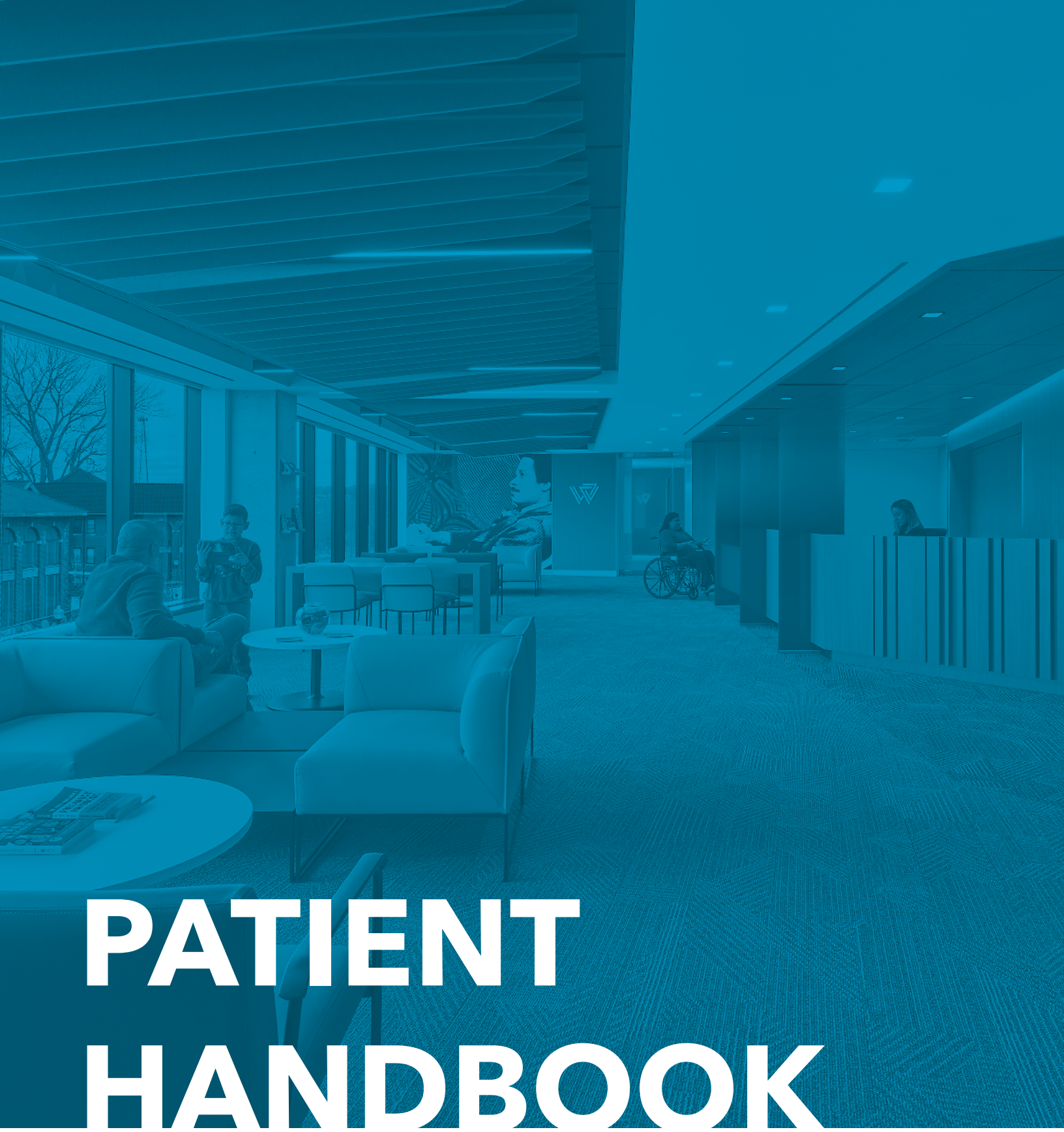

PATIENT HANDBOOK

WHITMAN-WALKER Health

We see you.

www.whitman-walker.org

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A MESSAGE FROM OUR CEO

Dear Friend of Whitman-Walker Health

Greetings to you from our innovative and affirming health care family!

Welcome to Whitman-Walker Health (WWH). We want you to have the best patient care experience possible. That is why we share this Patient Handbook with you. It is your personal guide to getting the health care and supportive services you need to stay healthy. And your health is so important to us.

Your Handbook has information about the many services WWH has to offer. Please take time to read the Patient's Rights and Responsibilities section now (see end of this Handbook). You should keep your Handbook in a safe place where you can use it in the future when you have a question about your care or our services.

Your Handbook is important part of your patient care experience at WWH. It will help you set expectations about our health center family's roles and responsibilities regarding your care. It will also help you set expectations about the overall level of customer service that we will provide to you.

Yours in good health,

Naseema Shafi

Chief Executive Officer, Whitman-Walker Health

WHO WE ARE

Whitman-Walker Health (WWH) offers affirming community-based health and wellness services to all with a special expertise in LGBTQ and HIV care. We empower all persons to live healthy, love openly, and achieve equality and inclusion.

Across multiple locations throughout DC, we provide stigma-free care to everyone who walks through our doors. We are proud and honored to be a place where the entire DMV can feel supported, welcomed and respected.

We strive to be a place where we see the person first; a healthcare home where you will be treated with dignity, respect and love. Your satisfaction is very important to us.

Established in 1978, WWH provides integrated services focused on improving health and wellness, including primary medical and HIV specialty care; dental services; behavioral health services (mental health, psychiatry, and substance use treatment); medical adherence nurse case management and care navigation; public benefits and insurance navigation; legal services; HIV education, prevention and testing; support groups; and wellness services such as nutrition, yoga, meditation, and acupuncture.

“Whitman-Walker envisions a society where all people are seen for who they are, treated with dignity and respect, and afforded equal opportunity to health and wellbeing.”

OUR LOCATIONS

Whitman-Walker at LIZ

1377 R St. NW, Washington, DC 20009

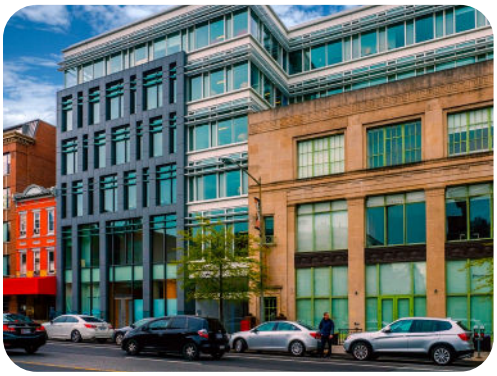
U Street-Cardozo Metro Station
Metro Bus accessible: 52, 53, 54, and G2

Hours

- Monday – Thursday: 8:30 am – 5:30 pm
  Closed – 12:20pm – 1:30 pm
- Friday: 8:30am – 5:30 pm
  Closed – 12:30pm – 2:30pm

Whitman-Walker at 1525

1525 14th St. NW, Washington, DC 20005



U Street-Cardozo and McPherson Square Metro Stations
Metro Bus accessible: 52, 53, 54, and G2

Hours

- Monday-Thursday: 8:30 am – 6:00 pm
  Closed- 12:30pm – 1:30 pm
- Friday: 8:00 am – 6:00 pm
  Closed – 12:30pm – 2:30pm

Pharmacy Hours

- Monday – Friday: 8:30 am – 7:00 pm
- Saturday: 10:00 am – 3:00 pm

Max Robinson Center

1201 Sycamore Drive SE, Washington, DC 20032

Congress Heights Metro Station
Metro Bus accessible: W1, W2, W3, W4

- Monday – Thursday – 8:00 am – 6:00 pm
  Closed – 12:30 pm – 1:30 pm
- Friday 8:00 am – 6:00 pm
  Closed – 12:30 pm – 2:30 pm

Pharmacy Hours

- Monday – Friday: 8:30 am – 6:30 pm

OUR SERVICES

PATIENT-CENTERED MEDICAL HOME

WWH is recognized as a Patient-Centered Medical Home by the National Committee for Quality Assurance. A PCMH is a model of care that puts the patient at the center of an entire care team in order to create a personalized plan for reaching health goals. As your medical home, we are committed to offering you comprehensive and coordinated care in an accessible way that meets your unique needs. PCMH's adhere to standards that have been shown to improve quality outcomes, increase patient and provider satisfaction, and enhance communication in healthcare settings.

WHAT KIND OF APPOINTMENT DO I NEED?

Primary Care

Great for routine care and managing ongoing problems! Schedule to be seen soon.

- Physical Exams
- Screenings, such as blood pressure, blood sugar, cholesterol…
- Chronic Disease management – asthma, COPD,
- Diabetes, HIV, depression
- Recurrent or ongoing allergies or headaches
- Chronic pain (pain > 2 weeks)
- Prescriptions
- Vaccinations
- TB testing
- Form completion
- Pre-op evaluations
- Hospital and ER follow-up

SMART Immediate Care

Great for immediate care that is not life threatening! Walk in first come first served or schedule same day, next day.

- STI symptoms and exposures
- Possible HIV exposure: PEP & PrEP
- New HIV Diagnosis – never in care
- Urinary tract infection
- Cold, flu or fever
- Bronchitis or asthma exacerbation
- Ear, eye, throat, or sinus infections
- Acute migraine
- New rash
- Abdominal pain
- Nausea, vomiting, or diarrhoea
- Minor cuts and scrapes
- Sprains or minor injuries

Emergency

Great for life saving and limb saving care! Call 911 or go to the closest ER.

- Chest pain or difficulty breathing
- Head or spine injuries
- Uncontrolled bleeding
- Severe abdominal pain
- Vomiting blood
- Severe burns, wounds, or cuts
- Poisoning
- Broken bones protruding from skin
- Loss of consciousness
- New seizure or convulsion
- Stroke symptoms – new weakness on one side of the face or body, vision or speech trouble, sudden confusion
- Vaginal bleeding with pregnancy

Need an Appointment?

202.745.7000

202.978.6123

appointments@whitman-walker.org

Note that we will contact you to remind you of your appointment one day before by phone or text. Please remember to write down your appointment time and date. You will be reminded by e-mail three days in advance of your appointment if you elect to receive messages via our secure web portal (my WWH).

Closure Policy

Whitman-Walker Health is closed for care on most federal holidays, and follows the federal government on weather related closures of delays.

If the federal government opens two hours late, WWH will do so as well, and any appointments schedule before the Health Center opens will be cancelled and rescheduled. You should expect a phone call or text regarding rescheduling your appointment in the event of a two-hour delay. If you have any questions:

202.745.7000 **www.whitman-walker.org**

@whitmanwalker or **@whitmanwalker**

PRIMARY CARE

We offer comprehensive primary and preventive health care that sees you. Our model allows you to partner with us to achieve your health and wellness goals. Primary care with us includes more than preventive screenings, seeing us when you are sick, or managing chronic illnesses. It includes mental healthcare and substance use treatment services in a culturally competent and supportive environment. We have over 50 years of experience providing LGBTQ+ care, transgender healthcare, and integrated HIV prevention and treatment. , Our primary care providers include internists, family practitioners, pediatricians, infectious disease physicians, advanced practice nurse practitioners, and certified physician assistants with providers with additional training and certification in HIV, transgender healthcare, psychiatric medication management, and medications for opioid use disorder. We offer both in-person and telehealth appointments as needed.

If you are experiencing a medical emergency, please call 911 or go to your nearest emergency room.

SMART IMMEDIATE CARE

The SMART Immediate Care Clinic is an expansion of our long running Sexual Health Clinic and growing services with more availability for all immediate care needs. SMART care is available at both 1525 and the Max Robinson Center.

- **Sexual Medicine**: Expanded hours for sexual health, sexually transmitted infections (STI) testing and treatment appointments, fast access to PEP and PrEP, same day care for those newly diagnosed with HIV – our "Red Carpet" service.
- **Acute**: New health problems that just started within the last two weeks. Great for when you are sick.
- **Rapid**: Same-day and next-day appointments are available. Walk-in based on availability.
- **Treatment**: When you need it. Open to new and established patients.

CARE FOR YOUNG PEOPLE – PEDIATRICS Ages 10+

Whitman-Walker Health is dedicated to helping young people navigate adolescence. We provide high-quality, comprehensive care to youth (ages 10-24) in a safe, non-judgmental space while respecting individuality, supporting physical and emotional growth and development, and educating and empowering young people to take good care of their own health and well-being. Seeing an adolescent medicine specialist is a great way to move from childhood—where parents or guardians manage healthcare decisions—into the independence of adulthood.

We encourage you to discuss any medical concerns with your parent(s) or trusted adult. Under DC law, youth can consent themselves to be seen for birth control, pregnancy testing, behavioral health, substance use, and STI testing and treatment without a parent or guardian.

TRANSGENDER HEALTHCARE

Whitman-Walker Health has provided safe, respectful, and affirming transgender healthcare since 2004. We now offer a wide range of services from experienced and sensitive providers who partner with you to meet your embodiment goals, including affirming primary care; management of hormone therapy; surgical referrals; and referrals to non-surgical specialists. We work with young people, families, and individuals ages 10+ and our larger care team is staffed to support beyond one's physical transition goals. We know that no two people have the same healthcare needs. We aim to provide a variety of services to meet your needs, whether within WWH or outside our walls. Talk with your medical provider about services available to you or reach out to our Department of Transgender Healthcare via email, ✉ **transhealth@whitman-walker.org**.

For assistance with any legal name change or gender marker updates, please see the Legal Services section (Page 15). Legal Services can help with these identity document updates, as well as appeals to insurance denials.

To schedule a consultation for laser hair removal (not-billable to insurance): 📞 **202.745.7000**

HIV SERVICES - RED CARPET

Red Carpet is Whitman-Walker Health's name for our rapid system for patients engaging in HIV medical care at Whitman-Walker Health. Through our Red Carpet service, you will be connected to a variety of WWH services based on your need. You can access these services by calling 📞 **202.745.7000** and requesting HIV services or simply by requesting the Red Carpet. If you are engaging in HIV medical care for the first time, please specify that when calling WWH.

POST-EXPOSURE PROPHYLAXIS (PEP)

PEP, or Post-Exposure Prophylaxis, is a 28-day course of medication shown to be effective in preventing infection with HIV after a high-risk exposure. Research indicates that for best results, the medication should be started as soon as possible after the exposure. PEP is most effective within 72 hours of an exposure.

People who are at increased/higher risk:

- Anal vaginal/front-genital sex without condom with a partner of unknown HIV status.
- Sex with a partner known to be HIV-positive.
- Injection drug use with needle sharing.

To access PEP services at WWH: **202.797.4439**

Due to the time sensitive nature of PEP, when WWH is closed, we encourage people to call the DC PEP hotline at 202.299.3737 or go to the emergency room.

PRE-EXPOSURE PROPHYLAXIS (PREP)

PrEP is an HIV prevention option for those who are HIV-negative. PrEP can be pills or injections that reduce your chances of getting HIV.

PrEP can help protect you if you DON'T have HIV, and any of the following apply to you:

- If you who have had anal vaginal/front-genital sex in the last 6 months.
- If you have sexual partners living with HIV (especially if the partner has an unknown or detectable viral load).
- If you have been diagnosed with a Sexually Transmitted Infection (STI) such as gonorrhea or chlamydia in the last 6 months.
- If you inject or slam substances/drugs.
- If you have sexual partners who inject substances who have HIV.
- If you share needles, syringes, injection supplies, or other injection equipment.
- If you have used PEP before.

HIV COUNSELING & TESTING

Free, confidential HIV testing for the general public.

WWH offers confidential testing for HIV to the public at our 1525 and Max Robinson Center sites. HIV testing is free of charge, but donations are welcome. Whitman-Walker Health uses a rapid HIV test that delivers results in as little as 60 seconds, though the entire process—including counseling—takes about 15-20 minutes. Individual testing is generally available without an appointment.

Patients who receive a negative HIV test are eligible for sexually transmitted infections (STI) screening (gonorrhea, chlamydia, and syphilis). If patients are not experiencing STI symptoms they may screen using a self-test kit. Patients experiencing symptoms are encouraged to become a medical patient with us and schedule an appointment to see a provider in our SMART clinic.

Whitman-Walker Health also operates a mobile HIV testing unit that travels throughout the community and provides HIV testing and prevention education.

To find out when the mobile testing unit may be near you, follow us on social media:
@whitmanwalker and **@whitmanwalker**

To request our mobile testing unit at a community event:
202.797.4439 or **communityhealthteam@whitman-walker.org**

DENTAL SERVICES

We offer a full range of preventive dental care and treatment including regular exams, cleanings, and x-rays. We also provide a range of restorative services, such as fillings, root canals, crowns, extractions, partials, dentures, Invisalign and whitening services.

PHARMACY

Whitman-Walker Health has two pharmacy locations to serve you. Our pharmacies are located at the **1525 Clinic on 14th Street NW** and the **Max Robinson Center on 1201 Sycamore Drive SE**. We are a full-service pharmacy for your prescription drug needs and can fill many over-the-counter medications. We can fill prescriptions from outside providers. Your use of the Whitman- Walker Pharmacy helps support our mission.

Hours of Operation:

- **1525 14th St NW:** Monday – Friday 8:30 am – 7 pm and Saturday 10 am – 3 pm
- **Max Robinson Center:** Monday – Friday 8:30 am – 6:30 pm

We accept DC Medicaid, AIDS Drug Assistance Program, Maryland AIDS Drug Assistance Program, most Medicare Part D plans and most commercial insurance plans. Please call us at **866.724.1805** option 3 if you have any questions about which plans we accept.

We offer a wide range of medications at or below the cost of a regular pharmacy. Once you are a client, you can call ahead and we will have your prescriptions ready for pick-up on the day of your appointment. Free daily delivery is also largely available in the DC metropolitan area.

Prescription Refills:
When you still have refills left on your medicine, our pharmacy can refill your prescription directly, with no need to contact your provider.

To refill your prescription: **866.724.1805** (Please have your Rx number ready from your medication package)

Visit our website **https://whitmanwalkerpharmacy.com** or via the Whitman Walker Pharmacy iPhone or Android smartphone apps.

Prescription Renewals:
A renewal is for when you no longer have refills left on your medicine.

If you need a new prescription from your medical provider (1525 14th St. and Max Robinson): **202.745.6135** or visit our website **https://whitmanwalkerpharmacy.com** and fill out the Prescription Renewal Form.

BEHAVIORAL HEALTH

Behavioral health is an important part of your overall wellness. Whether it's talking about depression or anxiety, reducing substance use, managing your psychiatric medication, or navigating life changes. Our diverse programming and professional staff of therapists, psychiatric providers, and peer counselors offer affirming care. Services Include:

- Integrated Brief Behavioral*
- Substance Use Treatment Services
- Gender Affirming Therapy
- Youth Mental Health
- Group Psychotherapy
- Peer Support
- Psychiatry*

**Existing WWH patients only, ask your provider for more info.*

IBB- INTEGRATED BRIEF BEHAVIORAL HEALTH

IBB is brief counseling to build on your own natural strengths and resilience. Our behavioral clinicians work with you to target specific emotional or behavioral problems and build your capacity to cope with life stressors. IBB is best at supporting:

- Depression
- Anxiety/Panic Attacks
- Grief/Major Life Adjustment
- Gender Exploration for Adults or Teenagers
- Your Body's Reaction to Stress, Trauma or Other Life Challenges

**IBB is only open to WWH medical patients. Talk to your primary care provider about a referral.*

PSYCHIATRY

Psychiatry is available to existing medical patients of Whitman-Walker Health. We can help you with psychiatric assessment, medical interventions, and medication management for anxiety, depression, and other mental health or psychiatric concerns. Often, clients combine psychiatric care with other behavioral health services.

Because of high demand, there is limited availability for psychiatry appointments. When clinically appropriate, your primary medical provider may take over ongoing medication management.

SUBSTANCE USE TREATMENT SERVICES

With special expertise in working with LGBTQ+-identified clients, Substance Use Treatment Services offers a continuum of programs aimed at helping you examine your relationship to substances and make changes that align with your individual needs. Programs are staffed by licensed mental health professionals and specially trained peer volunteers. Group and individual counseling is available in-person and via telehealth. From substance use management/harm reduction to abstinence-based outpatient programs, we aim to meet you where you are and assist you in meeting your goals. Substance Use Treatment Services offer specialized programming for transgender-identified individuals, those engaged in chem-sex or experiencing sex/drug fusion, and a specialized focus on sexual health in recovery.

Substance Use Treatment Services also offers medications for the treatment of prescription opioid/heroin/fentanyl use, alcohol use, and stimulant use disorders. Most medications for treatment of substance use disorders can be accessed through consultation with your primary care provider at Whitman-Walker Health. Medications for Opioid Use Disorder (MOUD), like Suboxone and Sublocade, can be accessed the same day through the SMART Clinics at either location; though restrictions apply.

Free overdose prevention supplies including Naloxone and Fentanyl Test Strips are available upon request in medical, community health, the PrEP clinic, and on Behavioral Health floors. These supplies are recommended for anyone using substances, even those substances not commonly associated with opioid overdose risk, like party drugs and pressed pills.

For more information, call **202.797.4453** or talk to your primary care provider.

TRAUMA INFORMED YOUTH THERAPY

Our youth therapy program strives to provide young people with a safe and affirming space to explore their own individual capacities for healing. Therapists use a wide array of techniques including somatic and expressive therapies; we tailor sessions to meet the young person's specific needs. Therapy can be provided at any Whitman-Walker Health location or virtually through telehealth.

For more information: **youthmentalhealth@whitman-walker.org**

GROUP THERAPY

Group psychotherapy offers the opportunity to process emotional or social challenges in a supportive environment. All groups are led by experienced and licensed psychotherapists. Many of our groups focus on LGBTQ+ issues of identity and expression, while some groups focus on specific behavioral interventions like relationships, cognitive behavioral therapy (CBT), dialectical behavioral therapy (DBT), or understanding problematic behaviors and emotions.

For more information: **achavis@whitman-walker.org**

Please check our website for more information:
www.whitman-walker.org/health-services/behavioral-health/group-psychotherapy

PEER SUPPORT

Peer Support Services offers support groups for a variety of LGBTQ+ focused support groups. Whether it's relationships, self-esteem, transitioning, managing chronic conditions, or something else, peer support is a great way to connect for help.

Some Peer Groups Include:

- Silver Circle
- Gender Support Groups
- Queer Women/Gay Men
- Tools for Life Change
- HIV

For more information: **peersupport@whitman-walker.org**

Need Immediate Heath Support?
(Outside of WWH)

- **National Suicide Lifeline:** 1.800.273.8255
- **Trans Lifeline:** 1.877.565.8860
- **The Trevor Project Lifeline:** 1.866.488.7386 (LGBTQ+ youth)
- **Crisis Text Line:** Text "GO" to 741741
- **DC Mental Health Access Line:** 1.888.793.4357

CARE MANAGEMENT

WWH offers a service known as Medical Care Management. Nurse Care Managers work with the rest of your healthcare team to assist with medication adherence and help you understand your various health conditions. They provide health education teaching and skills. They will work with you to help identify individual goals related to your health and implement interventions to reach that goal. Discuss with your provider if you need help from a nurse care manager, and they will refer you to their services as appropriate.

Care Navigators can assist you with barriers to engaging in HIV care. They can help with strategies for adherence to medication and managing appointments. They can also make referrals to social service organizations to meet a variety of basic and social needs. Care Navigators will conduct an assessment of your needs, work with you to identify your health goals, and make a plan to achieve them. WWH also has special care management programs for youth, families, and people who are pregnant and living with HIV. Discuss with your provider

if you need help from a Care Navigator, and they will refer you to Care Navigation services as appropriate.

While WWH doesn't provide social service case management, if you are in need of other social services such as housing, food bank referrals, rental assistance, clothing referrals, etc., various WWH staff can help connect you to outside agencies around DC to assist with these needs.

These services are available at 1525 Health Center and Max Robinson Center.

WELLNESS SERVICES

Wellness Services at WWH actively seek to help you meet your goals for long-term health. As an adjunct to traditional health services, Wellness Services can help you maximize your quality of life. We offer a variety of complementary services including mindfulness meditation, movement and meditation, functional fitness and yoga. In addition, we provide diabetes self-management education and assistance with smoking cessation.

For more information: **202.979.0904**

NUTRITION SERVICES

WWH's Registered Dietitian Nutritionist can provide nutrition counseling that will help you make lifestyle changes at your own pace.

Any patient who sees a primary care doctor at WWH and has a chronic condition (HIV, heart disease, diabetes, high blood pressure, kidney disease or obesity) can receive individual care and counseling on healthier eating from our Registered Dietitian Nutritionist. Nutrition services are not covered by all insurances.

For more information, please speak with your primary care provider during your next WWH appointment for a referral and to determine if your insurance covers these services or if you are eligible for a sliding fee.

For more information, please speak with your primary care provider during your next WWH appointment or contact our main line by texting **202.978.6123** or calling **202.745.7000**.

REFERRALS

Referrals are important for your health care. Your provider may refer you for imaging and specialty appointments when the provider needs more information about symptoms you are experiencing, test results, or for routine screening. Your care team helps ensure necessary authorization is obtained before your appointment. Keeping your contact and insurance information up to date with WWH staff helps the care team to ensure authorizations and specialty facility recommendations are accurate. Contact the Medical Office Assistant that is on your care team for assistance.

PATIENT EMPOWERMENT

WWH offers patient empowerment programs, such as support and education groups on various health topics, an HIV peer mentor program, and other HIV and non-HIV specific programs.

For more information: **202.979.0904**

CANCER NAVIGATION

WWH offers Cancer Navigation services to patients and their families who have been affected by cancer.

For more information: **202.797.4439**

LEGAL SERVICES

As the nation's oldest medical-legal partnership, WWH is home to experienced attorneys and paralegals who provide free legal assistance to eligible clients of WWH, people living with HIV, and members of our LGBTQ community. We help clients to pursue humanitarian immigration relief; access public benefits, including Social Security disability income; prepare wills and powers of attorney; protect elder rights; obtain name and gender updates for trans and nonbinary folks; and fight against LGBTQ/HIV discrimination in the workplace and in health insurance, including access to transgender healthcare.

We are also able to help you seek legal immigration status if you are from another country; and correct your legal records and vindicate your rights if you are transgender. Our services are free of charge or available for a modest fee, depending on your income.

We are also available for limited initial consultation on a walk-in basis at 1525; at LIZ, and at the Max Robinson Center, Monday through Friday. With your consent, our medical providers can also refer you to our Legal Services staff or consult withour lawyers to determine how to best resolve the legal issues that may be getting in the way of your health.

For more information about Legal Services:
202.939.7630 or **contact-legal@whitman-walker.org**

PUBLIC BENEFITS & INSURANCE NAVIGATION

The Public Benefits and Insurance Navigation (PBIN) team is here to talk with you about your health insurance options and any problems you are having with insurance or the cost of your care. The PBIN team serves as certified DC Health Link Assisters, providing critical consumer outreach and enrollment assistance to uninsured and under-insured DC residents. Given our patient population and geographic locations, the PBIN team also counsels clients from Maryland and Virginia and receives calls from other areas for assistance and advice.

We can help with:

- Health insurance eligibility screening, including wrap around programs to reduce costs;
- Enrollment and renewal assistance;
- Health insurance literacy counseling (how to use coverage, understand out of pocket costs, reduce costs); and
- Troubleshooting eligibility, coverage, cost of care issues.

We serve as a DC Health Link enrollment center to help you find an insurance plan that meets your needs and help you navigate any insurance issues.

Whitman-Walker Health Insurance Navigators can help eligible patients enroll in health insurance programs and get information on ways to keep healthcare costs low, including:

- Medicaid
- Medicare
- Qualified Health Plans (DC Health Link, Maryland Health Connections, and Virginia heathcare.gov)
- Subsidies (premium tax credits and cost sharing reductions)
- AIDS Drug Assistance Program (ADAP) and AIDS Insurance Assistance Program (AIAP)
- Qualified Medicare Beneficiaries (QMB)
- Sliding Fee Schedule

In addition to helping you find the best health insurance options, we can assist people in fixing coverage problems, denials when they happen, and recertifying/renewing your coverage, as needed.

We are here to help you and want you to know how best to get the help you need!

Insurance Help Line: **202.745.6151** (Monday – Friday from 9 am – 5 pm)

Please call our Insurance Helpline for whatever help you need. We have limited on-site appointments and do not recommend walking in – you are better served by calling the Help Line and leaving a message if you don't reach someone.

Virtual Appointments:
A Virtual (Phone) Appointment is when PBIN sets a time they will call you to complete your application or renewal for insurance, ADAP, and/or Sliding Fee. We have options for sending PBIN supporting documents by email, sending a picture of the documents by text, or, if neither of these work for you, PBIN will schedule a time to drop off the documents in person.

You need supporting documents to apply or renew insurance. We cannot complete applications or renewals without these documents. If you are uninsured or recently lost insurance and need to apply, call the Insurance Helpline for an appointment by phone and have the following ready:

- Proof of Identity: Driver's license/ID/Passport
- Proof of Residency: Rent/mortgage/utility statement or utility bill (gas/electric)
- Proof of Income (most recent month): Pay stubs totaling 1 month of income or SSI/SSDI/TANF award letter
- Immigration Documents (if applicable): Passport, Green Card/LPR, Approval of Asylum
- If you do not have these documents, let PBIN know so they can help you figure out the next steps.

SLIDING FEE SCHEDULE OF DISCOUNTS

As a Federally Qualified Health Center (FQHC), WWH offers a sliding fee schedule of discounted fees on health care services provided to patients with individual or family income at or below 200% of the Federal Poverty Guidelines. Whitman-Walker Health's sliding fee schedule of discounted fees applies to charges for services that are within WWH's FQHC "scope of service" and is not applicable to services outside WWH's scope, such as aesthetic services. For some in scope services, there may be a separate fee specifically for a device or supplies (e.g., IUD). WWH's sliding fee also does not apply to medical appointments that happen outside WWH or external pharmacies.

WWH's FQHC scope of service includes medical, preventive and restorative dental services (excluding teeth whitening, Invisalign/orthodonics, and mouth guards), individual and group behavioral health services, individual and group addiction treatment services, and medications on our SFS formulary dispensed at the pharmacy. If you think you may be eligible for WWH's discounted fees, please call **202.745.6151** to schedule a time to speak with a Public Benefits and Insurance Navigator. You will need to provide documentation of your residency and income for a month. Residency documentation can be a government ID with your current address, rent/mortgage statement, utility bill with the address. Income documentation is one month worth of paystubs, your SSI/SSDI/TANF award letter for the current year, statement of unemployment income. A PBIN can discuss what you need to provide.

INSURANCE AND PAYMENT OPTIONS

Whether you have private or public insurance or if you are not currently insured, Whitman-Walker Health wants to work with you to find a way to get you into care.

We accept many commercial and public insurance plans to help keep you engaged in care. Below you will find a list that highlights our accepted insurance plans per carrier.

Please present your insurance card and identification at each visit. Any copayment, and any coinsurance or deductible balance, will be due at the time of your visit. We accept payment by check, credit card, debit card, and cash.

If you don't qualify for insurance coverage, our Public Benefits and Insurance Navigation Team can assess you for our sliding fee schedule of discounts, which will help you get a discount on your care if you qualify.

Patient cost sharing:

Your portion of your care – is due when you receive service. If you have a balance on your account, you will receive a communication, such as a text message or email with a link to pay your balance.

To pay a balance in person: Visit check-in desks or **202.797.3524**

If you have questions about your insurance or a bill for services:
202.797.3524 or **allbilling@whitman-walker.org**
To view a list of insurance that we accept, see our website.

LANGUAGE ASSISTANCE

Whitman-Walker Health offers language assistance to patients who are more comfortable accessing care in a language other than English or are deaf or hard of hearing. This assistance will be provided by bilingual WWH providers, video relay ASL interpreter, an interpreter telephone line, in person interpreters or a TTY Line.

PATIENT PORTAL

Want to stay connected with your provider and access your own records? Our Patient Portal (also called "My WWH") is a secure tool that you can use to stay connected to your health information and your care team.

What are the main functions of the portal?

- View your medical record, including appointment history; medication lists; lab results; and referrals entered by your PCP
- Request prescription renewals
- Message your provider securely

How do patients log in?

You may establish a portal account by following the links on our web site entitled "Patient

Portal" or by asking a Client Services representative for assistance. After you have registered for the Patient Portal, you may download a free phone app called "Healow" from your App Store to access portal information on your smart phone. The Healow code for WWH is "DDBEAA." Alternatively, there is a link on our website if you would like to access the portal using a desktop computer instead of a smart phone.

The Whitman-Walker Health Pharmacy has a separate portal and app. That app may be downloaded or you may go online to whitmanwalkerpharmacy.com to request prescription refills from the Whitman-Walker Health Pharmacy.

Need assistance with the portal? Our Client Services Department can assist you with this!

- **Visit our 1525 or Max Robinson location**
- **202.978.6123**
- **202.745.7000**
- **Visit our website www.whitman-walker.org**

RESEARCH

At Whitman-Walker Health, research is about finding the best ways to improve our patients' health. We have been involved in research since 1987, when the first HIV treatments were being tested. In fact, Whitman-Walker patients have been included in the clinical trials that led to virtually every drug currently available to prevent or treat HIV.

We've enrolled thousands of patients and community members in our research studies, which focus on a range of topics, including HIV treatment and prevention, COVID-19, gender-affirming care, cancer screening, mental health, healthy aging, and so much more. Whitman-Walker Health's research projects include clinical trials that test how well new medications work, including work to identify cures for conditions like HIV, as well as those to evaluate innovative approaches to health care delivery and inform new health promotion strategies. We're always expanding the studies we're offering to patients in hopes of including everyone in this important work!

For more information: **202.207.2510**

CLIENT RIGHTS

As stated in the publicly available Patient Rights & Responsibilities Statement, found at **www.whitman-walker.org/wp-content/uploads/2024/05/Patient-Rights-and-Responsibilities-Statement-osv.pdf**, you have the right to:

- **Receive care and access services** regardless of your race, color, religion, sex, marital status, sexual orientation, gender identity or expression, English language proficiency, national origin, age, disability, veteran status, or any other status protected by law
- **Be confident** that your protected health information will not be used or disclosed in a manner that violates your rights under the Health Insurance Portability and Accountability Act (HIPAA), and that WWH will comply with the terms in the Notice of Privacy Practices provided to you when you registered as a health center patient.
- **Be treated with respect** and consideration, in a place where you feel safe from harm

and free from verbal, physical, or psychological abuse, intimidation, or harassment.

- **Make decisions** about your treatment, including whether to participate in a clinical trial, after having been provided with adequate information about the consequences of refusing any treatment or services.
- **Be involved** in your care plan through regular interactions with your doctors and other staff who work with you about your care.
- **Express yourself** about the care you get at WWH by talking to staff members who can help you with informal or formal complaints.
- **Receive high-quality timely care** from WWH staff who have the right credentials to treat you or will assist you with referrals for care that WWH doesn't offer.
- **Receive translation help** if you have problems with hearing or reading or if you speak a language other than English.

CLIENT RESPONSIBILITIES

As stated in the publicly available Patient Rights & Responsibilities Statement, found at **www.whitman-walker.org/wp-content/uploads/2024/05/Patient-Rights-and-Responsibilities-Statement-osv.pdf**, you have the responsibility to:

- **Be respectful** towards WWH staff, volunteers, other patients and guests, and avoid using bad or hurtful language.
- **Avoid** verbal or physical threats against anyone at the Health Center, and do not come into WWH drunk or high.
- **Never bring guns or weapons** of any kind to WWH or threaten or cause harm to others within the Health Center.
- **Maintain the privacy** of anyone you meet at WWH and do not discuss anything you may have seen or heard about another patient.
- **Take part** in and stick to your care plan.
- **Ask for help** with hearing or reading or language at least 48 hours before you come in.
- **Talk regularly** with your doctor or other staff about your care plan and give them all the information they need to care for you.
- **Ask questions** if you don't understand the information you have been given.
- **Show up** for appointments or cancel them in a timely manner (at least 24 hours before the appointment).
- **Pay** for the cost of your care if your coverage requires it or as you can and make sure WWH has the correct information it needs to be paid for your care.

If you don't follow these Rights and Responsibilities, the health care services we provide to you at WWH may be suspended or terminated. Nothing we have said here creates any contractual rights for you or for WWH.

CLIENT FEEDBACK & GRIEVANCES

We welcome any input you may have about how we might serve you better. Your voice is important to us! We have several options available for you to submit complaints, praise, or ideas to us. You can use this link to submit feedback at any time: **https://whitmanwalker.feedtrail.com**. This link is also accessible on our web site or by scanning the QR codes labeled "Feedback" that are posted around our facilities. If you prefer to fill out a paper form, we have forms and feedback boxes placed in the waiting areas of both health centers. You can expect a WWH staff member to contact you about your feedback promptly.

Our staff will make every effort to resolve any issues to your satisfaction as soon as possible. If we can't resolve the complaint to your satisfaction via the feedback process, you may file a formal written grievance. Once submitted, your grievance will be addressed by WWH's Director of Compliance in coordination with WWH staff.

If you wish to obtain a copy of WWH's Grievance Form or you have any questions about the Grievance Policy: **202.797.4416**

CONSENT TO TREATMENT

You will be asked to sign a General Consent Form before you receive care. We cannot give you care unless you give us permission, except in an emergency. You will be informed of the benefits and risks, if applicable, associated with the services offered to you and the potential risks if you refuse care or end treatment. Your permission is required and must be in writing before we can provide services to you. Please read the form and ask any questions you may have about what you are being asked to sign. A member of our staff or a provider will be happy to review it with you.

FREQUENTLY ASKED QUESTIONS

Can I get to WWH on public transportation?

Yes, our sites are located within walking distance of the Metro and the bus lines.

1525 14th Street NW and Whitman-Walker at LIZ, 1377 R Street NW (at corner of 14th & R Streets NW)

- Metro Station: U St./Cardozo
- Buses: 52, 53, 54 and G2
- Circulator Bus: Woodley Park–Adams Morgan–McPherson Square Circulator bus stops at 14th and U Streets, NW and 14th Street and Rhode Island Avenue, NW.

Max Robinson Center, 1201 Sycamore Drive SE (near corner of Alabama Ave and Sycamore Dr SE)

- Metro Station: Congress Heights (two blocks)
- Buses: W1, W2, W3, W4

Is there parking available?

No, WWH does not have available parking for patients. There is limited street parking our locations.

How can I schedule a medical appointment?

- **202.745.7000**
- **202.978.6123**
- **appointments@whitman-walker.org**
- By scheduling your follow-up when you check out of your appointment

What medical services are available at WWH?

We offer the same services you would receive at any primary care doctor's office, along with dental care, mental health care and other support services. We also can refer you to outside doctors who can provide you with care that we cannot (for example, if you need surgery or need to stay in a hospital).

If I need a prescription filled, do you have an on-site pharmacy?

Yes, we are pleased to offer a full-service, on-site pharmacy at our 1525 and MRC locations. Pharmacists with an HIV specialty are available by phone for one-on-one sessions to provide medication counseling, HIV education, management of side effects, assistance with filling pillboxes, and more. Please call the Pharmacy 866.724.1805 option 3.

What are the hours of the pharmacies?

Whitman-Walker at 1525

- Monday – Friday: 8:30 am – 7:00 pm
- Saturday: 10:00 am – 3:00 pm

Max Robinson Center

- Monday – Friday: 8:30 am – 6:00 pm

How do I refill a prescription?

866.724.1805 or use the Pharmacy iPhone/Android smartphone app.

Is there a way I can access my health information online?

Yes, WWH offers an online patient portal on our website that allows you to view some of your health information. It is a secure tool that allows you to access your messages and lab reports. You can also use the portal to view appointments and request refills from your doctor. Please speak with your medical provider or a client services representative for information on accessing the portal and creating an account.

Do you offer immediate care if I am sick?

Yes. Text the number SMS **202.978.6123** or call **202.745.7000** to schedule an appointment within our SMART Immediate Care Clinic which is available at either 1525 or our Max Robinson Center. You will be given an appointment that day or the next. Walk-ins are an option as well based on availability.

What if I'm sick and you're not open?

For medical advice when Whitman-Walker Health is closed, call **202.745.7000** option 3 to after-hours nurse care line. The representative that answers the call will assist in connecting you to a nurse. This may mean directly transferring the call to a nurse or asking for your callback information for the nurse to call you back. The nurse will be able to provide you with advice for home care, appropriate follow-up, or can recommend that you seek immediate care if needed. If it is an emergency, call 911 immediately or go to the nearest emergency room.

I don't have insurance. Do you have assistance?

Yes, WWH has Public Benefits and Insurance Navigators who help all patients who don't have insurance to see if they qualify for public (Medicare/Medicaid) or private health insurance or any additional programs that remove the barriers to healthcare.

After helping patients enroll, our navigators can help patients keep their coverage by assisting them re-certify or renew their insurance, when needed, and by addressing coverage problems and denials when they happen.

The PBIN team also screens for eligibility for our Sliding Fee Schedule of Discounts and/or possible funding from grants (such as Ryan White funding for HIV-positive patients) to reduce out-of-pocket costs.

What should I do if I have a complaint about WWH's services or wish to make a suggestion?

We have several options available for you to submit complaints, praise, or ideas to us. You can use this link to submit feedback at any time: **https://whitmanwalker.feedtrail.com**. This link is also accessible on our web site or by scanning the QR codes labeled "Feedback" that are posted around our facilities. If you prefer to fill out a paper form, we have forms and feedback boxes placed in the waiting areas of both health centers. Additionally, all WWH staff members are trained to assist you with the feedback process. Feel free to ask any member of our staff to assist you in providing feedback.

CONTACT INFORMATION

Need Immediate Heath Support?
(Outside of WWH)

- **National Suicide Lifeline:** 1.800.273.8255
- **Trans Lifeline:** 1.877.565.8860
- **The Trevor Project Lifeline:** 1.866.488.7386 (LGBTQ+ youth)
- **Crisis Text Line:** Text "GO" to 741741
- **DC Mental Health Access Line:** 1.888.793.4357

Appointments for services	202.745.7000	**appointments@whitman-walker.org** or text 202.978.6123
Insurance Helpline / Public Benefits and Insurance Navigation	202.745.6151	
Patient health billing	202.797.3524	**allbilling@whitman-walker.org**
Patient feedback		**https://whitmanwalker.feedtrail.com**
Medical records	202.745.6166	**www.whitman-walker.org/patient-login**
Compliance/Privacy Concerns	202.797.4450	
Medical and dental care and nutrition	202.745.7000	
Messages for your medical provider		Our medical providers are frequently in appointments seeing patients. The best way to contact them is to message them through the patient portal. You can also call our main line **202.745.7000** and say you want to leave a message for your medical provider. Your call will be routed to your medical provider's medical assistant who will then relay the message.
Nurse – After Hours	202.745.7000, option 3	
Patient Portal/Healow		**www.whitman-walker.org/patient-login**
Behavioral Health		If you are interested in behavioral health services, please talk with your WWH medical provider about a referral.

Youth Mental Health	202.321.3303	
Substance Use Disorders	202.797.4453	
Peer support	202.939.7646	**peersupport@whitman-walker.org** (email is best option)
Pharmacy refills	202.745.6135 or 866.724.1805 For Psychiatric Medication Refills: 202.939.7672	
HIV Testing and Counseling	202.797.4439	
PrEP Clinic	202.939.7690	
Emergency PEP services	202.797.4439	
Red Carpet / HIV care – newly diagnosed and entering care for the first time	202.797.4437	
Care navigation	202.745.7000	
Transgender healthcare navigation	202.797.4457	
Youth care navigation	202.207.2360	
Legal Services	202.939.7630	**contact-legal@whitman-walker.org**
Wellness services	202.979.0904	

WHITMAN-WALKER Health

We see you.

202.745.7000
202.978.6123

Whitman-Walker at 1525
1525 14th St. NW
Washington, DC 20005

Whitman-Walker at LIZ
1377 R St. NW, Suite 200
Washington, DC 20009

Max Robinson Center
1201 Sycamore Dr. SE
Washington, DC 20032

www.whitman-walker.org