



PACKET CHECKLIST

Welcome To Your Medical Home

Wellness Within Reach

Foothills Community Health Care (FCHC) will be your Medical Home. As your medical Home, we will keep track of all labs, x-rays, referrals, and mediations as well as coordinate care between your health care team. FCHC will also remind you of important health screenings. FCHC will also help you set goals for your health and help you track how well you meet those goals.

As a patient, your responsibility will be to provide complete and thorough information about your health and to notify any other healthcare facility that FCHC is your medical home. If you find yourself in the Emergency Department or in the hospital, let them know that FCHC is your Medical Home.

In a patient centered medical home organization, patients are encouraged to choose their primary care provider. Once this choice is made, our staff will try to schedule all your appointments with the provider you selected. The advantage for you is that you have a provider you like working with and one that is specifically responsible for coordination your care and ensuring you receive all recommended preventative care and that any problems uncovered are followed up in a timely fashion.

There may be times when it is in your best interest to see a different provider for timeliness or urgency. Your primary care provider will have updated information about these other visits to ensure that you receive continuity of care. Ask the front staff for a Patient Transfer Form if you would like to change providers within FCHC.

You can find out about our providers at www.myfchc.org.

Please bring the following items with you to avoid a conflict with your scheduled appointment or payment for services rendered. Failure to bring the requested items may result in rescheduling your appointment.

- | | |
|---|--|
| <input type="checkbox"/> Photo ID (Gov't issued ID card) | <input type="checkbox"/> Social Security Card |
| <input type="checkbox"/> Medicare/Medicaid Card, Rx Plan Card, Third Party Commercial Insurance (co-pay if required) | <input type="checkbox"/> Immunization (shot) record *required for pediatric patients |
| <input type="checkbox"/> **We offer a sliding fee discount based on family size and income with co-payments starting as low as *\$20.00 for an office visit. You must provide proof of all income received for each person 18 yrs or older in the household.
For example:
1. last 3 recent pay stubs or current tax return
2. If unemployed/not working: statement from the unemployment /employment security office or social security administration | <input type="checkbox"/> Current Medication Bottles

**self-pay co-payment will vary, based on family size and household income. Additional charges may be due upon check out. |

Appointment Scheduling & No-Show Policy

We will try our best to schedule your appointment at the most convenient time possible. As a courtesy, we attempt to contact every patient to remind them of their appointment; however, it is the responsibility of the patient to arrive for their appointment on time. If you are more than 15 minutes late for your scheduled appointment, you will be rescheduled for a later time or date. If you are unable to keep a scheduled appointment, please call our office prior to your appointment so that we may care for someone else during that time. **Cancellations must be received 24 hours in advance.** Failure to notify our office in advance, of the inability to keep an appointment, will be documented as a "No-Show". **Three (3) "No Show/Missed" appointments within a 6 month time frame and you may be placed on a 12 month probationary period.** During this time we will not be able to schedule any appointments. Any visits will only be on a walk in basis as time permits.

How to Contact Us:

Prescriptions & Messages

No controlled substances will be written on your first visit. During business hours, medical messages will be returned within **48 business hours.** When leaving a message please leave your Name, DOB, Phone number and reason for your call. Phone calls will be processed in-between patient visits. Please avoid leaving multiple messages as this only delays our response time. **Written prescriptions will only be available for pick up Monday through Friday, during the hours of 8:30a-11:30a and 1:30p-4:30p.**

When the office is closed, your call to our regular phone number will be forwarded to an answering service. This service will take the necessary information and page the FCHC provider on call. You can expect a response within 30 minutes. ****Please note prescription refills will not be handled by the after-hours provider****

Transfer of Records

The new patient packet includes a consent form for transferring your old medical records to FCHC. Please complete this and turn it in at the front desk at the time of your first visit. This will help assure we have what we need. If you need a copy of your medical record, you can call or come in and sign a form requesting your records. The records will be ready for pick up within 3-5 business days.

*Thank you for choosing Foothills Community Health Care as your
Medical Home!*

FCHC- Clemson-

Clinic hours are Monday, Wednesday, Thursday- 8am to 5:30pm and Tuesday 8am to 7pm and Friday 8am to 5pm
110 Liberty Drive, Suite 100 □ Clemson, SC 29631 □ (864) 722-0283

FCHC Easley-

Clinic hours are Monday- Friday- 8am to 5:00 pm
403 Hillcrest Drive, Suite E, Easley, SC 29640 (864) 343-1220

FCHC is in the process of extending our patient hours more during the week!

www.myfchc.org