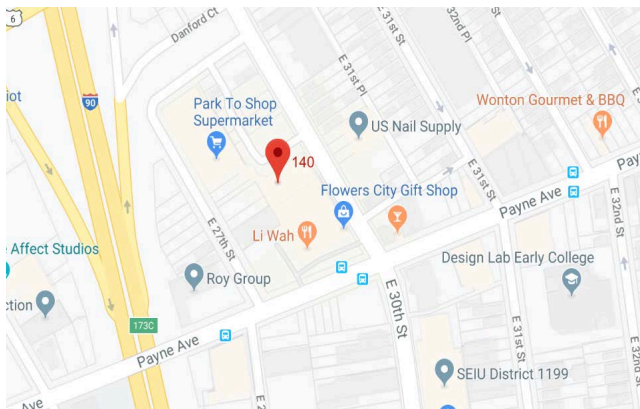


## Primary Care Services

- ▶ Family Medicine
- ▶ Internal Medicine
- ▶ Pediatrics
- ▶ Geriatrics
- ▶ Women's Health
- ▶ HIV & Sexual Transmitted Diseases testing & treatment
- ▶ Behavioral Health
- ▶ (Cleveland ICHC only) Acupuncture and Podiatry
- ▶ Laboratory Services
- ▶ Oral Health (Not dental services)
- ▶ Referral to local dental clinics
- ▶ Referral to local Medical Centers for imaging, specialties, & inpatient services
- ▶ Free transportation for eligible patients



**Akron ICHC**  
 370 East Market Street  
 Akron, OH 44304  
 (T) 234-312-3607  
 (F) 234-312-3609



## Cleveland ICHC

2999 Payne Ave, Suite 140  
 Cleveland, OH 44114  
 (T) 216-361-1223  
 (F) 216-361-1568



## New Patient Information

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

# Welcome to ICHC

- ▶ Overview
- ▶ Our Providers
- ▶ Interpreting Assistance
- ▶ Clinic Hours
- ▶ Scheduling Appointments
- ▶ Pediatric Patients
- ▶ Electronic Medical Record Release
- ▶ Referral for Specialty Care
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- ▶ Primary Care Services
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*ASIA-ICHC's mission is to provide high quality culturally and linguistically competent healthcare to all across Northeast Ohio. Clinics in Akron and Cleveland.*

## Overview

At the International Community Health Center (ASIA-ICHC), you'll find excellent quality healthcare, and convenient health care services across Northeast Ohio. This New Patient Information brochure provides helpful information designed to familiarize yourself with our health center.

ASIA-ICHC is a Federally Qualified Health Center (FQHC), partially funded by Health Resources & Services Administration (HRSA) to provide high quality healthcare services to medically underserved communities. All FQHCs follow HRSA regulations and standards.

## Our Providers

- ▶ Bode Adebambo, M.D., Family Medicine
- ▶ Brandi Dobbs, MSN, FNP-BC
- ▶ David Lee, MSN, FNP-BC
- ▶ Elina Shakya, M.D., Internal Medicine
- ▶ Fei Li, LISW-S
- ▶ Jamie Kenney, CNP, Family Medicine
- ▶ Joann Wong, LSW

## Interpreting Assistance

When possible, we offer face-to-face interpreters and have contracted with Language Line Solution for other languages spoken by our patients.

## Clinic Hours

Monday: 8:30am - 5:00pm

Tuesday-Wednesday: 8:30am - 5:00pm

Thursday: 8:30am - 5:00pm

Friday: 8:30am - 5:00pm

Saturday: By appointment only

For more information,  
visit our website at  
[www.ichcoho.org](http://www.ichcoho.org)

To schedule an appointment at Akron  
ICHC, call [234-312-3607](tel:234-312-3607)

To schedule an appointment at Cleveland  
ICHC, call [216-361-1223](tel:216-361-1223)

## Geriatric Patients

We are able to schedule monthly telephone visits for frail elderly patients in between their regular every 3 months office visits by our geriatric nurse practitioner. Please call the front desk to request these services.

## Pediatric Patients

For pediatric patients who are about to turn 18 years old we will mail out a letter to suggest well visits with their regular Family Medicine providers for transition of care discussion; or to transfer patients to our adult provider(s) should patients decide to change providers due to personal or language preference.

## Electronic Medical Record Release

At ASIA-ICHC, we utilize a certified Electronic Medical Record (EMR) system and offer team-based primary care services to all our patients. You have a Provider (Physician or Nurse Practitioner) who you establish a long-term relationship with and his/her care team which consists of a Registered Nurse (RN), a Medical Assistant (MA), a Patient Service Representative (PSR or Front Desk Staff) and Community Health Worker(s).

The Community Health Worker is often your first contact, but for most of your routine health related clerical needs, your designated care team member is your Patient Service Representative or Medical Assistant. We also offer referral services to local specialists as needed.

## Referral for Specialty Care

We provide referrals to specialty care with regional hospitals and specialists if needed. If you use specialty services outside of the ones we refer, please notify us immediately so we can request medical records on your behalf to facilitate follow up care at our health center.

## Request for Refills

Requests for refills, letters and forms will be fulfilled during non clinic hours. Please allow 3 business days for refills and 7 business days for forms and letters to be completed.

## Emergencies & After-Hour Care

We offer 24/7 clinical services during our daytime regular office hours at 234-312-3607 and through our answering service, Telemed, after hours. Should you call the clinic number after hours, you will be redirected through Telemed to our on-call provider. Our on-call provider has remote access to your patient record via Electronic Medical Record so our providers may contact you after hours. If you believe you have a life threatening condition please go to nearest emergency room right away to avoid delay of care.

## Billing

We accept most health insurances. For our uninsured patients, we use a sliding scale fee model based on the federal guidelines set by the US Government; we collect a nominal fee based on family income. This fee is required by our HRSA funder. We will refer patients to our social services department to obtain further information and assistance on obtaining health insurance coverage.