



Patient Handbook

OUR LOCATIONS & CONTACT INFORMATION

Thundermist Health Center of South County

1 River St., Wakefield, RI 02879

Medical: 401-783-0523

Dental: 401-783-5646

Services include medical, dental, Convenient Care, social services, behavioral health, and laboratory.

South County Pediatrics

360 Kingstown Rd., Suite 101 Narragansett, RI 02882

401-789-6492

Thundermist Health Center of West Warwick

186 Providence St., West Warwick, RI 02893

401-615-2800

Services include medical, social services, Convenient Care, pediatric, OB/GYN services, behavioral health, X-rays, and laboratory.

5 Washington St., West Warwick, RI 02893

401-615-2804

Dental services

John Deering Middle School

2 Webster Knight Rd., West Warwick, RI 02893

401-615-2900

Our school-based health center, the health Hut (also serves West Warwick High School)

Thundermist Health Center of Woonsocket

450 Clinton St., Woonsocket, RI 02895

401-767-4100

Services include medical, OB/GYN services, pediatrics, behavioral health, social services, Convenient Care, pharmacy, and laboratory.

25 John A. Cummings Way, 3rd/4th floors, Woonsocket, RI 02895

401-767-4161

Dental services, WIC, social services

Woonsocket High School
777 Cass Ave., Woonsocket, RI 02895
401-767-4649

Villa Nova Middle School
240 Florence Dr., Woonsocket, RI 02895
401-217-2070
Our school-based health centers, the health Huts

Administration

25 John A. Cummings Way, Woonsocket, RI 02895
401-767-4100

Finance, human resources, information technology, facilities, billing, call center, risk/compliance

171 Service Ave., Building 1, Warwick, RI 02886
401-767-4100

*Finance, human resources, marketing/communications, grants/philanthropy, compliance,
clinical education and training*

YOU CAN ALSO FIND US ONLINE

Facebook/Instagram/Bluesky/LinkedIn: @ThundermistHC

YouTube: @ThundermistHealthCenter

thundermisthealth.org

WELCOME TO THUNDERMIST!

Welcome to Thundermist Health Center! We're here to give you the best medical, dental, and behavioral care you deserve. We hope this handbook answers your questions. If you need more help, just ask us.

Our team is dedicated to helping you achieve your health goals. As a patient-centered medical home, we work with you to coordinate care and support your needs.

As a community health center, we listen to our patients and adjust our programs as needed. We welcome your feedback and ideas.

Thank you for choosing Thundermist. It's our pleasure to care for you.

Sincerely,

A handwritten signature in blue ink that reads "Charles Jones". The signature is written in a cursive style with a large, stylized "C" and "J".

Chuck Jones
President and CEO

WHAT IS A PATIENT-CENTERED MEDICAL HOME?

A Patient-Centered Medical Home (PCMH) is a way of providing care that puts you at the center. Your main provider works with a team to take care of all your health needs. This includes checkups, helping manage long-term conditions, and connecting you with specialists if needed. We focus on communication and teamwork, so you are involved in your care.

With longer hours, online tools, and 24/7 medical advice, you can get help when you need it. Thundermist is proud to be a patient-centered medical home accredited by the National Committee for Quality Assurance.

OUR SERVICES & PROGRAMS

Medical/Primary Care

We provide care for all ages, from babies to seniors. Our team includes experts in pediatrics, family medicine, and more.

Dental Care

Our dentists and hygienists offer dental care for children and adults. Our Community Dental program uses portable equipment to offer services at schools and other community locations.

Behavioral Healthcare

Your mental and emotional health is very important to feeling good. We offer counseling, therapy, and crisis support. Our team includes social workers, counselors, and psychiatric providers. (Please note: Patients must be a Thundermist primary care patient to access Thundermist behavioral health services.)

X-Ray Services

Our West Warwick location offers diagnostic imaging services. The service is offered through a partnership with Advanced Radiology. Please call 401-615-2800 for more information.

Convenient Care

Walk-in medical services are available every day of the year at our Convenient Care locations in Woonsocket, West Warwick, and Wakefield. We can help with non-urgent issues like colds, minor injuries, and infections for people age 1 and older. Hours are:

- Weekdays: 8 a.m. to 8 p.m.
- Weekends and holidays: 9 a.m. to 5 p.m.

Trans Health Access Team

The Trans Health Access Team is a group of medical, behavioral health, and allied service professionals, working to improve access to culturally and clinically competent healthcare for

the trans, nonbinary, and gender diverse community. Services include hormone therapy under the informed consent-based model. Trans, nonbinary, and/or gender diverse individuals seeking care at Thundermist can contact us at 401-767-4100 and request to see a Trans Health Access Team provider.

Our services include medical, dental, and behavioral healthcare in a caring and compassionate patient-centered medical home. (Please note: Patients must be a Thundermist primary care patient to access Thundermist behavioral health services.)

After-Hours and Emergency Care

Our providers are available 24/7. If you feel sick, call your local Thundermist number to speak with a provider. For emergencies, call 911.

340B and Discounted Medications

Thundermist offers discounts on medicine through the 340B program. This helps patients afford their medications. Thundermist benefits when you get a prescription at what is known as a “preferred” pharmacy. We use these funds to care for underserved patients, support patient programs, and more. Visit our website or ask our staff for a list of preferred pharmacies. Patients always have the right to fill prescriptions at the pharmacy of their choice. Please talk to your provider or front desk staff about finding a preferred pharmacy. You can see a list of preferred pharmacies on our website at www.thundermisthealth.org/patient-resources/preferred-pharmacies/.

Substance Use Disorder (SUD) Treatment

Thundermist primary care providers can help with substance use treatment. This can include medication, counseling, and support from family and friends. Thundermist providers also have experience providing care to pregnant people with substance use histories.

Size-Inclusive Care

Our size-inclusive healthcare team focuses on the health and wellness of people of all sizes. We address the impact weight-stigma has on physical and mental health. Together, we move away from weight as a measure of health and move toward body acceptance. If you are interested, please talk with your current provider, or call 401-767-4100 and request an appointment with a size-inclusive provider.

Ryan White HIV/AIDS Program and Title X Family Planning Program

Thundermist provides affordable healthcare services through programs such as the Ryan White HIV/AIDS Program and Title X Family Planning Program. Each program uses a sliding fee schedule based on federal guidelines. This means patients can access care regardless of their income. If you are enrolled in or eligible for these services, talk with a member of our staff for more information about the sliding fee schedule, documentation, any additional assistance.

ABOUT YOUR CARE

Making Appointments/Keeping Appointments

We want to provide you with the best care possible, which is why we make appointments available until 8 p.m. during the week and have Convenient Care hours on weekends.

We will help you to find a time that is best for you, as quickly as possible. Call one of the numbers in this booklet or on our website and our staff will assist you. We will confirm your appointment (by phone or text) a day or two in advance, so please be sure we have ***your current phone number***. If you cannot make your appointment, please let us know as soon as possible so we may give the time to someone else that needs care.

Telehealth Appointments

Telehealth visits let patients to connect with healthcare providers via computer, tablet, or phone. Patients must be located in Rhode Island to participate in a telehealth visit.

Confidentiality

Your privacy is as important to us. We will provide a privacy notice on your first visit. It is also available on our website at www.thundermisthealth.org/patient-resources/patient-forms/ or upon request. Please take a moment to review the document and ask us any questions.

Communications

We do our best to communicate with our patients in a clear and personal way. We might call, email, or text you about appointment reminders, upcoming programs, or other information we think is important. If you do not want to receive communications in a particular way, please let us know. (You are also able to unsubscribe from patient emails through the email program.)

Interpreters are available to meet your language needs. Please let us know if you need these services.

Patient Feedback

Your feedback is important to us! It helps us know what we do well and where we can improve. If you have a comment, suggestion, or complaint, please call us at 401-767-4100 during regular business hours Monday-Friday.

Your Rights/Your Responsibilities

As a patient, you have many rights and a few responsibilities. To ensure you have the best healthcare experience possible, please read these rights and responsibilities. You can view them on our website at www.thundermisthealth.org/patient-resources/patient-forms/ and they are posted at each Thundermist location. If you need help understanding them, please let a member of our staff know.

Patient Portal

You can use our secure patient portal to request appointments, send messages to your provider, view lab results, and more. You can access the portal on a computer, phone, or tablet through an app called Healow. To sign up for the portal, you will need a personal email address and a photo ID. Bring that information to a front desk staff member to enroll. You can also access the portal via our website at www.thundermisthealth.org/patient-resources/patient-portal/.

Health Information Exchange

Thundermist takes part in CurrentCare, a secure system that keeps a complete record of your lab results, medications, and healthcare visits. If you want to opt out—or rejoin later—you can talk to a staff member at the front desk of any of our locations. (Note: Some patients are automatically opted out, including confidential patients, those living with HIV, and trans, nonbinary, or gender-diverse individuals.)

Advance Directives

An advance directive, also known as a living will, is a legal document. You can say what actions should be taken if you are no longer able to make decisions for yourself because of illness. If you would like to set up an advance directive, you can find samples of advance directives and links to state websites that offer additional information at: www.thundermisthealth.org/patient-resources/patient-forms/. Please be sure to give us copies if you complete one.

PAYING FOR YOUR HEALTHCARE

Health Insurance

Thundermist accepts all major insurances, including Medicaid, Medicare, Blue Cross & Blue Shield of RI, UnitedHealthcare, Tufts, and Neighborhood Health Plan of RI. If you don't have insurance, our social services team can help you apply.

Sliding Fee Discount Program

Patients with and without insurance who are below 200% of the of the Federal Poverty Guidelines may qualify for our sliding fee discount program. Qualifications are based on:

- **Income:** This includes all income from all family members, except non-cash benefits such as Supplemental Nutrition Assistances Program (SNAP) and housing subsidies. We ask all patients to report what their annual income is, as required by the Health Resources Service Administration.

- **Family Size:** All individuals living in a household related by birth, adoption, or marriage. It also includes unrelated family members living in the same household who are supported by or are supporting a member of the family.

Our staff will assist you in applying for sliding scale fees.

Information about our Sliding Fee Discount Program is posted at each location and available on our website at www.thundermisthealth.org/patient-resources/patient-forms/. Ryan White and Title X follow the program sliding scale.

If you cannot afford your medicine

Please talk to your provider. We can assist you in getting medication.

If you have no insurance

You may also be eligible to receive free or low-cost health insurance through HealthSource RI. Our staff will assist you.

Please also let us know right away if you change insurance plans.

Thundermist will never deny care due to an inability to pay. If you have an outstanding balance, please call our billing department at 401-767-4100 and we can arrange a payment plan that works for you.

WE ARE YOUR PARTNER IN HEALTH!

Thundermist offers many programs in the communities we serve. These programs include wellness classes, events, and more. We also offer groups for chronic disease management. Ask our staff about programs available in your community.

School-Based Health Centers – Health Huts

Thundermist runs school-based health centers (known as “Health Huts”) at Woonsocket High School and Villa Nova Middle School in Woonsocket, as well as at Deering Middle School in West Warwick (this site also serves the West Warwick High School).

School-based health centers provide primary care services to students in schools during the school day. All students must have parental consent to be seen at the school-based health centers. All services are provided at no out-of-pocket cost to the student. If the family has medical insurance, the health center bills the insurance company.

See more and access forms and handbooks here: www.thundermisthealth.org/services/school-based-health-centers/.

WIC (Women, Infants and Children)

Our WIC team is based out of our Woonsocket location. But we can help Thundermist patients in other communities access the WIC programs closer to them.

WIC provides healthy foods to eligible people, infants, and children up to age 5 who are at nutritional risk. The program provides nutritious foods to supplement diets, information on healthy eating, breastfeeding support, and referrals to health care. You can learn more at www.thundermisthealth.org/services/wic/.

Farmers Markets

In partnership with Farm Fresh RI, Thundermist offers seasonal farmers markets in Woonsocket.

OUR MISSION, VISION & VALUES

Our Mission

To improve the health of our patients and communities by delivering exceptional healthcare, removing barriers to that care, and advancing healthy lifestyles.

Our Vision

Every member of the Thundermist community can lead a healthy life.

Our Values

CARING: We bring passion and commitment to serve our diverse communities, patients, and each other in a safe environment.

COMMUNITY: We respect the knowledge and skills of our local partners, patients, and employees. We support, create, and lead opportunities for growth and development.

INNOVATION: We develop, adopt, and contribute to advancements for improved health. We share knowledge openly with our staff, partners, patients, and communities.

EXCELLENCE: We maintain high standards and deliver exceptional results.

INTEGRITY: We are champions and advocates for our patients, communities, and each other. We stay true to our mission, vision, and values.

DIVERSITY: We are committed to building and fostering a team that is representative of the communities we serve, to ensure that all our patients, staff, and community members are seen, heard, and valued.