



# **NEW HOPE CLINIC**

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Satellite Clinic:

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## **PATIENT HANDBOOK**

(Revised 8/31/2018)

Eligibility Due: \_\_\_\_\_

### *Welcome to New Hope Clinic!*

We hope this handbook will be useful to you in understanding what we expect of you and what you can expect of the clinic. It is important for you to read all of the information in this handbook. You are responsible for knowing our policies and what we require of you as one of our patients.

We sincerely hope that we will be able to help you with your health care needs, but we need you to be a partner in your care. We will better be able to assist you if we have a full report of your past medical history and we can keep open communication about your treatment plan.

Welcome to the New Hope Clinic!

### MISSION STATEMENT:

To provide quality medical, dental and pharmacy services to low income, uninsured Brunswick County adults in a caring, patient-centered setting.

### PROGRAM OVERVIEW:

New Hope Clinic, Inc. (NHC) is a private not for profit organization. This is not a government program or “entitlement”. We do not receive federal funding. We are not part of a hospital, Health Department or the Department of Social Services. We rely on private donations and grants to provide free services to you. Most of our services are provided by doctors, dentists, pharmacists, and others who are volunteering their services to help you get well and stay well.

**NHC will do whatever we can, whenever we can, but you are not guaranteed or promised that we will be able to provide the services you need.** Our help may end at any time, for any reason. Your responsibilities under this program, the assistance available and other conditions of the program may change at any time. These changes will be posted at the clinic and you are responsible for reading all notices.

## GENERAL CLINIC INFORMATION/GUIDELINES:

- Services provided at NHC are free. Donations from you, your family, or employer are accepted and help keep the clinic open to serve others as well as yourself. Most clinic workers are volunteers. NHC could not run without their support. Please take time to thank those who serve you.
- You may have medical conditions we cannot treat at NHC. If that becomes the case in your situation, then we will try to refer you to another facility for those needs and you will need to make financial arrangements with them.
- Please turn all cell phones off when entering patient exam rooms.
- Possession of weapons, drugs or alcohol at NHC is strictly prohibited. If you smell of alcohol you may not be served. This is a smoke-free campus and you are asked to refrain from smoking on clinic grounds.
- **Patients may be dismissed from NHC for disorderly conduct, dishonesty, rudeness to staff or volunteers, use of illegal substances, failure to comply with the requirements and expectations of NHC providers and staff, or any other reason it deems necessary.**
- If you feel you have been treated unfairly, or if you have a concern about the clinic, ask to speak with the Executive Director.

## CLINIC ELIGIBILITY:

***Before services can be provided, ALL patients must turn in the required paperwork to determine if they qualify.***

Paperwork is held for 4 weeks if it is incomplete at the time of eligibility application. You will not be reminded, so please comply with this request to complete the process. Make every effort to have all the necessary information at the time of your eligibility interview to prevent delaying your services into the clinic.

- You must immediately contact NHC if:
  - o you become covered by Medicare, Medicaid, private insurance or other health insurance or medical benefits
  - o your income changes.
  - o you move out of Brunswick County,
  - o you start going to a new primary care doctor
  - o with any changes in address or phone number.
- You will apply for Medicaid, Vocational Rehabilitation or other assistance at NHC's request.
- As soon as you file taxes, please provide a copy of the return to the clinic. The clinic will need a completed 1040, 1040EZ or 1040A form.
- Patients must complete clinic re-eligibility every year or if your financial or household situation changes. Patients are notified when it is time to renew their eligibility to the clinic. Failure to re-certify on time will result in dismissal from clinic services. If you do not re-certify on time you may not get medications from our pharmacy and future appointment will be cancelled. You must start a new application if you do not re-certify on time.

ONCE YOU HAVE QUALIFIED as a patient, NHC is your primary health care provider.

- **You must be a partner in your care.** NHC works hard to provide quality comprehensive care at little or no cost to you. We ask that you follow your treatment plan (Example: get prescribed medicines and take as directed; complete test and lab orders before appointments.). Call for appointments before you run out of refills.
- You may not see another physician for other than emergency medical services without notifying NHC first. We will coordinate healthcare referrals that are necessary. Seeking care from another primary care physician may result in being discharged from NHC.

- You must notify NHC after any emergency room visit and hospital admissions.
- You must get a referral from a NHC primary care provider to see a specialty provider.
- The volunteers you see at NHC do not have your medical records at their offices. **Do not call doctors at their offices.** All phone calls and correspondence should be directed to NHC.
- The clinic **does not provide** emergency medical services, OB/GYN care, STD treatment, Pain Management, prescriptions for narcotic or psychiatric medications. We do not complete school, sports, work, DOT or disability determination physicals. We do not provide care that is covered through Vocational Rehabilitation, Worker's Compensation, or an insurance settlement.
- Choose carefully and prepare for your appointments! NHC tries to serve as many patients as possible with the limited resources we have, but appointments are limited. There may be times when you ask for a service and be told that there is a long wait for an appointment. For the same reason, you may be told that **you cannot be seen twice in the same month, so others may have a chance to be seen once.** Come to each appointment prepared with all your questions and always bring all medication containers.

#### MISSED APPOINTMENTS:

Our ability to care for patients is severely affected when a patient does not keep their scheduled appointment (no call/no show). Please call ahead and cancel as soon as you know you will not be able to make it to an appointment. Failure to keep a scheduled appointment is taken very seriously as appointments are in high demand.

- **Appointments that are not cancelled 24 hours in advance will be considered a “no call/no show”.**
- After the 1<sup>st</sup> “no show”, patients will receive a phone call warning them of the policy.
- After the 2<sup>nd</sup> “no show”, patients will receive a written warning.
- **After the 3<sup>rd</sup> “no show” in a 12 month period, patients are discharged.**
- Excessive cancellations (3 or more) will be considered a “no show” and may result in discharge.
- If dismissed for missed appointments, you will be eligible to re-apply one year after dismissal date.

### LATE FOR APPOINTMENTS:

If you arrive more than 10 minutes late for an appointment, we cannot guarantee we will be able to see you that day. We will do our best to work your visit in around other scheduled appointments.

### CLOSINGS:

NHC is closed for major holidays, bad weather and in cases where there is a lack of volunteers. If Brunswick County Schools are closed for weather, please contact the clinic as we may also be closed.

### PHARMACY SERVICES:

- Patients with current eligibility status may be eligible for a limited number of free medically necessary prescriptions through NHC.
- We only keep certain medications in stock.
- Every effort is made to prescribe generic medications when the clinic is not able to cover the cost.
- The NHC pharmacy cannot fill prescriptions written by doctors outside of the clinic.
- You must contact NHC for refills of medications before you run out. If you have refills, call the clinic with all prescription numbers or drop off bottles before noon on the Tuesday or Thursday before you run out. Be sure to list all medications and supplies you need. If you call or drop off requests after 12:00pm, they will not be available until the next pharmacy day.
- If you do not have refills, it is your responsibility to call the clinic at least 2 weeks before you run out to schedule an appointment. A new prescription usually cannot be written without a visit.
- Medications may only be picked up when a pharmacist is in the building. Pickup times are subject to change based on volunteer availability. If you are unable to pick up your medications, then you must give written permission for another individual to pick up your medications and make sure the individual has a valid photo ID with them at the time of pick-up.
- If we have prepared your medication and you fail to pick it up within 21 days, then the medicine will be returned to the shelf and you may be responsible for buying it at another pharmacy.
- **The clinic does not prescribe or fill narcotic, controlled or psychiatric medications.**
- The clinic will not pay for over the counter medications.
- NHC will not replace lost or stolen medications.

### REFERRALS:

You may need services that must be provided outside of NHC.

**Charges for these services belong to you.** The local hospitals work with us to provide basic testing at little or no cost to you, but you must not ignore any bills you receive. Call phone numbers listed on the bills. Negotiation of any fees, payment plans and services outside of NHC is between the patient and the provider. **DO NOT list NHC as the insurer or guarantor on any forms.** NHC does not cover emergency room expenses or ambulance services.

If NHC makes a referral appointment for you and you fail to keep it or cancel it then you will be subject to the same “No Show” consequences as you would at NHC. NHC will not reschedule the appointment. You will need to do that yourself and set up private pay arrangements.

NHC does not provide transportation.

### SPECIALTY CLINICS & SERVICES:

- Special clinics may be available when volunteers are willing to provide these services. For example: Diabetic or Urology or other services may be offered at special times based on volunteer availability.
- Clinics are held at various times at the preference of the volunteer.
- Patients must have current eligibility to receive an appointment.
- NHC does not guarantee these services will be available or that a request can be honored.
- Missed appointments for these specialty services will be rescheduled only one time for the next available appointment. Further services must be done at a private provider at the patient’s expense.

### DENTAL:

NHC provides basic exams, x-rays, extractions, and limited additional services for adults 18-64. Additional services may be provided as available. NHC dentists may decide not to do complicated extractions. NHC does not provide IV or gas sedation. NHC does not assist with dentures, partials or other prosthesis.

### EYE CARE:

NHC provides eye exams for current NHC patients for medical eye care such as diabetic retinopathy, glaucoma, cataracts and non-urgent eye injuries. NHC eye doctors do not at this time write prescriptions for glasses or contact lenses. Contact your local Lions Club for Vision Assistance if you need help with glasses.

### ADDITIONAL ASSISTANCE:

As a NHC patient in good standing, you will automatically qualify for the Cape Fear HealthNet (CFHN) program. CFHN may be able to assist you with transportation, scheduling specialty doctor appointments, or durable medical equipment with a referral from NHC. Please ask your NHC provider for a referral or additional information.

### WAYS YOU CAN HELP:

- Be patient. Be understanding. Be appreciative. Short tempers and angry patients discourage volunteers from coming back. Remember to say thank you.
- Take care of our clinic. Pick up after yourself, your children and others.
- Be prepared when you come to your appointments. Complete testing as requested and bring all medications, glucose meters, blood pressure and blood sugar records.
- Although your services are free, you can help to keep the clinic open by donating whatever amount you can. Ask your church to support NHC with a donation or special offering. Remember to name NHC for memorials or honorariums. At Christmas, birthdays or the loss of a friend or loved one, send a monetary gift to the clinic as a way of paying tribute to that special person in your life.
- Although patients cannot volunteer to provide direct patient services, there are ways to volunteer and be a help. Ask a staff member how you can help.
- Tell the community about the difference New Hope Clinic makes in your life. Your personal testimony has tremendous power.