



Patient Handbook

Revised March 2024



Our Mission is to deliver sustainable, long-term healthcare to the uninsured members of our community.

Vision

To become the Gold Standard for clinics in the Southeast by providing a healthy resource for our community; always providing a positive, compassionate experience for our patients with top quality care; to better the lives of all we serve.

Values

Golden Rule- Quality-Compassion-Integrity



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CLINIC PHONE NUMBERS

Good Samaritan Clinic Main Number	(256) 775 – 1389
Schedule or Change appointments / Front Desk	Press 0
Clinic Hours / Directions to Clinic	Press 1
Medication Refills	Press 2
Clinic Administrator	Press 3
Nurse	Press 4
Learn how to Qualify as a Patient	Press 5
Executive Director	Press 6
Prescription refill status / Med Room	Press 7
Lab – Schedule or Change appointment	Press 8
Fax	(256) 775 - 1396

SERVICES PROVIDED BY THE CLINIC

Good Samaritan operates as a primary care clinic. We provide a full range of services and referrals to specialty physicians, as well as the majority of medications free of charge to our patients. We are able to coordinate care for our patients by providing them in-clinic access to numerous healthcare services. Good Samaritan does not duplicate any healthcare services that are offered for free elsewhere.

- Primary, non-emergency medical care
- Chronic illness care
- Laboratory services offered in cooperation with Cullman Regional Medical Center
- Non-narcotic, non-controlled substance prescription medications
- Referrals to medical specialists (limited per specialty) and community resources.
- Limited dental care for extractions - **by appointment only**
- Limited eye care - (Diabetic patients only)
- Hearing evaluation - **by appointment only**
- Health education and promotion
- Social Services for assistance with completing eligibility paperwork - **by appointment only**
- Social Services to be connected with community resources - **by appointment only**
- Mental Health Services including referrals for counseling and, if deemed necessary, referral to Psychiatrist

Schedule of Services

Our provider sees patients and conducts telehealth visits by scheduled appointments only.

The Good Samaritan Health Clinic is open Monday – Thursday 8:00am to 4:00pm and Friday 8:00am to 12:00pm. Closed daily for lunch 12-1pm. No patient appointments are scheduled for Fridays.

SERVICES NOT PROVIDED BY THE CLINIC

- COVID testing
- Pre-natal care, TB tests, testing for sexually transmitted diseases, pregnancy tests, birth-control – please contact the Cullman County Health Department
- Immunizations
- Work, school, sports, disability physicals, etc.
- Treatment for worker's compensation cases or related injuries
- Treatment for automobile accident injuries if covered under auto medical insurance
- Root canals, crowns, dentures, routine cleaning
- Eyeglasses
- ER, Hospital, or Radiology bills

What You May Have To Pay For

You will never receive a bill from the Good Samaritan Clinic. However, you may be asked to purchase some low-cost prescriptions. We make every effort to utilize the medicines that are on the \$4 to \$10 lists from local pharmacies or medicines that are provided from the patient assistant program.

If you are on a medication that we do not have in stock and it is ordered especially for you, depending on the wholesale cost you may be asked to pay a percentage of the cost.

Not all physicians participate in the volunteer program of the Good Samaritan Clinic. Those that do not may charge for their services. You may be offered their services at a reduced charge or at their established fee for self-payers. If you are scheduled outside the clinic, it is YOUR RESPONSIBILITY to contact that office to inquire about financial costs.

CANCELED OR MISSED APPOINTMENTS

We understand that sometimes you may have to cancel or reschedule an appointment. Please call the clinic to let us know at least 24 hours in advance. Please understand that appointment slots are limited, and it is very important that you try to keep your appointment. By canceling your appointment if you cannot come, it allows the clinic to schedule other patients who may be waiting to be seen.

If you repeatedly cancel or miss appointments, you may lose your status as a Good Samaritan patient.

- 1st Offense – 2 Month delay in next appointment and / or services
- 2nd Offense – 6 Month delay in next appointment and / or services
- 3rd Offense – 1 Year delay in next appointment and / or services

If you miss an appointment without calling to cancel, you will be given the next available appointment, as this would NOT be an emergency.

INCLEMENT WEATHER INFORMATION

If you think there is a chance the weather could impact the clinic's hours of operation, please call 256-255-5963 prior to coming in for your appointment or to pick up medications. All delays or closings will be posted to the clinic's social media pages.

Facebook: @GoodSamaritanCullman

Instagram: @GoodSamaritanClinicCullman

Twitter: @SamaritanCullman

We do not want our patients or our staff to risk accidental injury trying to drive to the clinic. For the safety of our patients and staff, please call when uncertain or check the clinic's Facebook or Twitter pages.

RE-CERTIFICATION

All patients MUST re-qualify for clinic services every year, beginning January 1st. The \$20 annual service fee will be required upon submitting your application.

Re-Certification begins January 1st, with the following deadlines:

- The deadline for patients who DO NOT file taxes is February 26th.
- The deadline for patients who DO file taxes is April 15th.

All patients must provide a copy of the **Medicaid denial letter**. This can be obtained by **calling 1-256-584-4127**. Ask for a Medicaid denial letter and the Medicaid office will mail this letter to the clinic. This letter simply states that you are not currently receiving Medicaid benefits.

Please see our receptionist for your re-certification application.

The application may also be printed from our website at www.goodsamaritancullman.com, by clicking on Patients, Current Patients, then Requalification Application.

HIPAA

Good Samaritan Health Clinic is dedicated to protecting the privacy of each patient. It is your right to receive quality care without the concern that your personal health information will be shared or disclosed with others without your permission, authorization or as otherwise permitted by law. Your medical information is protected by law and will only be used or disclosed in accordance with the privacy provisions of the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations. **(HIPAA)**

RELEASE OF RECORDS

There may be several reasons we may have to send your records to another doctor. If you have been referred to another doctor, he/she will need to see your record. If you are applying for disability, the Department of Social Security of Rehabilitative Services may need your medical records. The Good Samaritan Clinic is allowed to send only those records from your visits with us.

MEDICATION DISPENSARY SERVICES

****BRING ALL YOUR MEDICATIONS TO EVERY MEDICAL VISIT****

Current eligible clinic patients have the benefit of receiving prescription medications from our on-site dispensary. Every effort is made to provide your medications free of charge. When possible, we apply for your medication from Patient Assistance Programs. Once approved by the pharmaceutical company, your medication(s) will be delivered to the clinic. **The approval lasts as long as you remain an eligible patient for up to one year.** If medication is ever shipped to your address by error, it is your responsibility to notify the clinic.

Medication Dispensary Services

Through the Patient Assistance Program and support of the healthcare community, we are able to provide the majority of medications free of charge.

The medication dispensary is open during normal clinic hours of Monday – Thursday 8:00am to 4:00pm and Friday 8:00am to 12:00pm. Closed daily for lunch 12-1pm.

The Good Samaritan Clinic does NOT stock or dispense narcotics or controlled medications.

To get free prescription medication, you **MUST** provide the required financial documents upon qualifying with the GSHC.

Emergency room prescriptions will NOT be filled by the Clinic.

Medication refills are to be called in 7 to 10 business days in advance. Early refills for medications will not be filled except under some specific circumstances.

Refills may be called in at the refill line (256) 775 -1389 ext. 2. Please have your bottles with you when you call and leave the following information:

- Your name
- Patient ID number
- Rx number
- Name of the medication
- Dose (strength) of medication

For example:

“This is John Smith, patient number 1234. I am requesting a refill of prescription number 678, Benicar 40 mg. Also, number 432, Prozac 20mg. Thank You.”

Please allow 7-10 business days for medications to be filled.

***PLEASE DO NOT ASK THAT YOUR ROUTINE MEDICATIONS BE REFILLED AT YOUR APPOINTMENTS. ***

Remember to bring ALL your medications (from all providers) to your medical visits. This is very important for your safety. Mixing some medications may be dangerous to your overall health. When you bring all your medicine, the provider can review your medicines and verify them with your established treatment plan.

To check the status of your medication refills, you may call (256) 775-1389 ext. 7.

DENTAL EXTRACTIONS

Dental Policy and Procedure:

- If you need a dental appointment, you must call our office at (256) 775-1389.
- A dental appointment will be arranged by Good Samaritan Health Clinic at one of our local participating dentist's offices.
- The CRNP will have to examine the tooth/teeth before an appointment can be considered or referred for a dental extraction(s).
- Please be courteous and patient. All our dentists are volunteering their time and services.
- Do not call the dental office to request an appointment or walk into their office demanding to be seen; you must go through The Good Samaritan Health Clinic.
- If you cannot keep your appointment, it is your responsibility to call our office at least 24 hours in advance to cancel this appointment. Failure to do so will result in your dental appointment being delayed for at least six months. A second NO SHOW will result in your dental appointment being delayed for 12 months.
- The dentist performing dental exams or dental procedures will only extract teeth at no charge in their office. No other services will be performed at no charge.
- Please do not ask for services at no charge, other than the extraction(s) the dentist determines to be done.
- If you are seen by one of our dental providers, do not call their office for pain medication.
- You will only have 1 to 3 teeth removed in the same quadrant every 6 months. This recommendation must come from our CRNP and will not include extractions due to cosmetic purposes.

You will be scheduled for your dental appointment and notified by the staff at Good Samaritan Health Clinic.

EMERGENCY ROOM VISITS

One of our primary goals is to keep you from having to use the emergency room when you do not have a medical emergency. However, there are

times when that may be the best way to treat your illness. **Please identify your Primary Care Provider (PCP) as Good Samaritan Clinic.**

PATIENT RESPONSIBILITIES

As a Good Samaritan Clinic patient, you agree to the following responsibilities in order to remain a patient of the clinic.

Responsibilities include:

- Informing us of any change in your address, telephone number, income, health insurance coverage, etc.
- Giving 24 hours' notice if an appointment is cancelled or rescheduled. This includes appointments with other doctors, lab work, and other outpatient testing.
- Arriving for your scheduled appointments on time. If you arrive more than 15 minutes late, we may reschedule your appointment.
- Following through with recommended testing and treatment.
- Re-scheduling any cancelled lab or medical appointments. Routine lab work is very important to monitor the success of your treatment plan and for any possible adverse effects from medications. If you cancel and do not reschedule, you are risking your health status.
- Providing a complete medical history. It is NOT in your best interest to omit any details of your medical history or if you are receiving medical treatment from other healthcare providers. You must report all medications that you are taking, including dose or direction changes of medicines prescribed by other providers.

We understand there are times that you may not feel well and that you may not be at your best when you visit the clinic. However, we ask you to maintain appropriate behavior. Our staff is here to help you, but they also must comply with clinic policies. Threatening behaviors, foul language, foul remarks, rude behavior, and disrespectful actions will NOT be tolerated, and you can be dismissed from ALL services at the Good Samaritan Health Clinic.

The Good Samaritan Clinic reserves the right to determine whether a patient can receive services at our clinic.