

No Show Policy

The volunteer nurses, doctors and staff are committed to serving as many patients needing medical care as possible.

New patients:

- New patients who “do not call or do not show up” for their scheduled appointment will not be able to reschedule for 30 days from the original appointment date.
- If a new patient “does not call or does not show up” for the second scheduled appointment the new patient will lose access to services for six months. A patient will be considered a “no call/no show” 15 minutes after their appointment time.

Established Patients:

- Established patients who “do not call or do not show up” for their scheduled appointment the first time will receive a written notice warning the patient of the “no show/no call.”
- The second “no call or no show” will result in a loss of 30 days medical and prescription services. The patient will be offered 30 days of written prescriptions that can be filled at any pharmacy at the expense of the patient.
- The third “no call or no show” will result in suspension of medical and pharmacy privileges for one year.
- After a one year suspension your clock starts again, but there will only be one warning.
- Patients who “do not call or show up” for a scheduled appointment with a referring physician or for a scheduled test at the hospital will receive a written notice of suspension of medical and pharmacy privileges for six months.
- After a six month suspension your clock starts again. If the patient requires a referral for the same service after six months, an appointment will be scheduled with the understanding that the patient will be required to pay for the service. There will be no referrals made to a dentist, if patient fails to show or call for an appointment.
- This policy will cover a two year period from the date beside the signature.

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Medications Policy

Prescriptions will be written by a provider at your Free Clinic appointment. Some medications will be filled by samples if possible. Free Clinic personnel will complete applications for patients to receive medications for pharmaceutical company assistance programs when possible.

Referral Policy

- **Patient must present their referral order sheet to each visit.**
- Our referral list includes volunteers and donated services and will be made available to our patients as they are available to us. **We cannot accommodate every request for a referral within the existing network.** If no specialist is available, the Free Clinic will assist the client in making other arrangements.
- **Referral appointments are made by the Free Clinic Clinical Coordinator.**
- Testing and diagnostic reports will be provided to the Clinical Coordinator who will review the results with the Medical Director and make them available to you either by phone or at your next clinic appointment.
- Patients should not go to a specialist or a doctor outside of the clinic for non-emergency care without getting a referral from the clinic. **If the client was not referred by the clinic she or he will be financially responsible for all charges.**

Orangeburg-Calhoun Free

Medical Clinic

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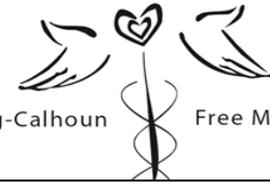
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Clinic Procedures / Policies



Orangeburg-Calhoun Free Medical Clinic

- The Free Clinic provides medical care and treatment for long-term chronic health concerns. The Free Clinic is open limited hours. If you have an emergency health condition, call 911. If you have an urgent need for care and the Clinic is open call and see if you can be seen.
- Three incidences of non-compliance (no show to a clinic or specialty care appointments, failure to take medication, failure to comply with treatment recommendations, failure to attend screening appointments or diagnostic study appointments) will be grounds for immediate termination as a patient of the clinic. Three no-shows to appointments, even with prior notification, will result in review of patient status and possible termination.
- **Patients abusing drugs or alcohol will be considered non-compliant and will be terminated.**
- Persons wishing to see a medical provider must have an appointment.
- Patients will be considered without regard to race, age, religion, marital status or sex.
- Patients who leave the service territory for over 3 months must apply for readmission.

Reporting Changes

All changes to household size, income, address, phone number, and insurance coverage status MUST be reported to the Free Clinic Office within 10 days.

Failure to report changes could result in a loss of Free Clinic services.

Patient Bill of Rights:

Orangeburg Calhoun Free Medical Clinic's (OCFMC) Patient Bill of Rights was adopted as a reaffirmation of the mission and philosophy of the Clinics, and to state publicly those basic rights a patient being cared for at the Clinics may expect.

The patient has the right:

1. To considerate and respectful care.
2. To know what Clinic rules and regulations apply to his/her conduct as a patient.
3. To receive from his/her physician, complete, current information concerning his/her diagnosis, treatment and prognosis, in terms s/he can reasonably be expected to understand. When the patient's physician considers that it is not medically advisable to give such information to the patient, the information will be given to an appropriate person on the patient's behalf. The patient has the right to know the name of the physician responsible for delivering his/her care.
4. To receive from his/her physician, information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information should include – but not necessarily be limited to – the specific procedure and/or treatment, those risks considered medically significant by the patient's physician, and the probable duration of incapacitation. Where medical alternatives for care or treatment exist which are considered significant by the patient's physician, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedure and/or treatment.
5. To refuse treatment to the extent permitted by the law, and to be informed of the medical

consequences of his/her action. This is consistent with the OCFMCs' obligations, policies and the philosophy by which the Clinic is guided.

6. To every consideration of privacy concerning his/her medical care. Case discussion, consultation, examination and treatment are confidential, and will be conducted discreetly. Those not directly involved in the patient's medical care must have his/her permission to be present.
7. To expect that all communications and records pertaining to his/her care will be treated as confidential.
8. To receive treatment without discrimination as to race, color, gender, ethnicity, national origin, religious affiliation or sexual orientation.

Patient Responsibilities:

Just as the OCFMCs have responsibilities to its staff and clientele, so too, does the patient have responsibilities when under the care of the Clinic. These include the following:

1. Providing accurate and complete health information concerning his/her past illnesses, hospitalizations, medications, allergies and all other pertinent items. The patient should bring any information relating to his/her health to the Clinic at the time of the visit.
2. Participating in the development of his/her care plan, adhering to the developed plan, and complying with Clinic policies and procedures governing his/her care.
3. Voicing concerns or problems to Clinic staff and for requesting further information concerning anything s/he does not understand.
4. Being respectful of other people and of Clinic property. This implies that no patients will be seen under the influence of drugs or alcohol.
5. His/her actions if s/he refuses treatment or does not follow medical instructions.

6. Maintaining the treatment recommended by the physician, and for remaining under medical supervision.
7. **The patient is not allowed to contact volunteers providers outside of the Clinic.** Any communication must go through the Office Staff. The only exception to this is, if a patient has been referred to a specialist and that specialist physician asks that the patient return, call him/her for a specific reason or needs to cancel an appointment.
8. Abiding by Clinic rules and regulations, and for seeing that those who accompany him/her do likewise.
9. Providing truthful information about income and insurance status, notifying clinic of changes and providing written income verification which is a prerequisite of receiving free medication.
10. Being considerate and cooperative with Clinic staff, and for avoiding discrimination against health care providers because of race, color, gender, ethnicity, national origin, religious affiliation or sexual orientation.

Services NOT provided by the Free Clinic:

- Emergency room visits, even when referred by the Free Clinic
- Second opinions.
- Prescriptions written by referring physicians or emergency room doctors.
- Physician services provided which are not authorized by the Free Clinic.
- Physician services outside of the existing network of volunteers.
- Maternity services.
- Hospital Bills. Patients are instructed to apply for Charity care and state and local serves for hospitalization.
- Dental care or prescriptions written by a dentist, for adults.