

Health Partners Free Clinic

WHAT YOU CAN EXPECT FROM HEALTH PARTNERS

1. All patients will be treated with dignity and respect.
2. **When we have funds and/or volunteers available**, we will provide the following with an order from a Health Partners physician:
  - a. Medical examination and follow-up
  - b. Referrals to specialists if appropriate
  - c. Medication assistance
  - d. Laboratory testing and other diagnostic testing
  - e. Assistance with other needs
3. We will try to make you as comfortable as possible while waiting for assistance.
4. We will keep you informed about your medical condition.
5. We will respect your privacy.
6. While we work as quickly as we can, **you may expect to wait** for up to 3 hours for medical visits, and up to 1 hour for medication pick-up and other encounters.
7. We treat uninsured Miami County residents until you are 65 years old. At age 65, you should have Medicare.

WHAT HEALTH PARTNERS CAN EXPECT FROM YOU

1. We expect that you will treat our staff and volunteers respectfully.
2. We expect that you will be patient while we work to meet your needs.
3. We expect that you will provide necessary documentation necessary for qualification. **If we do not have your most recent tax return, we may not be able assist you with medications.**
4. We expect that you keep us informed about changes in your health condition.
5. We expect that you will notify us if you get medical coverage through any source including the Medical Card; private insurance or other types of coverage.
6. We expect 24 hours notice if you are unable to keep your appointment.
7. We expect that you will notify us immediately with any changes in address and/or phone number.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_