

## HOLMES COUNTY HEALTH DEPARTMENT

### Patient Information

**FEES:** Most of our services are based on a sliding fee scale according to Federal Poverty Guidelines. A copy of our fees for services is available upon request and is posted in the check out area of the front office. Fees for services are due at the time services are rendered. If you have a special need regarding your account, please let one of the clerks in the front office know before your services are rendered so that we can see if you qualify for additional assistance.

**ELIGIBILITY:** In order to receive some of our services, clients will need to receive registration and eligibility determination before receiving medical services. Bring all proofs of income for household to your first appointment and when instructed for yearly follow up. New patients will need to bring identification (i.e., adult's photo id, children a birth certificate) to their first visit. Your medical insurance card needs to be brought with you to each visit. Your initial visit will include extra time for paperwork completion, so please be on time. Prior to receiving services, all clients are responsible for reporting changes in their: Income if it is \$50.00 more or less per month, address or phone number, household size (members living in home) insurance coverage

**CHECK IN:** ALL PATIENTS NEED TO GO TO THE FRONT DESK UPON ARRIVAL TO SIGN IN.

**LATE ARRIVAL:** Please arrive at least 10-15 minutes before your appointment. Patients over 10 minutes late will need to reschedule their appointment and will count as a no-show.

**RESCHEDULING/NO-SHOW:** If you need to reschedule an appointment, or cannot arrive on time (no-show), please call the clinic as soon as possible before or on the same day of your appointment. Patient courtesy from you will allow yourself and others to be better served. Patients with three or more no-shows will only be seen as same day appointments.

**WALK-IN/WITHOUT APPOINTMENT:** Patients without appointments (walk-ins), will be referred to the Triage Nurse (a person who determines your treatment needs), and will be assessed. Patients with appointments will be given priority for services. If appropriate, a Triage Nurse will talk with you.

**LAB RESULTS:** Results will not be given over the phone. You will be notified if the need arises. In most cases, you will receive the results during your next clinic visit.

**SHELTER FOSTER CHILDREN:** Shelter/foster child appointments will require record of court order to place in chart, prior to services being rendered unless a medical emergency. In case of medical emergency, parent phone and address information will have to be provided in lieu of court order.

**SCHEDULING APPOINTMENTS:** Calls for appointments are accepted between 7:30 a.m. and 5:00 p.m.

**RECORD COPIES:** FEE - \$1.00 per page. Copies of patient records will only be given to authorized persons. A signed release is required. Copies may be requested either by phone or in person and are normally ready by 3:00 p.m. the next working day. Other physicians/clinics (non-county health departments) may request your records; however, a signed release is also required.

**HELPFUL TIPS:**

- Bring all required information/documentation.
- If you are late for your appointment, call and/or reschedule.
- Allow enough travel time so you will not be late for your appointment
- Call to cancel/reschedule your appointment if you cannot attend.
- If you do not speak English, we do have access to certified interpreters.
- Bring a babysitter or caretaker when needed.