care is open to everyone in the community, and provides high quality cost-effective care when you need prompt medical attention for non-life threatening conditions. Both locations open daily 7:00 am to 7:00 pm.



[www.KeystonePharmacy.org](http://www.KeystonePharmacy.org)

***Two convenient locations:***

**(717) 709-7977 • 830 Fifth Ave., Suite 101, Chambersburg, PA**

**(717) 261-4936 • 133 W. Catherine St., Chambersburg, PA 17201**

Keystone Pharmacy is open to anyone. We provide prescription medications as well as over the counter products. We accept most insurance plans and offer our own discounted prescription programs. Both locations open Monday through Friday from 8:00 am to 7:00 pm, Saturday 8:00 am to 1:00 pm.



[www.KeystonePediatrics.org](http://www.KeystonePediatrics.org)

***Two convenient locations:***

**(717) 709-7950 • 830 Fifth Ave., Suite 103, Chambersburg, PA 17201**

**(717) 387-8060 • 45 Roadside Ave., Waynesboro, PA 17268**

Keystone Pediatrics provides care for children under the age of 18 for things such as immunizations, general health promotion, physical exams, well-child checks, illnesses, screenings, and more. Chambersburg location open Monday through Friday from 8:00 am to 5:00 pm, Saturday 8:00 am to 12:00 pm. Waynesboro: Monday through Friday 8:00 am to 5:00 pm. **Keystone Pediatrics - Chambersburg offers a walk-in service (no appointment needed) Monday through Friday from 8:00 am to 7:00 pm.**



Keystone

## Pediatric Developmental Center

a service of Keystone Health

**[www.KeystonePediatricDevelopmentCenter.org](http://www.KeystonePediatricDevelopmentCenter.org)**

**(717) 709-7997 • 111 Chambers Hill Dr., Suite 101, Chambersburg, PA 17201**

Providing comprehensive and individualized occupational therapy, speech therapy and audiology services including evaluation and treatment of communication disorders, hearing testing, hearing aid fittings and repairs, speech disorders, and occupational and speech therapy services for children, adolescents and young adults whose impairments are a result of an injury, illness or congenital defects. Open Monday through Friday 8:00 am to 6:00 pm.



Keystone

## Life Skills Center

a service of Keystone Health

**(717) 709-7997 • 110 Chambers Hill Drive, Chambersburg, PA 17201**

Keystone Life Skills Center offers classes for patients age 12-21. During individual or group classes, our occupational and speech therapist help children and young adults develop skills they need to be more independent. Open Monday 8:00 am to 6:30 pm, Tuesday through Thursday 8:00 am to 7:30 pm, Friday 8:00 am to 6:30 pm.



[www.KeystoneInternalMedicine.org](http://www.KeystoneInternalMedicine.org)

***Three convenient locations:***

**(717) 709-7970 • 830 Fifth Ave., Suite 201, Chambersburg, PA 17201**

**(717) 762-3050 • 1151 E. Main St., Waynesboro, PA 17268**

**(717) 749-0150 • 12104 Buchanan Trail E., Waynesboro, PA 17268**

Keystone Internal Medicine specializes in health care for adult patients age 18 years and older. Services provided include all types of physical exams, disease prevention and health promotion, immunizations, diabetes management, and more. Chambersburg location open Monday through Friday from 7:00 am to 6:00 pm. Waynesboro location open Monday through Wednesday 8:00 am to 6:00 pm, Thursday and Friday 8:00 am to 4:00 pm. Keystone Medical Associates location open Monday through Wednesday 8:00 am to 6:00 pm, Thursday 8:00 am to 5:00 pm, Friday 8:00 am to 12:00 pm.



Keystone

## Community Health Services

a service of Keystone Health

**[www.KeystoneCommunityHealthServices.org](http://www.KeystoneCommunityHealthServices.org)**

**(717) 261-4966 • 133 W. Catherine St., Suite 202, Chambersburg, PA 17201**

**Monday - Friday 8 am - 5 pm**

### **Services offered at this location:**

#### **• Family Planning Services**

**[www.KeystoneFamilyPlanning.org](http://www.KeystoneFamilyPlanning.org)**

Services include: options for birth control, family planning counseling, examinations, and STD screenings. Services are available on a sliding fee scale, and some services may be free based on income. Insurance is accepted, but not required.

#### **• STD Services**

**[www.KeystoneSTDServices.org](http://www.KeystoneSTDServices.org)**

Keystone Health offers free walk-in STD/HIV testing to the public. STD/HIV Testing also available.

#### **• Healthy Woman Program**

Cancer screenings and diagnostic testing for uninsured and underinsured women including PAP, mammogram, ultrasound, biopsies.



Keystone

## Infectious Diseases

a service of Keystone Health

**[www.KeystoneHealthInfectiousDiseases.org](http://www.KeystoneHealthInfectiousDiseases.org) • (717) 709-7909**

**111 Chambers Hill Drive, Suite 102, Chambersburg, PA 17201**

Keystone Infectious Diseases specializes in the diagnosis and treatment of infectious diseases such as Hepatitis C, HIV and AIDS, Meningitis, E. Coli, and more.



Keystone  
Health

### **HIV Program**

**[www.KeystoneHealthHIV.org](http://www.KeystoneHealthHIV.org) • (717) 709-7909**

**111 Chambers Hill Drive, Suite 102, Chambersburg, PA 17201**

The Keystone Health HIV Program aims to ensure that HIV+ individuals are able to access the medical care and support they need. Most services are provided free of charge. Walk-in HIV testing at Keystone Health is free and available to the public.



Keystone  
**Health**

## **Outreach Enrollment**

[www.KeystoneOutreachEnrollment.org](http://www.KeystoneOutreachEnrollment.org)

**(717) 709-7969 • Multiple Locations - Please Call**

Keystone Outreach Enrollment can assist you in navigating the health insurance marketplace, as well as assist you in signing up for a plan that works for you. Also, find help in connecting to other government programs such as Medicare, Medicaid, and CHIP. Open Monday through Friday from 8:00 am to 5:00 pm.



Keystone  
**Dental Care**  
a service of Keystone Health

[www.KeystoneHealthDentalCare.org](http://www.KeystoneHealthDentalCare.org)

***Two convenient locations:***

**(717) 709-7940 • 767 Fifth Ave, Suite B-3a, Chambersburg, PA 17201**

**(717) 709-7945 • 133 W. Catherine St., Chambersburg, PA 17201**

Keystone Dental Care provides care for patients of all ages including cleanings, bleaching, fillings, crowns, root canals, and offers education on how to care for teeth and gums. Fifth Avenue location open Monday 7:30 am to 4:30 pm, Tuesday 7:30 am to 6:00 pm, Wednesday 7:30 am to 4:30 pm, Thursday 7:30 am to 6:00 pm and Friday 7:30 am to 1:00 pm. Catherine Street location open Monday through Thursday 7:30 am to 4:30 pm, Friday 7:30 am to 1:00 pm.



Keystone  
**Health**

## **Agricultural Worker Program**

**(717) 334-0001**

The Keystone Agricultural Worker Program strives to provide access to health care for migrant and seasonal farmworkers and their families throughout the Commonwealth of Pennsylvania.

The purpose of the program is to provide migrant and seasonal farmworkers access to primary care services that include family medicine, internal medicine, pediatrics, and women's care. These services are provided at sites across Pennsylvania and two counties in Maryland.



Keystone  
**Pediatric Dental**  
a service of Keystone Health

[www.KeystonePediatricDental.org](http://www.KeystonePediatricDental.org)

**(717) 709-7941 • 111 Chambers Hill Dr., Suite 202, Chambersburg, PA**

Dedicated to the oral health of children from infancy through the teen years. Our providers have the experience and qualifications to care for a child's teeth, gums, and mouth throughout the various stages of childhood. Open Monday, Tuesday, Wednesday and Friday 7:00 am to 5:30 pm, Thursday 8:00 am to 6:00 pm.



Keystone  
**Chiropractic**  
a service of Keystone Health

[www.KeystoneChiro.org](http://www.KeystoneChiro.org)

**(717) 709-7939 • 100 Chambers Hill Dr., Chambersburg, PA 17201**

Combining personalized care with proven techniques that allow your body to function to its fullest potential. From chiropractic adjustments, specialized pregnancy care, cold laser treatments and sports injury rehabilitation and more, we'll ensure you get the care you need. Open Monday, Wednesday, Friday 7:00 am to 5:00 pm, Tuesday and Thursday 7:00 am to 6:00 pm.



Keystone  
**Foot and Ankle Center**  
a service of Keystone Health

[www.KeystoneFootAndAnkle.org](http://www.KeystoneFootAndAnkle.org)

***Two convenient locations:***

**(717) 709-7986 • Chambersburg: 100 Chambers Hill Dr., Chambersburg, PA 17201**

**(717) 762-6300 • Waynesboro: 1905 Market Square Blvd., Waynesboro, PA 17268**

Diagnosing and treating a variety of podiatric conditions including but not limited to ankle sprains, arthritic foot and ankle care, athletes foot, bunions, calluses and corns, diabetic foot care, ingrown toenails, heel spurs, hammertoes and more. Open Monday through Friday 8:00 am to 5:00 pm (Chambersburg) and Monday through Thursday 8:00 am to 5:00 pm (Waynesboro).



## **After Hours Coverage for Emergencies**

In the event of a life-threatening emergency, please call 911, or go directly to your closest emergency department.

In the event of a non-life-threatening emergency, please call Keystone Health's answering service at (717) 709-7911 and listen for the appropriate menu option.

## **No Show/Cancellation Policy**

1. It is your responsibility to keep all scheduled appointments made for you.
2. If you cannot keep an appointment, it is your responsibility to call and cancel at least 24 hours prior to the scheduled appointment. This courtesy will allow Keystone Health the opportunity to offer that appointment time to another patient. To cancel and reschedule appointments, please contact the appropriate practice, and select the option for scheduling.
3. Keystone Health reserves the right to modify scheduling guidelines based upon a patient's pattern of non-compliance.
4. If you arrive late for an appointment, we will make our best efforts to have you seen by an available provider as soon as possible, or you may choose to re-schedule your appointment.

## **No Surprise Billing Act**

The No Surprise Billing Act requires healthcare providers to provide uninsured and self-pay patients with a good faith estimate of their expected out-of-pocket charges:

- upon request, or
- if the patient schedules an appointment at least three (3) business days in advance and the estimated fee exceeds \$400.

You have the right to receive a good faith estimate for the total expected cost of any non-emergency items or services. To request a good faith estimate, please email us at [GFE@keystonehealth.org](mailto:GFE@keystonehealth.org), or call (717) 709-7969. To learn more about our Reduced Fee Program, visit <https://keystonehealth.org/our-programs/reduced-fee-program/>.

**You can pay your Keystone Health bill online!**  
**Go to [www.KeystoneHealth.org](http://www.KeystoneHealth.org).**

## Financial Policy

In this policy the words “you,” “your,” and “yours” mean the Patient/ Guarantor. The word “account” means the account that has been established in your name in which charges are made and payments credited. The words “we,” “us,” and “our” refer to Keystone Health.

**MONTHLY STATEMENT:** If you have a balance on your account, we will send you a monthly statement. It will show any new charges to the account, the balance and any payments or credits applied to your account during the month.

### **PAYMENT OPTIONS:**

1. You may choose to pay by cash, check, or credit card on the date that services are rendered. If your insurance requires a co-pay, that is due on the date services are rendered.
2. You may apply for our Reduced Fee Program.
3. You may complete a payment plan contract for any outstanding balances on the account.
4. If services are paid in full the day services are rendered you may qualify for a discount.

**Required payments:** Any co-payments must be paid at the time of service according to your agreement with your insurance company. We reserve the right to contact your insurance company in the event you do not pay these required payments.

**Payments:** Unless other arrangements are approved by our credit department, the balance on your statement is due and payable 30 days from date on statement, and is past due if not paid by the 30th day.

**Returned checks:** There is a fee of \$25.00 for any checks returned by the bank.

**Past due accounts:** If your account becomes past due, we will take necessary steps to collect this debt. If we have to refer your account to a collection agency, you agree to pay all of the collection costs which are incurred.



**Contracted Insurance:** If we are contracted with your insurance company, we must follow our contract and their requirements. If you have a co-pay or deductible, you must pay that at the time of service. It is the insurance company that makes the final determination of your eligibility. If your insurance company requires a referral and/or preauthorization, you are responsible for obtaining it. Failure to obtain the referral and/or preauthorization may result in a lower payment from the insurance company. If your insurance company requires an assigned PCP (Primary Care Provider) we must be listed on your insurance card in order for you to be seen for your appointment.

**Non-Contracted Insurance:** Insurance is a contract between you and your insurance company. We will bill your primary insurance company as a courtesy to you. It is the insurance company that makes the final determination of your eligibility. You agree to pay any portion of the charges not covered by insurance. If your insurance company requires a referral and/or preauthorization, you are responsible for obtaining it. Failure to obtain the referral and/or preauthorization may result in a lower payment from the insurance company.

**Divorce:** In case of divorce or separation, the party responsible for the account prior to the divorce or separation remains responsible for the account. After a divorce or separation, the parent authorizing treatment for a child will be the parent responsible for those subsequent charges. If the divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent's responsibility to collect from the other parent.

**Transferring of Records:** A signed consent is required and a fee may apply.

**Workers Comp/Auto:** If you are being seen for a worker's compensation and or auto related injury, you are required to give us all the necessary information on the date services are rendered so that the appropriate carrier can be billed. If you do not give us this information, you are responsible for payment of services rendered.

**Effective date:** You agree to all the terms and conditions contained herein.

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# Patient Rights and Responsibilities

## **You have the right:**

- To receive care that is respectful, recognizes dignity and is private to the extent possible.
- To receive care that takes into consideration your psychosocial, spiritual, and cultural values.
- To receive care free of neglect; exploitation and verbal, mental, physical or sexual abuse.
- To be given information in the language you understand or to have information interpreted.
- To receive an explanation of your diagnosis, treatment, and prognosis in terms you can understand.
- To receive the necessary information to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
- To refuse treatment, except as prohibited by law, and to be informed of the consequences of your decision.
- To participate in the consideration of ethical issues that may arise in your care.
- To expect your medical records will be kept confidential and released only with your written consent, in cases of medical emergency, or in response to court orders. (Confidentiality can be breached if you pose a significant threat of harm to self or others.)
- To know the names and positions of people involved in your care by official name tag or personal introduction.
- To ask and receive an explanation of our charges, even if they are covered by insurance.
- To review your medical records created and maintained by us regarding your care and treatment.
- To receive prompt and effective pain management and to be informed of available measures to treat pain.
- To have your guardian, next of kin, or legally authorized responsible person exercise your rights for you if you have been medically or legally determined to be unable to participate yourself.
- To receive care that reflects and respects your advance directives or your rights to advance directives.
- To submit complaints or offer suggestions to improve our services. If your concerns remain unanswered you have the right to notify the Joint

Commission at [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org) or call 1-800-994-6610

- To obtain care from other clinicians of the patient's choosing within the primary care medical home.
- To seek a second opinion from a clinician of the patient's choosing.
- To seek specialty care.
- To choose your preferred method of communication with the practice such as portal messages, email, text messages, voicemail, etc.
- To receive care in a safe, accessible environment.

### **You have the responsibility:**

- To provide us accurate and complete information about your present complaints and your past health history, including current medications.
- To provide us with accurate demographic information such as address and phone numbers and to keep the information current.
- To ask questions if you do not understand the explanation of your diagnosis, treatment, or any instructions.
- To participate in self-management activities such as weight control, exercise and medication compliance.
- To follow posted rules and regulations.
- To be considerate of other patients, physicians, and facility personnel.
- To arrive on time for appointments. If you arrive late you may need to reschedule your appointment.
- To call in advance of your appointment to cancel and/or reschedule.
- To provide us with at least a 48 hour notice when you need prescription medications.
- To inform the staff that communication accommodations such as translation, sign language, etc. are required.
- To provide us with the necessary information for insurance processing and to be prompt in payment of bills.



Keystone Health Center is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.

Keystone Rural Health Center receives HHS funding and has Federal PHS deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTD). USDA is an equal opportunity provider, employer and lender.

Keystone Rural Health Center receives HHS Funding and has Federal PHS deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.



## Looking for a provider?

Visit [www.KeystoneHealth.org/Physician-Directory](http://www.KeystoneHealth.org/Physician-Directory) to find the provider that's right for you.

Read the Keystone Health Blog for helpful health articles written by our own Keystone Health providers – [www.KeystoneHealth.org/blog](http://www.KeystoneHealth.org/blog).

Like us on Facebook! Visit [www.Facebook.com/KeystoneHealth](http://www.Facebook.com/KeystoneHealth) for up to the minute news and information about Keystone Health and our practices as well as links to helpful health information and articles.

## KEYSTONE HEALTH PATIENT CODE OF CONDUCT

To help promote an environment of safety and mutual respect between patients and providers, Keystone Health requires that patients, their families and visitors abide by the requirements of this Patient Code of Conduct.

**PATIENT INFORMATION.** Patients (or their representatives) must be sure that the patient information provided to Keystone Health is true and correct at all times. Patients must notify Keystone Health about any significant changes to patient information that has been provided to Keystone Health.

**DISRUPTIVE BEHAVIOR.** Patients shall not engage in any disruptive behavior while on the premises of Keystone Health. Disruptive behavior includes, but is not limited to: (i) engaging in threatening or abusive conduct; (ii) using profanity or similarly offensive language; (iii) criticizing staff in front of other patients or staff members; (iv) making discriminatory or harassing comments of a sexual, racial, or ethnic nature; and (v) engaging in inappropriate physical contact with any office staff, visitor or patient of Keystone Health.

**INSURANCE.** Patients agree to cooperate and provide all information required by Keystone Health to bill the applicable insurer.

**PAYMENT SCHEDULE.** Patients are responsible for making all payments for services upon receipt of the billing statement after the services are performed in accordance with Keystone Health's Financial Responsibility Policy, including copayments and deductibles due at the time of service.

### **USE OF CELLPHONES AND CAMERAS IN THE OFFICE.**

Patients are required to be respectful of other patients and office staff and conduct cellphone conversations outside of the office. Patients and family members are strictly prohibited from taking pictures or audio/video recordings of other patients or posting such pictures or recordings to any social media site under any circumstances. Furthermore, patients and family members are strictly prohibited from taking pictures or audio/video recordings, or posting such pictures or recordings of Keystone Health providers or staff without the prior written consent of Keystone Health.

Keystone Health may terminate a patient's relationship with Keystone Health for failure to comply with this Patient Code of Conduct, and will assist patients in transferring care to another provider if termination becomes necessary.

# Notice of Privacy Practices

This **NOTICE OF PRIVACY PRACTICES** describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

<b>When it comes to your health information, you have certain rights.</b> This section explains your rights and some of our responsibilities to help you.	
<b>Get an electronic copy of your medical record</b>	<ul style="list-style-type: none"> <li>You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.</li> <li>We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee; the fee is regulated under state and federal law.</li> </ul>
<b>Ask us to correct your medical record</b>	<ul style="list-style-type: none"> <li>You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.</li> <li>We may say “no” to your request, but we’ll tell you why in writing within 60 days.</li> </ul>
<b>Request confidential communications</b>	<ul style="list-style-type: none"> <li>You can ask us to contact you in a specific way (for example, on your home or office phone) or to send mail to a different address.</li> <li>We will say “yes” to all reasonable requests.</li> <li>You must submit your request for confidential communication to each separate Keystone Health site and/or service that you visit.</li> </ul>
<b>Ask us to limit what we use or share</b>	<ul style="list-style-type: none"> <li>You can ask us <u>not</u> to use or share certain health information for treatment, payment or our own operations. We are not required to agree to your request, unless otherwise described in this Notice, but we will attempt to agree to all reasonable requests when appropriate.</li> <li>If we agree to a particular restriction, we reserve the right to terminate the agreed-to restriction if we believe that termination has become appropriate. We will notify you if we decide to terminate any agreed-upon restriction.</li> <li>If you ask us not to share your health information with your health insurer, we are required to agree to your request <u>only</u> when you or someone on your behalf (other than your health plan) pays for your health care service(s) or the health care item(s) in full.</li> </ul>
<b>Get a list of those with whom we’ve shared information</b>	<ul style="list-style-type: none"> <li>You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.</li> <li>We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free, but will charge a reasonable, cost-based fee for each additional request within a 12-month period.</li> </ul>
<b>Get a copy of this privacy notice</b>	<ul style="list-style-type: none"> <li>You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.</li> </ul>
<b>Choose someone to act for you</b>	<ul style="list-style-type: none"> <li>If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.</li> <li>We will make sure the person has this authority and can act for you before we take any action.</li> </ul>
<b>Receive notification of a breach</b>	<ul style="list-style-type: none"> <li>We will promptly notify you in writing about any breach of your unsecured health information, no later than 60 days after we discover such a breach.</li> </ul>
<b>File a complaint if you feel your rights are violated</b>	<ul style="list-style-type: none"> <li>You can complain if you feel we have violated your rights by contacting us using the information on the back.</li> <li>You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington DC 20201, or calling, 1-877-696-6775, or visiting <a href="http://www.hhs.gov/ocr/privacy/hipaa/complaints">www.hhs.gov/ocr/privacy/hipaa/complaints</a>. We will not retaliate against you for filing a complaint.</li> </ul>
<b>Obtain further information or ask questions</b>	<ul style="list-style-type: none"> <li>If you have any questions or need further information regarding this Notice, you may contact the Director of Quality Control by calling 717-709-7900</li> </ul>

# Your Choices

<p><b>For certain health information, you can tell us your choices about what we share.</b> If you have a clear preference for how we share your information in the situations described below, tell us what you want us to do and we will follow your instructions.</p>	
<p><b>You have both the right and choice to tell us to:</b></p>	<ul style="list-style-type: none"><li>• Share information with your family, close friends or others involved in your care.</li><li>• Share information in a disaster relief situation.</li></ul> <p><i>If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.</i></p>
<p><b>Without your written permission, we will never share your information in these situations:</b></p>	<ul style="list-style-type: none"><li>• Using or disclosing your information for marketing purposes, including marketing communications paid for by third parties.</li><li>• Selling your information.</li><li>• Sharing psychotherapy notes, in most situations.</li><li>• Using or disclosing information specially protected by state and/or federal law, such as drug and alcohol information and HIV information.</li></ul>
<p><b>In the case of fundraising:</b></p>	<ul style="list-style-type: none"><li>• We may contact you for fundraising efforts, but you can tell us not to contact you again.</li></ul>

## Other Uses and Disclosures

<b>How do we typically use or share your health information?</b> We typically use or share your health information in the following ways:	
<b>To treat you</b>	<ul style="list-style-type: none"> <li>We can use your health information and share it with other professionals who are treating you. For example, we may share your information about your overall health condition with another doctor who is treating you for an injury.</li> </ul>
<b>To run our organization</b>	<ul style="list-style-type: none"> <li>We can use and share your health information to run our health care facilities and practices, improve your care, and contact you when necessary. For example, we may use health information about you to manage your treatment and services, to remind you about your appointments, or to follow up on your visit.</li> </ul>
<b>To bill for your services</b>	<ul style="list-style-type: none"> <li>We can use and share your health information to bill and get payment from health plans or other entities. For example, we may share information about you with your health insurance plan so it will pay for your services.</li> </ul>

<b>How else can we use or share your health information?</b> We are allowed or required to share your information in other ways—usually in ways that contribute to the public good, such as public health. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: <a href="http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html">www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html</a> .	
<b>To help with public health and safety issues</b>	<ul style="list-style-type: none"> <li>We can share health information about you for certain situations, such as: <ul style="list-style-type: none"> <li>For public health investigations</li> <li>Required reporting of disease, injury, birth or death</li> <li>Helping with product recalls</li> <li>Reporting adverse reactions to medications</li> <li>Reporting suspected abuse, neglect, or domestic violence</li> <li>Preventing or reducing a serious threat to anyone's health or safety</li> </ul> </li> </ul>
<b>To respond to organ and tissue donation requests</b>	<ul style="list-style-type: none"> <li>We can share health information about you with organ procurement organizations, if necessary to arrange an organ or tissue donation from you or a transplant for you.</li> </ul>
<b>To our Business Associates</b>	<ul style="list-style-type: none"> <li>We may contract with outside people, companies, or other organizations to perform services or functions on behalf of Keystone Health, such as legal service providers or auditors, which we refer to as "Business Associates." We may need to provide health information to one or more of these Business Associates, so that the Business Associate(s) can provide the services requested by Keystone Health.</li> <li>We will only disclose your health information to a Business Associate when necessary and only to the extent permissible by law.</li> <li>We require all Business Associates, and any of their subcontractors, to safeguard the privacy of your health information.</li> </ul>
<b>To a coroner, medical examiner, or funeral director</b>	<ul style="list-style-type: none"> <li>We can share health information with a coroner, medical examiner or funeral director when an individual dies.</li> </ul>
<b>To comply with the Law</b>	<ul style="list-style-type: none"> <li>We can share your health information for any purpose required by law.</li> </ul>



	<ul style="list-style-type: none"> <li>The confidentiality of alcohol and drug abuse treatment records, HIV-related information, and mental health records maintained by us is specifically protected by state and/or federal law and regulations. Generally, we may not disclose such information unless you consent in writing, the disclosure is allowed by a court order, or in limited and regulated other circumstances.</li> </ul>
<b>To address workers' compensation, law enforcement and other government requests</b>	<ul style="list-style-type: none"> <li>We can use or share health information about you: <ul style="list-style-type: none"> <li>For law enforcement purposes or with a law enforcement official.</li> <li>For workers' compensation claims.</li> <li>With health oversight agencies for activities authorized by law.</li> <li>For special government functions such as military, security, and presidential protective services.</li> </ul> </li> </ul>
<b>To your employer when your employer has requested the health care services</b>	<ul style="list-style-type: none"> <li>We can share certain health information with your employer when we have provided health care to you at the request of your employer for certain purposes related to occupational health and safety, such as to evaluate whether you have a work-related illness or injury or related to medical surveillance of your workplace.</li> <li>In most cases, you will receive notice of this disclosure.</li> </ul>
<b>As part of one or more Health Information Exchanges (HIEs)</b>	<ul style="list-style-type: none"> <li>Keystone Health participates in one or more HIEs.</li> <li>Our participation may involve sharing information we obtain or create about you with these HIEs, which information will be made available to outside entities that also participate in the HIE (such as hospitals, doctors offices, pharmacies, or other insurance companies, or receiving information that those outside entities create or obtain about you (such as medication history, medical history, or insurance information) so each entity can provide better treatment and coordination of your health care services.</li> <li>You have the option to opt out of sharing your information with the HIE. If you wish to opt out, please let us know. Keystone Health will use its best efforts to limit the sharing of patient information with HIEs for any patients who have opted out.</li> <li>In cases where your specific consent or authorization is required to disclose certain health information to others, including HIEs, we will not disclose that health information without first obtaining your consent. Information that requires additional consent in order to be shared includes: <ul style="list-style-type: none"> <li>psychotherapy notes;</li> <li>treatment for substance or alcohol abuse; or</li> <li>treatment for sexually transmitted diseases.</li> </ul> </li> </ul>
<b>To respond to lawsuits and legal actions</b>	<p>We can share health information about you in response to a court or administrative order, or in response to a subpoena. In most cases, you will receive notice of such a release of your information.</p>

# Keystone Health's Responsibilities

- We are required by law to maintain the privacy and security of your protected health information, and to provide you with notice of our legal duties and privacy practices with respect to your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this Notice and will give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](https://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)

## Changes to the Terms of this Notice

We can change the terms of this Notice, and the changes will apply to all information we have about you. The new Notice will be available upon request, in our office, and on our website.

## Application of this Notice

The terms of this Notice of Privacy Practices apply to all Keystone Health service locations , which include the following:

- **Behavioral Health**, 100 Chambers Hill Dr., Chambersburg, PA 17201  
133 W. Catherine St., Chambersburg, PA 17201
- **Crisis Intervention**, 112 N. Seventh St., Chambersburg, PA 17201
- **Chiropractic**, 100 Chambers Hill Drive, Chambersburg, PA 17201
- **Community Health Services**, 133 W. Catherine St., Chambersburg, PA 17201
- **Dental**, 767 Fifth Avenue, Chambersburg, PA 17201  
133 W. Catherine St., Chambersburg, PA 17201
- **Family Medicine**, 820 Fifth Avenue, Chambersburg, PA 17201  
133 W. Catherine St., Chambersburg, PA 17201
- **Foot and Ankle**, 100 Chambers Hill Drive, Chambersburg, PA 17201  
1905 Market Square Blvd., Waynesboro, PA 17268
- **Infectious Diseases**, 111 Chambers Hill Drive, Suite 102, Chambersburg, PA 17201
- **Internal Medicine**, 830 Fifth Avenue, Suite 201, Chambersburg, PA 17201  
1151 E. Main St., Waynesboro, PA 17268
- **Medical Associates**, 12104 Buchanan Trail E., Waynesboro, PA 17268
- **Pediatric Developmental Center**, 111 Chambers Hill Drive, Suite 101, Chambersburg, PA 17201
- **Pediatrics**, 830 Fifth Avenue, Suite 103, Chambersburg, PA 17201  
45 Roadside Ave., Waynesboro, PA 17268
- **Pharmacy**, 830 Fifth Avenue, Chambersburg, PA 17201  
133 W. Catherine St., Chambersburg, PA 17201
- **Urgent Care**, 111 Chambers Hill Drive, Suite 100, Chambersburg, PA 17201  
133 W. Catherine St., Chambersburg, PA 17201
- **Women's Care**, 830 Fifth Avenue, Suite 202, Chambersburg, PA 17201



