

# CAMcare Health Corporation



[www.camcare.net](http://www.camcare.net)

A message from the President and Chief Executive Officer



Trust, Commitment, Respect and Compassion

CAMcare has been a trusted name in health care for the people of Southern New Jersey since 1978. Our commitment to providing the highest quality care has helped us grow to become one of the largest primary care providers in the area. We offer eight convenient locations to provide easier access to the care you need. Because your health care needs go beyond the direct care provided at our facilities, CAMcare has many affiliations in our community which promote the integration of health services for all age groups. Patients come to CAMcare because they know they will receive the finest medical care, respect and compassion by our highly qualified medical team.

Yours in humanity,

*Mark K. Bryant*

Mark K. Bryant

## **What Makes Us Different?**

CAMcare has recognized the need to go that extra mile. Because we care about your total health, we offer more than just primary care.

### **Mission Statement**

To provide high quality comprehensive primary health care to the families we serve.

### **Vision Statement**

CAMcare will be recognized as a premier health services system in South Jersey.

### **Our Special Services**

- Evening and weekend hours available at Gateway for Pediatric and Internal Medicine services
- 24 hours/7 Days week coverage
- Bilingual staff available at all times
- TB screening
- Free mammography screening for uninsured women over 40 years of age
- Social work and counseling services, intervention & referral
- Nutritionist services
- Medicaid eligibility worker
- Financial screening
- Case management
- On-Site laboratory
- Specialty referrals
- Transportation (limited)
- Podiatry

## **Child & Adolescent Services**

- Comprehensive primary preventive care including well baby, well child, adolescent visits
- Comprehensive care for minor, serious and chronic pediatric illnesses
- Consultative pediatric Early Periodic Screening and Diagnostic Testing (EPSDT)
- In-patient hospital care
- Physicals
- Childhood immunizations
- Testing for anemia and lead poisoning
- Referrals for WIC: Women, Infants and Children Nutritional Program
- Comprehensive adolescents visits
- Allergy injections
- Screening services including: hearing tympanometry, vision, anemia, cholesterol, sickle cell, HIV, STD, tuberculosis, pregnancy testing
- Referrals

### **Adult Services**

- Primary preventive care
- Periodic and pre-employment physicals
- Cancer screenings
- Cardiovascular risk assessment
- Immunizations
- Cholesterol screenings
- Flu/pneumonia shots
- Referrals

### **Gynecology Services**

- Comprehensive gynecology
- Annual checkups and pap smears
- Pregnancy testing
- Ultrasound
- Colposcopy
- STD screening
- Contraceptive counseling and options
- “Change of Life” management
- Mammography
- Family Planning

### **Obstetrical Services**

Complete pregnancy care including:

- Routine medical and at risk
- Nutritional services
- Social services

## **Dental Services**

- Routine checkups
- Sealants
- Prophylaxis
- Fluoride treatments
- Preventive Care
- Dentures
- X-Rays
- Root canal therapy
- Oral surgery, removal of decayed and impacted teeth
- Treatment of gum disease
- Replacement of missing teeth, crowns, bridges, partials and dentures
- Restorations, fillings, and bonding

## Payment Options

- Please bring your insurance card with you to each visit.
- We offer a sliding fee scale for those who do not have insurance.
- Co-payment is required at the time of visit.
- We accept most insurance plans, including Medicaid & Medicare. For a list of participating insurance plans, please call our Accounts Receivable Department at (856) 541-5933

**\*In order to establish eligibility for the "Sliding Fee Scale" program, you need to bring the following documents that apply to you, your spouse, and your dependent family members:**

### **Two (2) legal forms of identification**

- Driver's License
- Social Security Card -- For all family members
- Birth Certificate -- For all family members
- Voter's Registration Card, Passport
- State or County ID
- Alien Registration Card

### **Proof of address**

- Current bill or a posted envelope (must be recently received mail)- For each adult

### **Proof of Income**

#### ***Employed***

- Three (3) most recent pay stubs
- Letter from employer indicating gross/ frequency of current salary.
- W-2 with complete 1040
- Profit & Loss statement

## Payment Options Continued

### *Unemployed*

- Grant letter, statement or a copy of a check from social security, pension and or child support
- Three (3) unemployment stubs
- Three (3) disability stubs

### *Zero (0) income*

- Need letter of **Support** from friend/ family
- Picture ID ( **Supporter's** )
- Proof of address ( **Supporter's** )
- Need proof of pending/ approved Medicaid/ TANF/ General Assistance or NJcare coverage.

## Office Policies

### **Appointments**

- If you are sick, please call the office to speak with a nurse
- Please call 24 hours in advance if you must cancel an appointment.
- If you are going to be more than 15 minutes late, please call the office and speak to a manager.

### **Medications**

- Please bring all medications to your appointment.
- If you need a medication refill, **please call the office two days in advance.**
- Do not wait for your medication to run out. Refills must be requested during business hours.

### **Referrals**

- All routine referrals require 48 hours notice



## **Patient Rights**

- To be informed of your right and responsibilities.
- To be treated compassionately and completely with dignity confidentiality, privacy, and security.
- To have reasonable access to care, without regard to your race, age, sex, income, color, sexual preference, disability, religion, or nation of origin.
- To be treated with regard to your personal spiritual, cultural, and psychosocial values, beliefs, and preferences.
- To have your family involved in your medical care, when appropriate.
- To be informed about services, providers, and methods of payment.
- To be informed about your medical condition and participate in making decisions that affects your health and to refuse medical care, as long as you understand the risk.
- To have pain assessed and appropriately managed.
- To choose your health care provider; to be referred to a specialist when necessary.
- The right to a copy of your records.
- To be seen quickly in an urgent situation.
- To file a complaint or grievance when services you have received are not satisfactory.
- To be informed of a student who may be observing or providing care, and to refuse to have the same student present during your visit.

## **Patient Responsibilities**

- To select a provider and to be respectful and kind to those who provide care for you.
- To make and keep scheduled appointments, and call in advance if you must cancel or will be late.
- To present your insurance card at each visit and to provide income verification when asked.
- To be honest when providing medical information to your provider.
- To get regular preventive medical care.
- To follow the medical advice of your provider and to consider what may happen if you do not.
- To ask your provider questions to clearly understand your medical condition and plan of treatment.
- To pay the appropriate amount for the services you receive.
- To update any changes in name, address, insurance, income, etc.
- To call your provider in an emergency situation.
- To follow the proper steps in the complaint and grievance process.
- To participate in self-management activities

## Patient Centered Medical Home

The Patient Centered Medical Home (PCMH) is a way to provide primary care for children, youth, and adults. PCMH promotes a health care environment that makes it easier to create partnerships between patients and their personal providers, and when needed, the patient's family. PCMH does this by making sure:

- Each patient has an ongoing relationship with a primary care provider (PCP) who gives continuous and total care;
- The (PCP) leads a team of individuals within the organization who work together to care for each patient;
- The team cares for the whole-person.

Quality and safety are key parts of the medical home. These include:

- Practices advocate for their patients to achieve health goals through a caring partnership between providers, patients, and even the patient's family.
- Evidence-based medicine and clinical decision support tools which guide decision making.
- PCP's in the practice accept responsibility for measuring how much their performance has improved.
- Patients actively participate in decision making about their health and giving feedback so their expectations are being met.
- Technology is used, when needed, to support the best conditions for patient care, performance measurement, patient education, and better communication.



Please call the office to connect with the answering service. Your medical provider will return your phone call.



### **After Hours Care**

**You can contact your Medical Provider after hours, on Weekends, and on Holidays.**



**CAMcare Gateway Health Center**



817 Federal Street  
Camden, NJ 08103

**Adult , Pediatrics and Dental:**

Monday and Wednesday  
8:00am-8:00pm  
Tuesday, Thursday  
and Friday  
8:00am – 4:30 pm

**Adult and Pediatrics ONLY:**

Saturday  
9:00 am- 1:00 pm

**Ob/Gyn:**

Monday through Friday  
8:00 am-4:30 pm

**Podiatry:**

Tuesday and Wednesday  
9:00 am- 3:00 pm

- Adult .....(856) 541-8217
- Pediatrics .....(856) 541-9811
- Ob/Gyn.....(856) 541-2229
- Dental .....(856) 963-8768
- Podiatry .....(856) 583-2456

**CAMcare East**

2610 Federal Street  
Camden, NJ 08105



**Adult, Pediatrics, Ob/Gyn and Dental:**

Monday through Friday

8:00 am -4:30pm

**Podiatry Services:**

Friday

1:30 pm- 3:30 pm

**Mammography Services:**

1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month

8:00 am- 1:00 pm

Adult .....	(856) 635-0203
Pediatrics .....	(856) 635-0311
Ob/Gyn.....	(856) 635-0212
Dental .....	(856) 635-0307

## CAMcare North

6<sup>th</sup> and Erie Street  
Camden, NJ 08102



### Adult & Pediatrics

Monday through Friday

8:00am- 4:30pm

### Appointments:

(856) 757-9180

## CAMcare South

8<sup>th</sup> and Carl Miller Blvd.  
Camden, NJ 08102



### Adult, & Pediatrics

Monday –Friday

8:00am-4:30pm

### Appointments:

(856) 541-4926



## CAMcare Odessa-Paulk Jones



813 Ferry Avenue  
Camden, NJ 08102

### Dental

Monday through Friday  
8:00 am- 4:30pm

### OB/GYN

Thursday  
8:00am- 4:30 pm

### Appointments:

(856) 602-4012

## Antioch Manor



1860 Van Buren Street  
Camden, NJ 08104

### Adult

Tuesday  
8:00 am-12:00 pm

### Appointment:

(856) 964-8028

## CAMcare Clementon

121 White Horse Pike  
Clementon, NJ 08021



### Adults, OB/GYN, Pediatrics & Dental

Monday –Friday

8:00am- 4:30pm

### Podiatry Services:

Mondays

8:00am- 4:30pm

### Appointments:

(856) 627-7701

## CAMcare Paulsboro

1315 North Delaware Street  
Paulsboro, NJ 08066



### Adults, OB/GYN, Pediatrics & Dental

Monday –Friday

8:00am- 4:30pm

### Appointments:

(856) 687-2200



### **Special Recognition**

*CAMcare is supported in part by grant from the U.S Depart of Public Health Service, New Jersey Department of Health and Senior Services, and Camden County Department of Health. CAMcare Health Corporation is accredited by The Joint Commission.*



**CAMcare**

It's the little things that count!

### **Corporate offices**

817 Federal Street                      ph: (856) 541-3270  
Camden, NJ 08103                      Fax: (856) 541-9497

Please tell us how we are doing!

Complete a patient satisfaction survey in the kiosk

If you have a concern, or a suggestion to improve the quality of our services, please ask to speak with a manager.

If you are not satisfied with the solution, you may contact the Joint Commission's Complaint Hotline at (800) 994-6610