MEETING PATIENT NEEDS
EMBRACING EXCELLENCE IN HEALTHCARE

The Primary Health Network, a Federally Qualified Health Center, provides quality primary care services and access to specialty care commensurate with the needs of the people in the communities we serve. Services are offered regardless of age, race, creed, sex, national origin, or ability to pay.

This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).
Dear Members of the Community,

When describing Primary Health Network, three words come to mind: innovation, growth, and dedication. These few but important words truly embody our health system. We are dedicated to adding needed services and streamlining efforts to keep us on track to meet the healthcare needs in the communities we serve. Primary Health Network began as one community health center site and has since grown to become the largest Federally Qualified Health Center (FQHC) in Pennsylvania, as well as one of the largest in the nation. Even though our footprint is large, we as an organization remain centered to our mission to provide quality primary care services and access to specialty care commensurate with the needs of the people in the communities we serve - especially those who are less fortunate.

Our mission is projected through the efforts and care of the associates at Primary Health Network. Each year, we reach over 100,000 patients through health, educational, and enabling services. Our company’s culture is rooted in compassion, the compassion to provide quality care and improve the lives of those in communities we serve.

Since our inception in 1984, we have experienced much success, which is illustrated in this booklet. I take tremendous pride in working alongside my associates at Primary Health Network and continuing to advance the health of our communities, with an unparalleled focus on: transforming lives by progressing wellness, prevention, and clinical specialty care; shaping personalized coordinated care; and being a consistent source of knowledge and support to help our communities grow stronger.

As our country’s future healthcare system will present new challenges, along with opportunities, Primary Health Network stands ready to meet the healthcare needs of all residents in the communities it serves.

Sincerely,

Drew Pierce
Chief Executive Officer
Primary Health Network
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WHAT IS AN FQHC

A Federally Qualified Health Center (FQHC), more commonly known as a Community Health Center (CHC), is a primary care center that is community-based and patient directed. By mission and design, CHCs exist to serve those who have limited access to healthcare, although all are welcome. Unlike most private practices, CHCs welcome low-income individuals, the uninsured and underinsured, immigrants, migrant and seasonal farm workers, those who are homeless, and those who live in public housing.

Their costs of care rank among the lowest, and they reduce the need for more expensive hospital-based and specialty care, saving billions of dollars for taxpayers.
For over 50 years, America’s Community Health Centers have provided high quality care in more than 11,000 underserved communities.

Health centers remove common barriers to care by serving communities that otherwise confront financial, geographic, language, cultural and other barriers, making them different from most private, office-based physicians.

1/15
Living in the United States will use an FQHC as their main source of healthcare

28 Million
Patients served by FQHCs
HOW
FQHCs HELP

FQHCs provide preventive services to vulnerable populations that would otherwise not have access to certain healthcare services.

Individuals located near FQHCs are more likely to have had a general medical visit within the last year.

Individuals living in proximity to FQHCs are less likely to have unmet medical needs.

FQHCs Provide
- Immunizations
- Health Education
- Mammograms
- Pap Tests
- Blood Testing
- Counseling Services
- Dental Services
- Weight Loss Management
- And Other Preventive Services
Expanding and strengthening the Health Center Program would further reduce health disparities, increase access to high quality and regular care, and boost more local economies. As a result, fewer Americans would rely on costly sources of care, such as the emergency room, thereby saving tax payer dollars and making the overall healthcare system more efficient.

Health centers are therefore good public investments that generate substantial benefits for patients, communities, insurers, and governments.
PRIMARY HEALTH NETWORK
Primary Health Network, a Federally Qualified Health Center, provides quality primary care services and access to specialty care commensurate with the needs of the people in the communities we serve. Services are offered regardless of age, race, creed, sex, national origin, or ability to pay.

Our Vision at Primary Health Network is to be first in offering quality care to the patients in our community. Primary Health Network is a leader among health centers through its commitment to developing innovative programs, new technologies, and excellent facilities.
Primary Health Network began as one small community health center site in the Shenango Valley in 1984, with a central focus on providing the highest quality medical care to the people we serve. Since our inception, we have worked closely with our local communities to implement a new model of healthcare: the Community Health Center.

After over thirty years of service, Primary Health Network has grown to become the largest FQHC in Pennsylvania and one of the largest in the nation. Currently, we staff over 150 physicians, dentists, psychiatrists, physician assistants, and certified nurse practitioners. Alongside these professionals, Primary Health Network is staffed by over 450 support members.

At Primary Health Network, our patients are the center of our focus. We take various measures to ensure that our patients receive the highest quality of care. Some initiatives include our Primary Care Medical Home and our continuing accreditation by the Joint Commission.
Each year we reach over 100,000 patients through our health and educational services. These patients can receive care from one of our 50 sites in 17 counties across Pennsylvania and Ohio.

We offer comprehensive primary care and numerous specialty services, as well as working within communities by participating in health fairs and networking with local organizations. Our management is structured to engage and interact with communities, as the Board of Directors is composed of volunteer community leaders and residents throughout Primary Health Network’s service area. These volunteers guide Primary Health Network, encouraging community involvement throughout the organization.

Primary Health Network stands ready to meet the healthcare needs of our communities, and we will continue to look to the future, as we continue to provide quality healthcare.
PRIMARY HEALTH NETWORK **SLIDING FEE DISCOUNT SCALE**

**Primary Health Network accepts all patients**, regardless of their insurance or financial status. Primary Health Network is a Federally Qualified Health Center, which in turn allows us to offer a wide range of services to patients through the Sliding Fee Discount Scale. We offer the Sliding Fee Discount Scale to all income-eligible uninsured or underinsured patients, based on annual household income for most of our services.

**How Do I Qualify:**

If you wish to qualify for Sliding Fee, you must show proof of gross annual income for all immediate family living in your household. Applicants should provide a copy of either two consecutive pay stubs, or the previous year’s income tax return or W-2 form.

**Acceptable Income Verification**

- Recent Federal Tax Return
- IRS Form W-2 or 1099
- Two Current Pay Stubs

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**PRIMARY HEALTH NETWORK SERVICES**

**Our network of sites exists** because of the great need for a wide range of healthcare services accessible to people of all incomes. Being the medical safety net for underserved areas, Primary Health Network centers on primary care and preventive medicine. Specialty services are introduced based on the needs of the population.

**We Provide the Following Services:**

- Family Practice
- Behavioral Health
- Neurology
- Complementary Medicine
- Internal Medicine
- Chiropractic
- Oral Surgery
- Otolaryngology
- OB/GYN
- Family Dental
- Podiatry
- Pediatrics
- Geriatric Medicine
- Psychiatry

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**340B DRUG PRICING PROGRAM**

**We contracted with local pharmacies** to provide our patients with affordable prices, knowledgeable professionals, and individualized services customized to patients’ needs, so they can have the best possible experience when filling their prescriptions. In addition to fast and friendly services, these pharmacies provide free monthly refill scheduling, free custom medication packaging, and free medication delivery. For more information please visit our website.
In order to be at the forefront of modern healthcare, Primary Health Network introduced a patient portal to all of our medical offices. This system allows patients to access their health information and to communicate with their doctors at any time. Patients can also view their health information, pay bills, and view balances through the secure site. Making your healthcare convenient and easy to access is our priority.

My PHN
We take great pride in implementing innovative technologies to enhance access to relevant healthcare information. In 2018 we proudly introduced My PHN, a mobile app for Primary Health Network patients. My PHN acts as a companion app, allowing our patients to access a wide variety of features such as location information, service details, and articles on health topics. My PHN also offers easy access to our Patient Portal, ensuring our patients can securely access their medical information from their device.

Patient Portal

Primary Care Medical Home (PCMH) is a new way of providing healthcare: treatment is coordinated through the patient’s primary care provider. PCMH makes sure our patients receive the necessary care when and where they need it, in a way they understand.

The patient’s healthcare team coordinates patient care by:
• Working together to build a close relationship and direct communication with the primary care provider.
• Listening to patient concerns and connecting patients with helpful resources
• Working with patients to make sure they can go to necessary specialist appointments
• Empowering patients to take the lead in their healthcare by providing education and support
• Offering improved access to care with same-day and after hours appointments
• Providing patients with modern ways to communicate with their care team, including our online Patient Portal, after hours on call access and our mobile app, MyPHN

Joint Commission Accreditation
The Joint Commission on the Accreditation of Healthcare Organizations is dedicated to improving the quality of the nation’s healthcare through voluntary accreditation. This independent organization sets high standards of care and challenges organizations to meet those standards.

Our Accreditation Years
1997  2006  2015
2000  2010  2018
2003  2013
STRATEGIC GROWTH

With healthcare continuously evolving, we recognized the need to create one location where patients can access multiple services under one roof. To further provide continuity and convenience of care for our patients, we also offer on-site contracted pharmacies.

MULTI-SERVICE ADVANTAGE

By providing multi-service facilities to the communities we serve, we are better able to meet and exceed the health and social goals of our patients. We are able to increase access to health services, improve effectiveness of healthcare providers and social services, and increase preventive care efforts.

OUR LOCATIONS

Punxsutawney - January 2011
Clarion - October 2012
Sharon - December 2016
Lewistown - October 2018
The Primary Health Network Charitable Foundation was established in 2005 to support the mission and goals of Primary Health Network.

Our Foundation supports this mission by raising funds to build and sustain programs that increase access to healthcare services and improve the health and quality of life in the communities we serve. Every gift, large or small, helps to ensure that our neighbors will be able to get the healthcare they need.

Through targeted individual campaigns, special events, and grant seeking, the Foundation raises money to support the health center’s mission and expand its programs.
Direct Relief provides free health and hygiene supplies to Primary Health Network patients, through a partnership with the National Direct Relief Program.

115 families received medical supplies within the first few days of the program.

**Caring for Our Neighbors**

Donations to the “Caring for Our Neighbors” program help ensure patients are able to receive the medications they need to stay healthy. This service helps to ensure high quality maintenance medications are accessible for patients who are not in a position to pay. This program also focuses on educating young adults in our community on the skills they need to succeed in the future. Resume building, interview skills, and basic banking are a few examples of the aptitudes covered.

**Scholarships**

Our scholarship program has awarded over $230,000 since 2005. To support the belief that we must always invest in the future of healthcare, Primary Health Network Charitable Foundation provides scholarships to students pursuing an education in the medical and allied health fields.

**Provide the Ride**

Lack of transportation is consistently ranked among the top barriers that prevent access to healthcare. Our “Provide the Ride” program is a free service to patients who have no way to get to their appointments. Today, we average over 16,000 rides a year throughout Mercer, Lawrence, Beaver, Clarion, and Erie counties.
The Primary Health Network Charitable Foundation’s mission is to build and support programs in the Primary Health Network service area that increase access to healthcare services and to assist, through scholarships, with the pursuit of medical and allied health careers.
SPONSORSHIPS

SPONSOR LEVELS

**Foundation Family - $15,000**
- Donor listing in newsletter
- Recognition at all events
- Featured story in newsletter
- Name displayed in event rooms
- Name on event invitations and acknowledgments
- Feature in event programs
- Complimentary registrations for all events

**Community Guardian - $10,000**
- Donor listing in newsletter
- Recognition at all events
- Recognition on PHNCF website
- Acknowledgment at award ceremonies
- Complimentary registrations for all events

**Bridging the Gap - $5,000**
- Donor listing in newsletter
- Recognition on PHNCF website
- Acknowledgment at award ceremonies
- Complimentary registration at all events

**Donations in other amounts are always appreciated.**

For any questions, please call Cheryl Goldstone at 724-981-2875 or donate online at phnfoundation.net.