Family Health Services	**Title:** Patient Information Sheet	ID #: FD1001 Effective: 12/17/2025 Page: 1
	PHONE: 419-502-2800 • FAX: 419-502-2821	

WELCOME TO YOUR HEALTHCARE HOME

Family Health Services (FHS) is a non-profit, Federally Qualified Health Center (FQHC) delivering quality, affordable healthcare to all. Our providers strive to improve the health of our community by providing Primary Care, Behavioral Health, Dental and Nutrition services to individuals and families of all ages and backgrounds. We have the unique ability to offer medical services to people from all walks of life and thus help them afford high quality care.

FINANCIAL ASSISTANCE

FHS accepts patients that have Medicaid, Medicare, Commercial Insurance and patients that are self-pay. FHS offers a sliding fee scale for patients who are not insured or who are under insured. Please feel free to reach out to one of our patient advocates at 419-502-2805 to complete the sliding fee scale application or if a payment plan needs to be arranged.

PATIENT CENTERED MEDICAL HOME (PCMH)

At FHS, we believe medical care is driven by the patient, who is at the core of their own care. We ensure decisions are made with respect to the patient's wants and needs. Patients are educated about any medical decisions they must make. Care for patients is coordinated across all settings including referrals to specialists, therapists and home health care. Patients can access services with shorter wait times and "after hours" care via 24/7 electronic or phone communication. We look forward to helping you obtain the highest level of health.

ADA/Service Animals

At FHS, we recognize that many of our patients may have ADA/Service Animals. FHS welcomes those animals to join our patients at their visit pending the animal is well behaved, does not cause a disruption to other patients' or their care or become destructive to FHS property. In some instances, you may be asked to provide current vaccine records for your animal. When requested, you have 10 days to produce the vaccine records, or the animal may not be allowed on the premises. While at any FHS location, you are always legally responsible for your animal and its behavior. All ADA/Service animals must be on a leash or in some type of carrier.

MCKEEN PHARMACY

McKeen Pharmacy is an in-house pharmacy inside the FHS Med Center that is located at 149 E Water Street in Sandusky. The Pharmacist will work directly with your health care team to coordinate your prescriptions, medical supplies, and insurance information to help prevent any delays in starting your medication or treatment. The pharmacy is open to the public, and we offer free next business day delivery. By using the McKeen Pharmacy you will have access to non-profit programs that can help patients save money on prescriptions along with competitive pricing and discounts.

ACCESS THE PATIENT PORTAL

1. Provide your (non-work) email to the front desk staff
2. Follow the instructions in the email that you receive from FHS
3. Visit www.familyhs.org
4. Select PATIENT PORTAL (blue box in the middle of the page or select the "patient services" drop down and click on "patient portal")
5. Click on ENROLL NOW
6. Answer the questions and click SUBMIT
7. Use the information submitted to login into the patient portal from here on out

ACCESS THE HEALOW APPLICATION

1. Download the Healow Application from the Apple or Google App Store
2. Enter the FHS practice code: **ACBJAA**
3. Enter your patient portal username and password to log in
4. Create a PIN to securely access your records

**Please see an FHS staff member if you need assistance setting up your patient portal and/or Healow App. **

PATIENT COPY