

# PATIENT GUIDELINES HANDOUT



Rock Springs Clinic exists to provide free medical care and medications for a variety of chronic illnesses to adult residents in the surrounding counties who would otherwise have no medical care. Our clinic is staffed with extremely skilled volunteers and medical providers. Patients and staff are to conduct themselves in a polite, respectful manner at all times. Failure to do so will result in immediate termination.

1. To qualify for treatment at the clinic, patients must have no private health insurance, Medicaid or Medicare, income cannot exceed 200% of the poverty level and meet all Georgia Dept. of Public Health requirements.
2. Patients must recertify annually which means providing new documentation of all monies, tax returns, government assistance, etc. in order to see a provider and receive medications. Recertification will also include a \$15 donation for medication assistance. **It is the patient's responsibility to provide all qualification documentation no later than April 1 each year in order to requalify. Failure to do so will result in suspension of services until provided.**
3. Medications may be picked up between 9-3 on Tuesday and 2-5 on Thursday. Medications must be picked up by the patient.
4. As your primary care provider, you must inform us of any other healthcare provider you see. The purpose for this is to avoid duplication of care and medication. Failure to do so will result in termination of care.
5. Patients are to contact Rock Springs Clinic for ANY medical information – no doctor/provider is to be contacted at their private office for any reason.
6. Any patient who is under the influence of drugs or alcohol, is disrespectful or disruptive with Rock Springs Clinic personnel or at any appointment to which we send you, may be subject to immediate termination.
7. Two NO SHOWS for a scheduled appointment could result in immediate termination of care and/or a return to Thursday morning sign-in. This includes provider appointments, bloodwork appointments, nurse follow-ups and any referrals arranged through the clinic. If you miss a bloodwork appointment, your follow-up appointment will also be cancelled.
8. Patients will bring all medications they are currently taking to every appointment.
9. Patient must arrive at clinic at least 15 minutes prior to scheduled appointment. If more than 15 minutes late for appointment, patient will be seen only if there is an opening left in the schedule.
10. Patient has the responsibility to follow provider's advice. Failure to do so will result in termination.
11. Rock Springs Clinic is allowed to act on my behalf to obtain free and reduced priced medication or request medical records. This includes but is not limited to signatures, phone communication, letters and fax.
12. Patients must be seen every 3 months to receive refills of their medications.
13. Rock Springs Clinic is a NO-SMOKING facility. NO SMOKING is allowed at Rock Springs Clinic or on any Church property or adjacent properties. In cooperation with owners of properties across the road from all property, clinic patients are asked not to cross the road in order to smoke. Anyone found to be smoking in these areas will not be seen at the Rock Springs Clinic.
14. The Clinic is **NOT** a pain management or acute anxiety management facility. We will not prescribe narcotics for pain or acute anxiety. Help is available at local mental health and pain clinics for these problems.
15. Patients will be seen by the provider assigned to them.
16. All patient assistance program medicines must be picked up at Rock Springs Clinic within 3 months of notification.
17. **Disability:** Rock Springs Clinic was founded, and remains committed, to help patients improve their health to its greatest potential. We continually strive to do all we can with the scope of our volunteers and facility to increase every patient's health - both physically and spiritually. The clinic is not equipped with the manpower or tools needed to properly evaluate, diagnose or document disability/lawsuit claims to the degree required in today's medical realm. We will make copies of any records from a patient's charts at the request of the firm representing the patient, but that is the extent of our help in assisting with disability and lawsuit requests. Patients desiring more help need to go to another facility better equipped to deal with this issue.