

Primary Care Provider – I understand that the Partnership Health Center is my Primary Care Provider (PCP). This is where I go when I get sick or have some other health need.

When I get sick or have a concern – I can call the clinic. A provider will call me back in no more 24 hours. We call this Patient Triage.

Medication Refills – When you need a refill call the clinic and leave a message on the refill line. Messages are checked all through each day. Most all refills are filled at your local pharmacy within 5 business days. Please make sure you call for a refill when you have a month's worth of pills left.

Medbank is not a pharmacy – The Anderson Medbank is a program of the Partnership Health Center that applies for free medication on your behalf from the pharmaceutical companies that make the medicine.

PHC does not pay for medication – If we cannot get your medicine through Medbank, we will send the prescription to a local pharmacy. You will have to pay the pharmacy when you pick up your medication. We try very hard to find the lowest cost drugs that will treat your problem.

What will I have to pay for?

- A regular patient visit with a provider is \$15. This visit would normally cost you over \$100 but we are able to find donors who cover the additional costs for you.
- A visit with a nurse only is \$10 instead of \$50.
- We sell some supplies like blood sugar testing supplies and blood pressure cuffs for the same cost we buy them for.
- Lab work at SGMC is done at no cost to you if you are currently approved by SGMC for Financial Assistance.
- If you need a test such as an MRI, ultrasound, or a CAT scan, these are done at SGMC at no cost to you, but a Radiologist employed by Radiology Associates must interpret the test and provide a written results which is sent to your provider at PHC to share with you. You will receive a bill from Radiology Associates for this service.

Bring your medicine bottles to each appointment – It is important to your provider to review all your medications at each appointment. It's easy to forget what you are taking or the amount. That is why we require that you bring all your medication bottles to each appointment. It is so important, that your appointment will be rescheduled if you don't.

Follow your provider's plan for you – Call the clinic with any concerns BEFORE you make any changes especially concerning your medication.

Treat everyone with respect – Kind words work better.

Dental Care – We provide Dental Care for patients of the Partnership Health Center. To qualify you must be a patient of PHC and earn under 100% of the Federal Poverty Guidelines. If you are eligible and in need of Dental care, your provider will refer you to the program.

We want to share your success with others – By initialing the box to the left, you give your permission for PHC to share your patient story and picture with others to encourage them to become a patient or to encourage someone to donate funds to the clinic. We will ask you before we use your name.

Recertify each year – To continue to receive medical and/or dental care at PHC, you must recertify each year. Failure to do so will keep you from being seen at the clinic and getting refills of your medication.

