

WELCOME TO THE FAUQUIER FREE CLINIC!

www.fauquierfreeclinic.org

PHONE (540) 347-0394 FAX: (540) 349-3262

MEDICAL & MENTAL HEALTH CLINIC SERVICES & HOURS OF OPERATION

Our doctors and volunteer specialists see patients BY APPOINTMENT on Tuesday and Wednesday from 8:45 to 3:15, on Thursday afternoon from 1:00 to 4:00, and on Fridays from 9:00 to 2:30. Call (540) 347-0394 and press 1 during office hours to schedule a medical appointment.

We also see patients every Thursday evening at our **Walk-In Clinic**. We encourage you to call during office hours to put your name on the list. Registration at the door begins at 4:30 and ends at 5:30. Space is limited so arrive early.

The Medical Clinic Front Desk is open on Monday from 10 to Noon for NEW PATIENT screening and registration only, on a first-come, first-served basis.

Mental Health services are scheduled by our Mental Health Coordinator. Call (540) 347-0394 and press 5 to schedule a mental health screening or appointment.

If you need a school physical, immunizations, pregnancy test, HIV, STD or TB testing please contact the Fauquier County Health Department at (540) 347-6400, an Urgent Care facility, or a doctor's office for these services.

If you think you have a **MEDICAL OR MENTAL HEALTH EMERGENCY**, please go directly to the Emergency Room at the hospital. If you have a contagious disease, please let the Front Desk know that when you arrive for your appointment.

Our staff will make every effort to see you quickly. We ask for your patience. We generally see patients in the order that they arrive. However, patients with certain problems may be seen before others. Please remain in the waiting room until you are called for your appointment. After your appointment, you may have to wait for your medications, test orders, etc. Again, we ask for your patience and understanding.

Arrive 15 minutes before your appointment so the information in your chart can be updated. If you cannot keep your appointment, please call and cancel as soon as possible or you will be considered a NO-SHOW. **If you have two NO-SHOWS within a six-month period, we are unable to schedule you for an appointment until six months from the date of your last NO-SHOW.** You are welcome to come to the Thursday evening Walk-In Clinic instead.

DENTAL CLINIC SERVICES & HOURS OF OPERATION

Our Dentists and Hygienists see patients by appointment Mondays through Fridays. Clinic hours vary by day, but appointments begin at 8:00 am and run into the afternoon. For patients who cannot make a daytime appointment, we offer a weekly Thursday Evening Clinic. Thursday Evening Clinic is by appointment only beginning at 5:00 PM. To make an appointment for any of our Dental services, call (540) 347-0394 and press 2 to reach the Dental Clinic. Messages will be returned as soon as possible.

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MEDICATIONS, REFILLS, TESTS AND REFERRALS

After your visit, a nurse will inform you of any lab, imaging or referrals that the clinician has ordered, where to go to have them performed and where to pick up your medications.

You will be called after your test results have been reviewed by the doctor. If we cannot reach you by phone, we will mail your results to the address on file.

If you have been given a referral to a Specialist's office and have scheduled an appointment and cannot keep the appointment, please contact them **DIRECTLY** to let them know.

If you regularly pick up your medications at the clinic, please call for a refill **TWO WEEKS BEFORE YOU RUN OUT**. Refills take a minimum of 48 hours, so please manage your medications and plan ahead. Medications can only be picked up on Tuesday, Wednesday and Thursday during clinic hours.

ELIGIBILITY POLICIES AND DOCUMENTATION REQUIREMENTS

Patients of the Fauquier Free Clinic must meet our eligibility requirements to receive care. To be eligible you must live in Fauquier or Rappahannock County and your household income must fall within our limits. Patients with Medicaid or Plan First insurance are welcome at the Free Clinic. We will ask for documentation to show you meet our guidelines.

Additionally, the Dental Clinic also sees uninsured children or children on Medicaid and the Free School Lunch Program as well as uninsured Adults and insured Adults (Medicaid, Medicare, private insurance) as long as they have NO Dental coverage and they / their family meet all of our other eligibility requirements.

Your screener may provide you with a list of documents that you must provide to the clinic by a specified date in order to remain eligible for services. It is your responsibility to provide them in a timely fashion. You can bring them to the clinic during office hours or email them to **info@fauquierfreeclinic.org**. To be safe, please save the document as a **.pdf file** before emailing.

It is important for your continuing care to maintain your eligibility for services at the Free Clinic. Please take note of the date your eligibility expires and renew your eligibility in advance.

If you have any questions or need additional information please call the clinic during office hours.

By signing this I agree to the clinic's eligibility requirements and policies. I attest that all of the information provided to the clinic is true, valid and legal. I also attest that the clinic has provided me with a copy of this letter.

Patient Signature

Date