



A HEALTH RESOURCE
FOR UNINSURED
GASTON COUNTY
RESIDENTS

PATIENT HANDBOOK

703 SOUTH MARIETTA STREET
GASTONIA, NC 28052
TEL: 704.867.6408

ELIGIBLE PATIENTS

- No insurance, not eligible for Medicaid or Medicare
- Gaston County resident with a local address
- 18 or older
- Income at or below 100% of Federal Poverty with verification required
- A medical condition that would benefit from a medical home, specialty care, or medication assistance (like Diabetes/high sugar, high blood pressure, breathing problems)

PATIENT RESPONSIBILITIES

- Establish care with a regular doctor or medical home for all common illnesses, routine health needs, and chronic care management.
- Keep appointments or provide at least 24 hour advance notice of cancellation.
- Follow treatment plans and take medicine as directed by the regular doctor.
- Bring the HealthNet card to all doctor appointments.
- Use the emergency room only when one's life or health is in immediate danger.

ABOUT HEALTHNET GASTON

HealthNet Gaston (HNG) is a new health care program for uninsured Gaston County residents. HNG offers its members access to complete medical care. HNG doctors and community partners donate their services to patients, everything from routine physicals to specialty care, at no or low cost.

HNG benefits include:

- A medical home or regular doctor
- Specialty care services
- Laboratory and diagnostic Services
- Medication assistance for long term chronic medicines
- Health coaching to better manage your health

HNG is not health insurance, it is however, a way to help community members better manage their health and access more health resources.



MEDICAL HOME OR REGULAR DOCTOR

A medical home is the one place you can go for your healthcare. A medical home offers you the very best care because your regular doctor knows you and can follow-up with your needs.

Your regular doctor or medical home will help keep you healthy. At your medical home, you can get regular check-ups or see the doctor when you are sick. Your regular doctor can also will help you manage a chronic condition like Diabetes/high sugar, high blood pressure, or breathing problems such as Asthma or COPD.

Once you have a medical home, you will no longer need to go the emergency room for common illnesses – only true emergencies.

SPECIALIST CARE

If you have an illness or injury that requires a specialty doctor, your regular doctor or medical home may refer you to an expert to provide you the individual care you need. HNG specialty services are limited and must be arranged by your medical home or regular doctor.



MEDICATION ASSISTANCE PROGRAM

HealthNet Gaston members in need of help with the high cost of medicines can be referred to the HNG Medication Assistance Program (MAP) by their medical home or regular doctor.

MAP helps individuals complete applications for free medicines from participating pharmaceutical companies. Patients only pay a \$5 dispensing fee per prescription for a 90 day supply of medicine.

Access to MAP is for long-term, chronic medicines. Prescription coverage for short-term medicines is not available through HNG.



HEALTH COACHING AND CASE MANAGEMENT

Health Coaches or Case Managers are registered nurses who can help you get needed healthcare and social services. They can work with your medical home or regular doctor, provide education and support for your health condition, help you develop a plan to stay well, and monitor your health.

HNG Case Managers focus on chronic conditions like Diabetes/high sugar, breathing problems such as Asthma and COPD, and Congestive Heart Failure.



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