



of Northern Shenandoah Valley, Inc.

# Patient Handbook

Revised Edition August 2013

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Welcome to the Free Medical Clinic. Thank you for choosing us for your medical care. Please take a few minutes to review our handbook; it should answer a lot of your questions. If you have any questions or concerns, please ask a staff member. We are here to help you.

## **Our Mission**

*To provide the gift of health to those in need*

## **Clinic Hours and Phone Numbers**

Monday – Friday

Administrative offices open 9:00 a.m. – 5:00 p.m.

Main Office: (540) 536-1680

Medication call-in: (540) 536-1686

Thursday Acute Clinic 5:30-9:30PM (Except on any 5<sup>th</sup> Thursday and Holidays)

## **Inclement Weather Policy**

During inclement weather, please call 540-536-1680 to obtain the opening/closing status of the clinic.

## **Services**

The FMC offers the following services:

Diabetes management	Limited Behavioral healthcare
Gynecology	Nurse practitioner daytime visits
Acute care	Referrals to specialists
Chronic care	Medication Assistance
Acute dental	Referrals to lab work and x-rays
Women’s healthcare	Health education

## **Services Not Provided by the FMC**

The Free Medical Clinic does not provide:

- Mental health counseling (Please contact Northwestern Community Services)
- Treatment for moderate to severe mental illness, including moderate to severe depression and anxiety.
- Birth Control; pregnancy tests; testing for sexually transmitted diseases, including HIV; TB tests (For these services, please contact your local Health Department.)
- Immunizations
- School physicals
- Disability physicals

- Worker’s compensation cases or related injuries
- Root canals
- Dentures
- Eye glasses
- Hearing aids

## **What You Might Have To Pay For**

For example, you will be asked to pay a portion (based on a sliding scale) of the cost of your visit to the University of Virginia (UVA) medical center. Winchester Medical Center will charge you for any emergency room visit and/or hospitalization. You will need to go through the Winchester Medical Center’s financial screening before you have any diagnostic or surgical procedures. Some laboratories will charge a fee.

There is a small donation requested for all items you receive from the pharmacy and for each medical and dental visit.

A donation is requested for the following:

<i>Medical and Dental Services</i>	\$5.00 for each visit
<i>Pharmacy Services</i>	\$4.00 for each (30, 60, or 90-day) prescription.

## **Confidentiality**

Your privacy and records are very important to us. We will never release your records without your written permission or unless subpoenaed to do so.

## **Release of Records**

There are several reasons we might have to send your records to another doctor. If you have been referred to another doctor, he will need to see your records. If you are applying for disability, the Department of Rehabilitative Services or the Social Security office might need your medical records. The FMC is allowed to send only those records from your visits with us. We cannot release records that another doctor might have sent us. You will need to contact that doctor if you need those records.

## Eligibility Requirements

FMC services are targeted at working families. Services are available for all uninsured family members, including children. The FMC will provide referral information for insurance and employment options, when applicable.

The FMC takes several items into consideration when determining if you are eligible for services:

- You must not have any health insurance, including insurance that only covers hospitalization, or qualify to receive free healthcare elsewhere. Patients with Medicaid and/or Medicare are eligible for dental services only.
- You must be a resident of (live or work) Winchester City, Frederick County or Clarke County for a minimum of 90 days. Proof of residency is required.
- Your household income must fall within our income guidelines.

### Eligibility process and requirements:

- First-time eligibility screenings are every Monday and Wednesday from 1:30 p.m. to 3:00 p.m. No appointment is necessary. Thursday evening's screenings are available between 5:30 p.m. and 7:00 p.m.
- You must bring the following in order to qualify for services:
  1. Proof of residency within Winchester, Frederick County or Clarke County for 90 days.
  2. Current 1040 Federal Income Tax form, W-2s and/or 1099's if applicable.
  3. Proof of total household income for the past three months.

Examples of proof of household income are:

- Pay stubs from employer for the past 90 days
- Food stamp award letter
- Letter of support from whoever is providing shelter and food
- Proof of Social Security (award letter, copy of check)
- Proof of Disability income (award letter, copy of check OR copy of bank statement showing deposit)
- Proof of Supplemental Security Income – SSI (award letter, copy of check OR copy of bank statement showing deposit)
- Proof of pension (award letter, copy of check OR copy of bank statement showing deposit)
- Proof of Unemployment (award letter, copy of check OR copy of bank statement showing deposit)
- Proof of child support (copy of court order, canceled check, or receipt)
- Schedule C tax forms if you are self employed
- Current bank statements
- Other documents may be requested upon review

Once you are approved you will be issued a patient eligibility card. Please keep this card with you and be prepared to show it any time you seek services from the FMC. Patients will be required to re-certify every 6-12 months.

## **Recertification**

Your FMC eligibility card has an expiration date. It is your responsibility to update your information with the clinic before the card expires. We recommend that you recertify no less than 30 days prior to your expiration date to minimize interruption of services.

Recertification process and requirements:

- Recertification interviews are held every Monday and Wednesday from 1:30 p.m. until 3:00 p.m. No appointment necessary.
- You must update all of your financial and insurance information, including verification of income for you and all household members.

## **Appointments at the FMC**

To schedule an appointment, please call (540) 536-1680 according to the following schedule:

### **Thursday Evening Acute Clinic**

For new patients to be seen by a doctor for non-emergency medical services, call on Thursday between 9:00 a.m. and 5:00 p.m. to get an appointment for that same evening.

### **Limited Acute Adult Dental Services**

For an extraction, call 540-536-1684 Monday thru Friday, 9:00 a.m. – 5:00 p.m. Your name will be placed on a waiting list and you will be called on a Thursday morning when your name comes to the top of the list for the next available evening appointment. Appointments are limited and we do not take walk-ins. If you miss an appointment with the dental clinic and do not call to cancel, you will not be allowed to receive any dental services for at a minimum of 3-6 months.

### **Daytime Visit with the Nurse Practitioner**

For a daytime appointment with the nurse practitioner, once you have been referred, call Monday thru Friday, 9:00 a.m. – 5:00 p.m. *You must be referred by a nurse, nurse practitioner or doctor to be able to use this service.*

### **GYN, Diabetic, Behavioral Health, and Women's Health**

You must be referred by a nurse, nurse practitioner or doctor to be able to use any of these services.

Patients who need to speak to someone in Spanish should call Monday-Friday 9:00AM-5:00PM for non-emergency medical services and for all other services 540-536-0187

**Your eligibility card must be up to date to get any appointment.**



## Cancelled or Missed Appointments

We understand that sometimes you have to cancel or reschedule an appointment. Please call the clinic to let us know at least 24 hours before your appointment. We can make another appointment for you. Appointment slots are limited and it is very important that you keep your appointment. Calling the FMC to cancel your appointment if you cannot come allows us to schedule other patients who need to be seen.

If you miss an appointment at the FMC or with another doctor you have been referred to and do not call to cancel, you might receive a warning letter. If you miss more than one appointment, you risk losing your status as a Free Medical Clinic patient.

If you miss an appointment with the FMC dental clinic and do not call to cancel, you will not be allowed to receive any dental services for a minimum of 3-6 months.

## Referrals to Local Doctors

Sometimes, we will ask you to see another doctor. Whenever possible, we will refer you to a specialist within Winchester, Frederick County or Clarke County.

The FMC will schedule the appointment for you. **Please do not schedule an appointment yourself.** If the FMC makes the appointment for you it will be included in your FMC services received. If you make the appointment, you will be required to pay. The FMC will inform you of the date and time of the appointment. It is your responsibility to take the referral to your appointment. If you go to an appointment without a referral, you will be responsible for the payment of the visit and any diagnostics ordered.

If the doctor orders tests, the order forms must be issued or approved by the FMC, so that there will be no charge to you. If the doctor gives you the forms, please bring them to the FMC so that we can authorize and validate lab/diagnostic order forms and referral forms.

When an appointment has been scheduled for you at a specialist's office it is **very important** that you keep that appointment. If you cannot keep the appointment, please call the specialist's office at least 24 hours before your appointment to cancel and reschedule. It is important for your care to have the appointment rescheduled. Also, if you call to let them know you cannot come, it is a courtesy to the doctor, as well as other patients who might need an appointment. If you do not cancel and no-show for your appointment, you may not be allowed to reschedule.

If the doctor asks that you return for a follow-up visit, please let us know so that we can prepare a referral for that visit.

## **Referrals to Doctors outside the Service Area (University of Virginia Medical Center)**

If there are no local resources available to treat your condition, you will be referred to UVA Medical Center in Charlottesville, Virginia. UVA has its own financial screening process. You will need to fill out financial paperwork and must be pre-approved for services before we can schedule an appointment for you at their facility.

Referrals to doctors outside the Winchester, Frederick or Clarke county area will most likely not be free. It is important that you request financial assistance from the hospital you are visiting. They will help you on a sliding scale, based upon your income. The FMC is not responsible for the bill.

## **Referral Policies**

- Patients must be pre-screened and eligible before a referral will be written.
- Please allow a minimum of 2-3 business days for the referral to be processed.

- You will be contacted when your referral is ready to pick up at the Free Medical Clinic.
- We cannot guarantee an appointment time with the referred specialist.
- Arrive 15 minutes prior to your scheduled appointment on time.
- Give 24 hours notice if the referral appointment is being cancelled or rescheduled.
- If you miss the appointment and do not call to cancel, you will not be allowed to receive any referral services for at least three months.
- Follow through with recommended testing and treatment.

## Prescription Services

The FMC has an on-site pharmacy and a pharmacist is on duty 25 (part-time hours) weekly to serve clinic patients. Patients receiving medications must meet eligibility requirements and have a current eligibility card.

Limited prescriptions are filled based on our pharmacy formulary. Medications **not** available include birth control, narcotics.

New prescriptions must be brought to the FMC Monday – Friday, 9:00 a.m.– 4:00 p.m. If your prescriptions are offered through the Pharmaceutical Patient Assistance Program you will be notified and a sample will be dispensed, if available. Refills can be dropped off Monday – Friday, 9:00 a.m. – 5:00 p.m., or called in at any time by using our refill line at (540) 536-1686. Please have your bottles with you when you call. You will be asked to leave the following information:

1. Your name
2. Your date of birth
3. Prescription number
4. Name of the medication
5. Phone Number

Prescriptions will be dispensed for current eligible patients based on the following schedule:

<b>Rx Drop-Off or Call-In</b>	<b>Rx Pick-up</b>	<b>Pick-up Time</b>
Monday	Wednesday	9:00 a.m. - 4:00 p.m.
Tuesday	Thursday	9:00 a.m. - 4:00 p.m.
Wednesday	Friday	9:00 a.m. - 4:00 p.m.
Thursday	Monday	9:00 a.m. - 4:00 p.m.
Friday	Tuesday	9:00 a.m. - 4:00 p.m.

If the patient qualifies for the Pharmaceutical Patient Assistance Program, medications will be ordered and the patient will be called to pick up the medications when they are received from the pharmaceutical companies. Delivery of medications could take four to six weeks.

There is a small donation requested for all items you receive from the pharmacy. If you live in Winchester, Frederick County or Clarke County, the donation requested is \$4.00 for each 30, 60, or 90 day supply of medicine. The fee can be waived with management approval.

## **Laboratory Tests, X-rays, and Other Diagnostic Tests**

Your healthcare provider will determine the best course of treatment for your condition. This plan may include laboratory tests, x-rays, and/or other diagnostic tests. The FMC will order these tests for you. Please get your tests done as scheduled. The Free Medical Clinic is not responsible for any labs or diagnostic testing that has not been approved by the FMC. All patient referrals must be accompanied with an approved referral form by the FMC.

## **Emergency Room Visits**

One of our primary goals is to keep you from having to use the emergency room when you do not have a medical emergency. However, there are times when that may be the best way to treat your illness.

Please identify yourself at the ER as a Free Medical Clinic patient so that we may follow up on your care. *You will be financially responsible for any visit to the emergency room or hospitalization.*

## **Concerns, Complaints, and Suggestions**

We hope your health care at the FMC is always given in a respectful manner. If you have any concerns or complaints, please let us know. We are also interested in any suggestions that might help us serve you better. You may speak with any of our staff members. If you would prefer, you can speak with the Executive Director, who will address your concerns.

## **Patient Responsibilities**

To become a Free Medical Clinic patient you will need to sign a patient agreement. This agreement outlines your responsibilities as an FMC patient:

- Informing us within 30 days of any change in address, telephone number, income, or medical insurance.
- Giving at least 24 hours notice if an appointment is being cancelled or rescheduled. This includes appointments with other doctors, laboratory and other tests, and x-rays.
- Arriving for your scheduled appointments on time. If you arrive more than 15 minutes late we might reschedule your appointment.
- Following through with recommended testing and treatment.

**The Free Medical Clinic will not tolerate any verbal or physical behavior to inflict harm, demean, degrade, or threaten patients, bystanders, volunteers, or staff members. This includes loud, lascivious or argumentative behavior.**

Failure to fulfill these responsibilities might result in denial of services through the FMC. The Free Medical Clinic reserves the right to determine whether a patient shall or shall not receive services at our clinic.

Services are provided primarily by volunteers. The Free Medical Clinic is a private, non-profit organization. We are not part of any government organization or other business.

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