

Patient Information and Guidelines

Heartland Health Center wants to ensure that you understand what to expect at each visit.

Appointments:

Appointments may be scheduled by calling the clinic during regular office hours.

What to Bring For your initial visit, please bring your photo ID, insurance card, and proof of income if applying for the sliding fee discount. This information is updated annually. We also ask that you come prepared with a list of medications or medication bottles, blood sugar logs for diabetic patients, and previous records including immunizations.

Arrival Time Your appointment time is reserved just for you. We ask that you always arrive on time for your scheduled visit.

- If you are more than 10 minutes late to your appointment, the provider may no longer be able to keep your appointment and you will be asked to reschedule.

Cancellations/Reschedule Patients are asked to call the clinic or utilize the automated text reminder system to cancel their appointments.

- Allow a minimum of 24 hours' notice for cancellations or rescheduling.
- If you miss multiple appointments without calling the clinic beforehand to cancel, you may be placed on same day appointment status.

Payment of Services

Payment is expected at the time of service; please present your co-payment when checking in for your visit.

Insurance Please bring a current insurance card, you may have separate cards for medical and dental coverage.

Sliding Fee You will need to present copies of your current year's tax return for all related members of your household or the last 30 days of paystubs. Sliding fee discounts will not apply if we are unable to verify your financial information.

Services

Calls: Calls and voicemails seeking medical advice during business hours will be directed to our clinical staff. Every effort is made to address your questions and concerns throughout the day, non-urgent calls received after 3:00pm will be returned the following business day.

Results: Non-urgent results will be shared within 5-7 business days.

Medications-Pharmacy: Please call your pharmacy for medication refills.

Interpreter Services: Language assistance will be provided through use of bilingual staff for all Spanish-speaking patients. Language lines are available for patients who speak a language other than Spanish or English.

Transportation Services: Transportation service is available for established patients to and from Heartland Health Center for non-emergent, medically necessary services. Patients who need assistance getting in and out of a vehicle are not eligible for Heartland Health Center's transportation service and children will not be transported without a parent or guardian present.

Emergencies/After Hours Support: For medical emergencies, call 911 or proceed directly to the emergency room. For medical issues that cannot wait until regular office hours, call the clinic and you will be transferred to the after hour's answering service.

Patient Rights and Responsibilities

Patients have the right:

- To choose their preferred provider.
- To receive respectful and safe care by competent personnel.
- To be informed of patient rights during the admission process.
- To be informed in advance about care and treatment and related risks.
- To make informed decisions regarding care and treatment and to receive information necessary to make those decisions.
- To refuse care and treatment and to be informed of the consequences of refusing such treatment.
- To formulate advanced directives and to have the clinic comply with the directives unless the clinic notifies the patient of the inability to do so.
- Personal privacy and confidentiality of records.
- To access information contained in his/her record within a reasonable time when requested.
- To be free from abuse, neglect, and exploitation.
- To receive health clinic services without discrimination based upon race, color, religion, gender, national origin, or payer status. Health clinics are not required to provide uncompensated or free care and treatment unless otherwise required by law; payment plans are available.
- To voice complaints and grievances without discrimination or retaliation and have those complaints and grievances addressed.

Patients have the responsibility:

- To treat those giving them care with dignity and respect.
- To give providers the information they need, in order to provide the best possible care.
- To ask their providers questions about their care.
- To help develop and follow the treatment plans for their care, including the agreed-upon medication plan.
- To let their provider know when the treatment plan no longer works for them.
- To tell their provider about medication changes, including medications given to them by others.
- To keep their appointments, patients should call the clinic as soon as possible if they need to cancel a visit.
- To let their provider know about any changes to their contact information (name, address, phone, etc.).
- To let the clinic know about their insurance coverage and any changes to it.
- To let the clinic know about problems with paying fees.
- To report fraud and abuse.
- To report concerns about quality of care.