

THE COMMUNITY FREE CLINIC SERVICE AGREEMENT

- **You are expected to follow your provider's care plan.**
 - a. Visit your provider, get lab work, x-rays, and complete other tests, and take medications as directed. The provider's plan is to help you get well and stay well.
 - b. Bring all the medications to each appointment.

- **Call as soon as you know you must cancel/reschedule your appointment: 704-782-0650, option 4.**
 - a. The front staff will help you reschedule or cancel your appointment.
 - b. If you don't call to cancel a Clinic appointment, we consider this a NO SHOW.
 - c. After three (3) NO SHOWS in a 12-month period, enrollment management **may** choose to discontinue enrollment and you will no longer be a patient.
 - d. If you miss a Clinic appointment with a specialist that was scheduled for you, enrollment management **will** discontinue your enrollment and you will no longer be a patient.
 - e. If you are more than fifteen (15) minutes late for your appointment, you may be asked to reschedule.

- **Medication Refills: Call the Pharmacy at 980-498-3058**
 - a. Call to get medication refills 7-14 days before you run out of medication and need a refill. We will not call/email/text you to refill your prescription; you must contact the pharmacy. Please read your medication bottle to see how many refills you have left.
 - b. Your refill could come from samples from our pharmacy or from MedAssist. For pickup at the pharmacy, please visit www.communityfreeclinic.org for current hours
 - c. If you need a refill from MedAssist, please call 704-943-9639.

- **Please show respect in the Clinic.**
 - a. Silence your cell phone. If you are talking on the phone, your provider/pharmacist will not see you, and we may ask you to reschedule your appointment.
 - b. Offer courteous and respectful communication. If you are verbally abusive, use profanity or obscene language, or are disruptive, you will be asked to leave without service and can be discharged from receiving any services from the Clinic. Courteous and respectful treatment will be given to every patient, and our staff and volunteers will receive the same courteous treatment from patients.
 - c. We cannot serve you if you appear to be intoxicated or under the influence of narcotics. You will be asked to leave and reschedule your appointment. This will be counted as a no-show.

I acknowledge that the above has been explained to me and I have been provided a copy of this Service Agreement.

Patient Signature

Date

CFC 2022

ACUERDO DE SERVICIO DE LA CLINICA GRATIS

- **Se exige que siga el plan de cuidado.**
 - ✓ Visite a su médico, realice sus análisis, y rayos x, etc. Para poder mejorar su salud tome su medicina siguiendo las indicaciones de su doctor.
 - ✓ Por favor de traer toda su medicina a todas sus citas
- **Si usted necesita cambiar/cancelar su cita:**
 - ✓ Llamar a la clínica al (704)782-0650 y presionar el #4
 - ✓ Si usted no llama para cancelar su cita, se considerará una falta. Si usted tiene más de 3 faltas en un **año** se le Cancelara su tarjeta rosa.
 - ✓ Si usted llega mas de 15 minutos tarde a su cita, no podra ver a su doctor, y tendra que hacer una nueva cita.
- **Medicamentos y Recetas medicas:**
 - ✓ Llamar a Med Assist (7-14 días antes de necesitarlos) para obtener sus medicamentos por correo.
 - ✓ Si necesita nuevas recetas de su doctor, llame a la clínica.
 - ✓ Si necesita comunicarse con alguien con Med Assist por favor de llamar al 704-943-9639 y oprima el 0 para hablar con alguien en español.
- **Debe tener un comportamiento respetuoso:**
 - ✓ Silencia su celular mientras está en la clínica.
 - ✓ Dirigirse respetuosamente con todos nuestros empleados de la clínica.
 - ✓ No se atenderá en la clínica si usted esta intoxicado, o bajo la influencia de algún narcótico.

Reconozco que se me ha explicado esta información y se me ha proporcionado una copia del Acuerdo de Servicio.

Firma

Fecha

CFC2022