



Your Health. Our Passion.



# HealthNet Patient Handbook with Patient Rights and Responsibilities

**HealthNet Mission:** To improve lives with compassionate health care and support services, regardless of ability to pay.

# HealthNet's Vision: **World Class Quality in Community Health Care**

**Our Patients** — Always satisfied. Frequently delighted. Sometimes dazzled.

**Our Staff** — Empowered, enthusiastic, and proud.

**Our Centers** — A health care home for our patients. A place of skilled caring and compassionate healing.

**Our Leadership** — Transformational, supportive, and visionary.

**Our Impact on Health** — Defined, measurable, and spectacular.

**Our Efficiency** — Breathtaking.

**Our Community** — The healthiest urban community in the nation.

This health center receives HHS funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.



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*Each year, more than 61,503 lives are touched by our dedicated staff of doctors, dentists, nurses, behavioral health providers, certified nurse midwives, social workers, and other caregivers. This booklet will explain how to access your Patient-Centered Medical Home. It also will explain your rights as a patient and what HealthNet expects from you when you visit our centers.*



## Seal of Approval

HealthNet has the seal of approval from Joint Commission. The Joint Commission is an international organization that compares us against safety standards. HealthNet works hard to make sure all health centers offer safe and first-rate medical services to patients. The Joint Commission comes in, inspects our services, and tells us how we are doing. All of HealthNet's centers have passed difficult tests, which means you get excellent medical care.

“Accreditation by the Joint Commission sets HealthNet apart,” says Michael Kulczycki, executive director, Ambulatory Care Accreditation Program, The Joint Commission. “Organizations awarded this Gold Seal of Approval dedicate themselves to continuous operational improvement.”

## Your Board of Directors

The HealthNet Board of Directors makes sure each health center meets the health needs of the community and people who live there. The majority of board members are HealthNet patients. Others are business people who live or work in your neighborhood.

We need your support. We invite you to attend board meetings and become active in neighborhood-based organizations. The HealthNet Board meeting is held once a month. Call 957-2000 for information.

## Your Health Care Provider

At HealthNet, you will see a Care Team that is made up of a health care provider and trained staff (Nurse, Medical Assistant, etc.) who work together to meet your medical needs.

We have different types of health care staff at HealthNet. We call them your “provider.” All of them have graduated with a degree in their field and passed tests to be licensed by the state of Indiana to see patients. They also have to learn new things to keep their licenses.

**Medical Doctors:** Our doctors also have privileges at the IU Health Academic Medical Center.

**Medical Residents:** Our medical residents are licensed medical doctors who are training to focus in one specialty.

**Nurse Practitioners:** Our nurse practitioners (NP) are certified in OB/GYN, Family Practice, Pediatrics, or Psychiatry. They are registered nurses who went to graduate school and work closely with doctors if a patient is very sick or has a serious health problem.

**Certified Nurse Midwives:** Our certified nurse-midwives are specially trained and licensed to provide a comprehensive range of wellness and obstetrics/gynecological health services for women. We have the largest midwifery program in Indiana.

**Behavioral Health:** Our psychiatrists, psychologists, and psychotherapists are trained in care for adults, teens, and children.

**Dentists:** HealthNet dentists and hygienists are all graduates of an official dental school.

**Freedom of Choice of Provider:** You have the freedom to choose any willing healthcare provider, at any time. If you elect to be treated by a provider other than a HealthNet provider, HealthNet will assist you in transferring your records to this provider. Please note that non-HealthNet providers may be part of different insurance plans (including Medicare and Medicaid plans). While HealthNet will reasonably assist you in transferring insurance coverage to a new provider, you will ultimately be responsible for making sure that that you have the appropriate insurance for such provider.

**Provider credentials can be found at**  
**[www.indyhealthnet.org/Physician-Search/](http://www.indyhealthnet.org/Physician-Search/)**

## Available Services

HealthNet offers basic health care for patients of all ages including:

- Children's health care
- Family health care
- Internal medicine
- OB/GYN & certified nurse midwives
- Eye care
- Shots
- Birth control

We also offer other services to help you get and stay healthy. You may want to make an appointment to see these health care professionals.

**Behavioral health:** Behavioral health providers are available at most centers. You may want to see a behavioral health provider if you have:

- Thoughts of fear or worry
- Actions or thoughts that worry you
- Anger issues
- Marriage or family concerns

**Dental:** At Barrington, People's, Southeast, Southwest, and Bloomington health centers, our dentists, hygienists, and support staff offer:

- Cleanings
- Tooth removal
- Fillings and crowns
- Emergency dental care
- Sealants
- Dentures
- Fluoride treatment

**X-Ray:** Our trained x-ray technician offers screening mammograms and some basic x-rays. X-rays are done at Barrington Health & Dental Center. You may have x-rays done somewhere outside HealthNet if you prefer.

**Pharmacy Services:** Prescriptions may be filled at HealthNet's partner pharmacies at a discounted price. Check with a HealthNet staff member to see if you qualify for a discount. You may also fill your prescription(s) at a pharmacy of your choice. Our pharmacists also offer Medication Therapy Management (MTM).

## Other Services & Programs Available

These services and programs help patients with other needs. Talk with your Care Team if you would like to use any of these services.

**Health Education:** We offer Pulmonary, Diabetes Education, and Health Promotion services as well as a Dietitian and weight management program. We can refer you to a quit tobacco program.

**Social Workers:** Helps patients and their families find resources for food, housing, money, transportation, or other needs.

**Virtual Care:** Get the care you need from home with your computer, smart phone or tablet! From urgent care, to behavioral health and chronic disease management, our providers can treat a variety of health concerns through virtual care.

**Healthy Families:** Great childhoods begin at home. Healthy Families is a home-based program that partners with parents to build strong families. The program offers information on how your child grows and develops, safety information, access to health care, parent education, and community resources. For more information, call 317-957-2600.

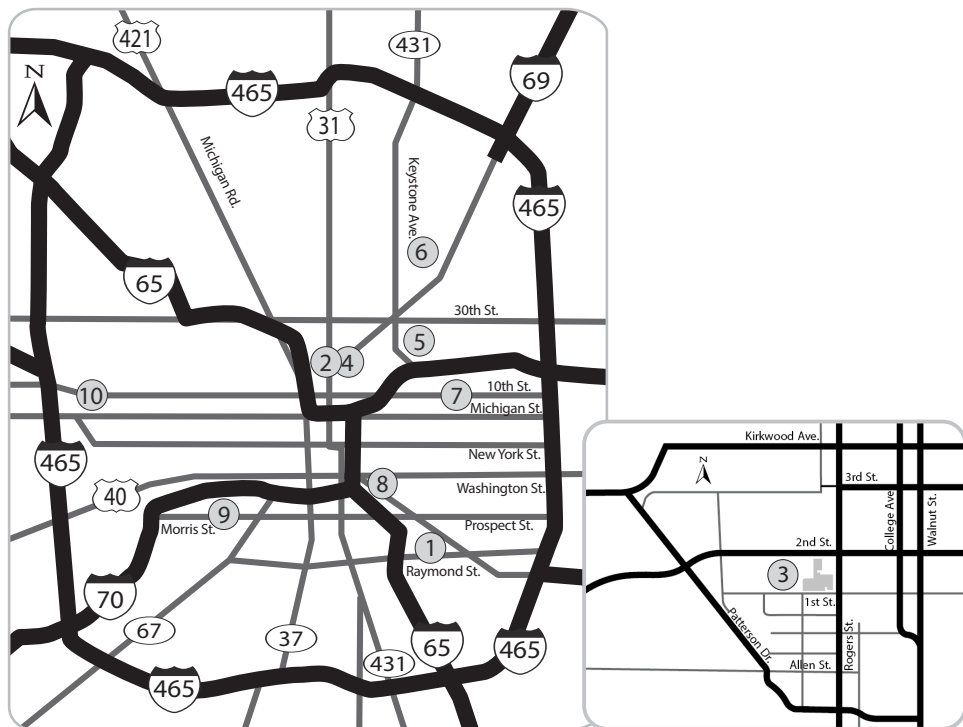
**School-Based Clinics:** Offers medical services to students of selected nearby schools. For more information, call 317-957-2972.

**Title X/Family Planning Resource Center:** Provides family planning services, birth control, testing and treatment for sexually-transmitted infections, and much more at People's Health & Dental Center.

**Homeless Initiative Program:** Helps individuals and families who are homeless in Marion County. Services include medical care, walk-in triage for immediate consultation on housing crisis, intensive case management, employment and training assistance, and street outreach. For more information, call 317-957-2275.

**Lab:** Medical Laboratory Technicians and Laboratory Assistants perform Point of Care bloodwork. The lab assists with monitoring patient's blood sugar, doing pregnancy tests, checking for a lack of iron in children, and other tests. For tests that HealthNet does not perform in the center, a specimen can be collected and sent to LabCorp for testing.

# Map of Our Health Centers and Hours



## 1. Barrington Health & Dental Center

3401 E. Raymond Street  
Indianapolis, IN 46203  
**Health Phone:** 317-957-2100  
Hours: Mon., Tues. 8 AM - 8 PM  
Wed., Fri. 8 AM - 5 PM  
Thurs. 9 AM - 5 PM  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

## 2. Care Center at the Tower

1633 N. Capitol Ave., Suite 236  
Indianapolis, IN 46202  
**Health Phone:** 317-957-2229  
Hours: Mon. - Fri. 8 AM - 5 PM

## 3. Bloomington Health Center

811 W. 2nd Street  
Bloomington, IN 47403  
**Health Phone:** 812-333-4001  
Hours: Mon, Weds, Thurs  
8 AM - 5 PM  
Tues. 8 AM - 8 PM  
Fri. 8 AM - 1 PM  
**Dental Phone:** 812-333-4040  
Hours: Mon. 8 AM - 5 PM  
Tues. CLOSED  
Weds. 8 AM - 5 PM  
Thurs. 8 AM - 5 PM  
Fri. CLOSED



#### 4. Pediatric & Adolescent Care Center

1633 N. Capitol Ave., Suite 236  
Indianapolis, IN 46202

**Health Phone:** 317-957-2233

Hours: Mon. - Fri. 8 AM - 5 PM

#### 5. Martindale-Brightwood Health Center

2855 N. Keystone Ave., Suite 100  
Indianapolis, IN 46218

**Health Phone:** 317-957-2300

Hours: Mon. 9 AM - 8 PM

Tues - Fri. 8 AM - 5 PM

#### 6. Northeast Health Center

3908 Meadows Drive, Suite 1  
Indianapolis, IN 46205

**Health Phone:** 317-957-2150

Hours: Mon. - Fri. 8 AM - 5 PM

#### 7. People's Health & Dental Center

2340 E. 10th Street  
Indianapolis, IN 46201

**Health Phone:** 317-957-2200

Hours: Mon. 8 AM - 8 PM

Tues., Thurs., Fri. 8 AM - 5 PM

Wed. 8 AM - 8 PM

**Dental Phone:** 317-957-2450

Hours: Mon. 10 AM - 7 PM

Tues. - Fri. 8 AM - 5 PM

#### 8. Southeast Health & Dental Center

901 Shelby Street  
Indianapolis, IN 46203

**Health Phone:** 317-957-2400

Hours: Mon., Tues. 8 AM - 8 PM

Weds. - Fri. 8 AM - 5 PM

**Dental Phone:** 317-957-2450

Hours: Mon. 10 AM - 7 PM

Tues. - Fri. 8 AM - 5 PM

#### 9. Southwest Health & Dental Center

1522 W. Morris Street  
Indianapolis, IN 46221

**Health Phone:** 317-957-2500

Hours: Mon. 7:30 AM - 7:30 PM

Tues. - Fri. 7:30 AM - 4:30 PM

Sat. 7:30 AM - 11:30 AM (After  
hours care for children only)

**Dental Phone:** 317-957-2450

Hours: Mon. 10 AM - 7 PM

Tues. - Fri. 8 AM - 5 PM

#### 10. West Health Center

6029 W. 10th Street  
Indianapolis, IN 46224

**Health Phone:** 317-957-2550

Hours: Mon. 7:30 AM - 7:30 PM

Tues., Thurs., Fri. 7:30 AM - 5 PM

Weds. 7:30 AM - 8 PM

## Sliding Fee Scale Discount

The Sliding Fee Scale is a discount program based on your income and family size. You may be able to get a discount even if you have insurance. If you have insurance, HealthNet must bill your insurance first. If you qualify for the Sliding Fee Scale, your discount may be applied to what you owe and a payment is due at the time of service.

### **How do I apply?**

We will give you a Proof of Information Checklist. This checklist will tell you what to bring to see if you can get a discount. Please bring all of the items listed. A HealthNet staff member will go over this with you and answer any questions. This will need to be done every 12 months or if your income or family/household size changes.

### **What may qualify for a discount?**

- There are different sliding fee scales that can be applied to services done at HealthNet.
- Some supplies and equipment may not get a discount.
- Co-insurance, deductibles and co-pays can be discounted after your insurance has paid its portion.

## Proof of Information Checklist

### **How to see if you can get a discount at HealthNet**

☐ **Birth certificate for children younger than 18 (optional)**

☐ **Valid picture ID (not expired)**

In order to be seen, anyone over the age of 18 must bring a valid picture ID during their 2 visits. A picture ID can be a:

- Driver's License
- Permanent Resident Card
- School ID
- Military ID
- Work-badge
- Passport

☐ **Proof of address**

You will need to bring **2 proofs of address** with your name (we do not accept P.O. boxes as proof). A proof of address can be:

- Utility bill or receipt from your utility company within the last 30 days (it is ok if you are married and the bills are in your spouse's name)
- Mail dated within the last 30 days
- Rental agreement
- Check stubs
- Valid picture ID
- Car registration

☐ **Guardianship**

For minor patients whose guarantor will be someone other than the natural parents.

☐ **Social Security Card (optional)**

For you and your spouse only if you are unemployed

☐ **Proof of income: Bring all items below that apply to you, your spouse, and all children under 18 you are legally responsible for that live in your household.**

• **Cash Payments** - Proof of cash payments must be in written form signed by the giver with the date and a phone number (on letterhead, if you can). You can also ask the HealthNet front desk staff for an Employment Verification Form.

• **Child Support** – Proof of child support paid through the courts at the Marion County Clerk's Office (1st floor of City/County Building, Suite 123). If needed, you can use receipts, bank statements, or a letter from the non-custodial parent as proof of payment.

• **Earnings from Employment** – At least 1 check stub showing your gross pay (pay before taxes) that is no more than 30 days old. If you cannot get a check stub, your current employer can fill out an Employment Verification Form. To apply for HealthNet Advantage, Marketplace or Medicaid, you must bring 3 months' worth of income proof.

• **Social Security/Disability/Pension** – Current award letters (the letter that tells how much money you get) showing the amount of the payment. For a copy of your award letter, call Social Security at 1-800-772-1213.

- **Unemployment Compensation** – An unemployment check stub. HealthNet will assume each unemployment payment is the same amount.
- **Prior Year Tax Returns** – as proof of income for self-employed workers.
- **Work One Statement** – A wage transcript issued by the state that shows your wage history. HealthNet can request this information for you. You must be present, have a valid picture ID and social security card.

### ☐ **Proof of no income (Unemployed Household Members)**

If you are an unemployed US Citizen/Resident, you can request a Wage Transcript from the unemployment office. This transcript can be requested by a staff member in our centers. The patient must be present, have a valid picture ID, and their social security card.

If you are not a US Citizen/Resident, the person who helps you pay your bills (financial support) must complete a Letter of Support Form. This letter is good for 12 months or until the financial information changes.

**To apply a discount to past visits, you have 10 business days after your visit to take proof of information to a HealthNet health center or billing office. If you do not do this within 10 business days, you will need to pay 100% of your household health care bills (or whatever is not covered by your health insurance).**

At your visit, uninsured patients must pay a nominal fee for medical and dental. Additional charges may apply. Patients with insurance must pay co-pays at their visits.

For questions, call HealthNet Billing at (317) 957-2075.

# A Walk Through Your Visit

This section explains what will happen when you come to HealthNet. It tells what **we** will do and what **you** can do so you can have the best care.

## Step 1: Make an Appointment

### What we will do:

- Schedule you an appointment with an enrollment specialist to go over your coverage options if you are uninsured or underinsured.
- Answer your call and make an appointment for you the same day or as soon as possible.
- Tell you what you need to bring to your first appointment.
- Tell you about the different providers you can see.
- Ask you to speak with a nurse if you are very sick. The nurse will tell you when you should come in or what you can do at home to feel better.

### What you can do:

- Choose a HealthNet center. You can go to any of our health centers.
- Contact the health center.
- Let us know why you need to be seen.
- Decide which provider you would like to see.

## Step 2: Getting Ready For Your Visit

### What we will do:

- Call or text to remind you of your visit.

### What you can do:

- New adults must call to confirm their appointment by 12 noon the day before their scheduled appointment.
- Call us if you cannot come to your visit.
- Bring your income information, insurance cards, and ID.
- Bring in all medicines and vitamins you are taking.

## Step 3: When You Arrive

### What we will do:

- Greet you and ask for your address, phone number, and insurance information.
- Review your information to see if you can get a discount on our services.
- Help you apply for Medicaid, Marketplace, or other programs if you are eligible.
- Tell you the cost of your visit and ask for payment, if necessary.

### What you can do:

- Arrive on time. If you are more than 15 minutes late, we may ask you to wait or to re-schedule.
- Talk with an Enrollment Specialist at your first visit to see if you can get a discount. You must bring the documents listed in the Proof of Information Checklist for all household members (found on pages 8-10).

## Step 4: Getting Ready To See Your Care Team

### What we will do:

- Ask you about your health history to help us understand your health better.
- Assign you to a Care Team.
- Welcome you and invite you back to an exam room. Take your vital signs (blood pressure, weight, and temperature) and ask questions about your health.

### What you can do:

- Tell us all you can about your current health and health history.
- Tell us about all the medicines and vitamins you are taking.

## Step 5: Seeing Your Care Team

### What we will do:

- Ask questions about your health.
- Answer all of your questions.
- Talk to you about your options to feel better.
- Work with you to make a list of health goals.
- Work with you to set-up appointments with specialty providers, like a dietitian (to help you eat better), if needed.
- If you need to see a specialty provider, we can help you make an appointment, check to see if you went to the appointment, and work with the other doctor to keep you healthy.
- Enter information in the computer for your health record.

### What you can do:

- Talk to your Care Team and ask us any questions.
- Follow the Care Team's orders for taking medicine and other treatment.
- Talk with your Care Team about ways you want to become healthier and happier.
- Tell us if we need to explain something better or if you need more information.
- Participate in self-management goals

## Step 6: As You Leave

### What we will do:

- Make an appointment for your next visit.

### What you can do:

- Pay your bill within 30 days or arrange to pay part now and part later.
- Call your Care Team if you have any questions about your health care.

# After Hours and Emergency Care

## **When your HealthNet health center is closed:**

A provider is available for after hours calls when HealthNet health centers are closed. Call your health center and someone will tell you what to do.

Please allow time for someone to return your call. Be available when they call back. You will be asked to give:

- Patient's name
- Type of problem
- Provider's name
- Names of any medicines you are taking
- A 24-hour pharmacy telephone number

## **After hours care versus Emergency care:**

After hours care is when you need medical care but your illness or injury will not cause long-term harm or death. If you need after hours care, call your health center right away. Examples of urgent care:

- Earache
- Sore throat
- Fever
- Minor cuts

Emergency care is when an illness or injury will cause long-term harm or death if you do not go to an emergency room right away.

If you need emergency care, go to the nearest hospital.  
Examples of emergency care:

- Poisoning
- Heart attack
- Heavy bleeding



## Copies of Your Medical Records

To get copies of your medical record (or your child's), please read the following:

1. Before we can give any health information, we need your written permission. Please fill out a Release of Information Form. Ask your Care Team for this Form or download it from our website [www.indyhealthnet.org](http://www.indyhealthnet.org).
2. HealthNet has a contract with a professional copying service to copy records for us.
3. If you are requesting your own medical records, there is no fee. If you are releasing your medical records to someone else the copy service may send you a bill. Records will NOT be given until you pay this bill.

## Patient Self-Determination Act of 1990

This law gives every adult the right to make his/her own medical decisions. Patients are encouraged to write down what treatment they want. When the patient cannot speak for himself/herself, the provider and the family can refer to the documented treatment plan.

## Advance Directive

An advance directive is a document that explains what kind of health care a patient wants when the person cannot speak for himself or herself. There are different kinds of advance directives:

- **Living Will** - a document that tells the patient's wishes to medical services if he or she is not able to speak.
- **Appointment of a Health Care Representative** - a person the patient gives power to in order to make health care decisions for him or her.
- **Life Prolonging Procedures Declaration** - allows the patient to make decisions on any medical treatment that would lengthen life, including food, water, and medicine to ease pain and comfort level.
- **Out of Hospital Do Not Resuscitate Declaration and Order** - allows the patient to say that they do not want CPR provided if their heart or lungs stop working when they are not in a hospital.

Packets explaining Advance Directives are available from your health center staff. Please ask your Care Team.

### Patient Rights | HealthNet Will:

- Treat you with respect no matter your race, color, national origin, sex, age, sexual preference, religion, handicap, marital status, or source of payment.
- Give you a Privacy Notice that explains your rights about your health information and how we will use it.
- Offer you facts about your (or your child's) illness and treatment options so you can choose the best plan.
- Give you information about pain and pain management.
- Allow you to refuse any treatment and let you know what could happen if you do not get treated.
- Allow you to see any HealthNet provider and seek a second opinion and/or specialty care.
- Offer health care on a sliding fee scale based on your family size and income.
- Offer Patient Concern/Comment Forms for you to tell us if you like or dislike any part of your health care service.

### Patient Responsibilities | You Should:

- Choose HealthNet as your Patient-Centered Medical Home (PCMH).
- Choose your primary care provider (PCP).
- Arrive on time for your health care visits.
- Call **at least 2 hours** before your appointment if you need to cancel.
- If you do not call to cancel, your visit will be a no-show. We may stop serving you after 3 no-shows.
- Show proof of family income. If you do not show proof of income you cannot receive a discount for visits.
- Pay your bill at your visit. Paying your bill helps us serve everyone better. If you do not pay within 120 days, we will send your account to a collection agency.
- Tell us if you move, get a new phone number, your family size changes, your income changes, or your health insurance changes.
- Treat health center staff with respect. If you yell, swear, hurt, or threaten staff, you will not be able to return to HealthNet.

## Your Opinion Counts

If you have a comment about your health care or how you were treated, please follow the steps below:

**The steps are:**

1. Fill out a Patient Comment/Concern Form located in the waiting area.
2. Put the form in the marked box, also located near the waiting area.
3. Someone from HealthNet will follow up with you.

## Compliance

Please report an issue to the Compliance Line if you observe conduct which you believe creates potential ethical, legal, and/or business violation. Such conduct may include, but is not limited to:

- Workplace Theft
- Fraud, Waste, and/or Abuse
- Conflicts of Interest
- Research Misconduct
- Billing Misconduct
- Harassment
- Discrimination
- Drug / Alcohol Abuse
- Potential Violations of HealthNet's Code or Standards of Conduct

Help HealthNet continue to operate under the highest ethical business standards. If you witness questionable activity in the workplace, make the call. 1-888-892-9224. You can report an issue online by visiting <https://app.mycompliancereport.com/report.aspx?cid=hni> and using the code: **HNI**.

# Discrimination is Against the Law

HealthNet complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

HealthNet does not exclude people or treat them differently because of race, color, national origin, age, disability, sex or gender identity and sexual expression.

HealthNet:

- Provides free aids and services to people with disabilities to communicate effectively with us.
- Provides free language services to people whose primary language is not English.

If you need these services, contact your health center manager.

If you believe that HealthNet has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email.

Christie Malandrakis, Risk Manager  
3403 East Raymond Street  
317-957-2000; Fax: 317-957-2050  
[info@indyhealthnet.org](mailto:info@indyhealthnet.org)

If you need help filing a grievance, Christie Malandrakis, Risk Manager is available to help you.

You can also file a civil rights complaint with the Indiana Civil Rights Commission (ICRC) by calling 1-800-628-2909 or filing electronically at [in.gov/icrc/](http://in.gov/icrc/).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or telephone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019; 1-800-537-7697 (TDD)

Español - Si usted necesita los servicios de idiomas, póngase en contacto con su centro de salud. Este servicio es gratuito.

Français - ATTENTION: Si vous parlez français, des services d'assistance linguistique gratuits vous sont disponibles. Veuillez signaler à un membre du personnel que vous avez besoin d'un interprète.

သတိပျပရန့။ ။ အကယုၣ် သညု ပုမနွာ လိုၣ်ပျဟပါက ဘာသာစကားဆိုၣ်အကူအညီ ဝနဲဆော့ဌ်ကို အခမဲ့ ရးပို့ဝါ  
သည။ စကားပျပန့စဉ်းလိုအပုၣ်ဖျကာဝဲးကို ဖျကးဌ်ပျပစဉ်း ဝန့မးဝဲးစဉ်းကို ပျဟပျပပါ။

Pennsilfaanisch Deitsch - ACHTUNG: Wenn Sie sprechen Pennsilfaanisch Deitsch, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

注意：如果您说中文，我们可为您提供免费的语言帮助服务。请您告诉工作人员您需要一位口语翻译。

Nederlands - Als je Nederlands spreekt, zijn de taal assistentie diensten gratis beschikbaar voor jou. Gelieve een van onze werknemers te vertellen dat je een tolk nodig hebt.

Deutsche - ACHTUNG: Wenn Sie sprechen Deutsche, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

Hakha Chin - Holh lehpiak na hauh ahcun zaangfah tein na sikhan chim hna.  
Manlo te in tuaahpiak na si ko lai.

お知らせ：日本語を話される方は言語補助サービスを無料にてご利用頂けます。通訳が必要な方はスタッフにその旨をお伝えください。

တၢ်ဟ့ၣ်ပလီၤ နမ့ၢ်ကတၢၢ်ကညိက့ၣ်န့ၣ် ပုၤက့ၣ်ထီၣ်တၢ်အတၢ်ရၣ်တၢ်ကျဲၤ လၢအတၢ်လၢၢ်ဘျီၣ်လၢၢ်စးတဖၣ် အိၣ်ဗလၢနီၤန့ၣ်လီၤ. ဝံးစးတဘျီၣ် ပုၤဘၣ်မ့ၢ်ဘၣ်တၢ်ကၤ လၢန့ၣ်ဘၣ်ပုၤတၢ်ကၤ လၢအကက့ၣ်ထီၣ်တၢ် အဂီၢ်န့ၣ်တက့ၢ်.

주의:를 하시면한국인통역 지원 서비스를 무료로 받으실 수 있습니다. 통역사를

이용하시려면 직원에게 말씀해 주십시오.

ВНИМАНИЕ: Если вы говорите на русский, вам будут предоставлены бесплатные переводческие услуги. Пожалуйста, сообщите сотруднику, что вам нужен переводчик

Tagalog - PAUNAWA. Kung ang gamit mong wikà ay Tagalog, mayroóng libreng tulong sa wikà para sa iyó. Magsabi lamang sa isáng kawani na kailangan mo ng tagasalin.

Tiếng Việt - CHÚ Ý: Nếu quý vị nói Tiếng Việt, sẽ có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy nói cho thành viên biết nếu quý vị cần người thông ngôn.

انتباه : إن كنت تتكلم اللغة ( العربية ) ، فإنه تتوفر لدينا خدمات اللغة بالمجان. يُرجى إخبار أحد

.. أعضاء فريقنا إن كنت بحاجة لمترجم فوري

ध्यान दें: यदि आप हिंदी भाषा बोलते हैं, तो आप के लिए भाषा सहायता सेवाएँ नि:शुल्क, उपलब्ध हैं। कृपया किसी स्टाफ सदस्य को बताएँ कि आपको एक दभाषिय की जरूरत है।

ਪਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਵਿੱਚ ਉਪਲੱਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਸਟਾਫ਼ ਮੈਂਬਰ ਨੂੰ ਦੱਸੋ ਕਿ ਤਹਾਨੂੰ ਇਕ ਅਨਵਾਦਕ ਚਾਹੀਦਾ ਹੈ।

# Changing Stories, Changing Lives...

HealthNet's network of community-based health centers and support services are located throughout Indianapolis to help improve the health status of the community.

## Our Health Centers

HealthNet Barrington  
Health & Dental Center  
3401 E. Raymond St.  
Indianapolis, IN 46203  
(317) 957-2100

HealthNet Bloomington  
Health Center  
811 W. 2nd St.  
Bloomington, IN 47403  
(812) 333-4001

HealthNet Care Center  
at the Tower  
1633 N. Capitol Ave., Suite 236  
Indianapolis, IN 46202  
(317) 957-2229

HealthNet Martindale-  
Brightwood Health Center  
2855 N. Keystone, Suite 100  
Indianapolis, IN 46218  
(317) 957-2300

HealthNet Northeast  
Health Center  
3908 Meadows Dr.  
Indianapolis, IN 46205  
(317) 957-2150

HealthNet Pediatric &  
Adolescent Care Center  
1633 N. Capitol Ave., Suite 236  
Indianapolis, IN 46202  
(317) 957-2233

HealthNet People's  
Health & Dental Center  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2200

HealthNet Southeast  
Health & Dental Center  
901 Shelby St.  
Indianapolis, IN 46203  
(317) 957-2400

HealthNet Southwest  
Health & Dental Center  
1522 W. Morris St.  
Indianapolis, IN 46221  
(317) 957-2500

HealthNet West  
Health Center  
6029 W. 10th St.  
Indianapolis, IN 46224  
(317) 957-2550

## Our Services

HealthNet Healthy Families  
901 Shelby Street  
3rd Floor  
Indianapolis, IN 46203  
(317) 957-2600

HealthNet Title X/Family  
Planning Resource Center  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2970

HealthNet Homeless  
Initiative Program  
2944 Clifton Street  
Indianapolis, IN 46208  
(317) 957-2275

HealthNet Homeless  
Initiative Program  
3908 Meadows Drive  
Indianapolis, IN 46205  
(317) 957-2275

HealthNet School-Based Services  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2972



Your Health. Our Passion.

HealthNet, Inc. Administrative Offices  
3403 East Raymond Street  
Indianapolis, IN 46203

Phone: (317) 957-2000

Fax: (317) 957-2050

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