

Q/A Continued

Is this a free clinic?

There is no fee charged for services at Matthew 25.

Who pays for labs, x-rays, and other procedures?

Any test or procedure done here at Matthew 25 is done without charge. If they need to be done elsewhere, then special arrangements are made through Matthew 25 by giving you a "green slip", but you still may be responsible for some of the cost.

How does the "green slip" work if I have to go to the emergency room, a certain clinic or an x-ray?

We give you a form to take with you that shows that you have been sent by Matthew 25. There is still a charge for these services, from \$5.00 up. You may need to fill out financial information at the hospital for them to determine what they will ask you to pay.

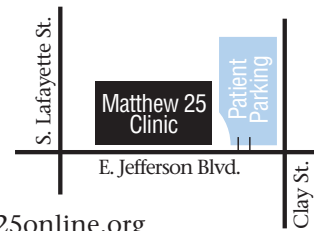
What medical services are provided at Matthew 25?

General medical care, as well as specialty clinics in diabetes, blood pressure, ophthalmology, physical therapy, ear-nose-throat, urology, women's clinics for pap smears, podiatry, dermatology, pain management, cardiology and pulmonary. Lab tests that can be done here include urinalysis, blood sugar, hemoglobin, strep throat, and pregnancy. Referrals to outside health care providers are made for other kinds of tests and care.

What services are NOT provided?

Work injuries, motor vehicle accidents, sexually transmitted diseases are not treated here. Oral contraceptives, and controlled medications are not available here.

Matthew 25 Health and Dental Clinic
413 East Jefferson Boulevard
Fort Wayne, In 46802
PHONE 260.426.3250 FAX 260.426.0443



matthew25online.org

Medical Hours

Mon.	8:30 - Noon	Appt.
	12:30 - 4:00	Appt.
	5:30 - 8:00	Closed
Tues.	8:30 - Noon	Appt.
	12:30 - 4:00	Appt.
	5:30 - 8:00	Appt. Only*
Wed.	8:30 - Noon	Appt.
	12:30 - 4:00	Appt.
	5:30 - 8:00	Appt. Only*
Thur.	8:30 - Noon	Appt.
	12:30 - 4:00	Closed
	5:30 - 8:00	Appt. Only*
Fri.	8:30 - Noon	Appt.
	12:30 - 4:00	Appt.
	5:30 - 8:00	Closed

*Closed on the fifth Tues. Wed., or Thurs. evening of the month. Med Room closed evenings.

Matthew 25 Health and Dental Clinic is inspired by the Gospel to provide free primary healthcare services to uninsured, low income residents of Northeast Indiana and Northwest Ohio.

"I was sick and you looked after me... 'I tell you the truth, whatever you did for one of the least of these my brothers of mine, you did for me'"

Matthew 25:36 & 40

A part of the Fabric



This brochure is provided to inform you of medical information, services and procedures. Brochures also available for Patient Information Dental Patient Assistance Patient Advocacy

Matthew 25
Medical Information
Medical

What can I expect on my first medical visit?

1. Please arrive 15 minutes before your appointment.
2. Sign in at the front desk so that we know you are here.
3. Bring your medications and any health records you may have. Also, if you are a diabetic, please bring your log book and meter- if you don't have them with you, you may have to reschedule your appointment.
4. You will be called back to an exam room by an assistant for vital signs and a statement of why you have come.
5. A health provider will then come to examine you.
6. Once the exam is complete you will be asked to wait at the desk in the medical area for return appointments and scheduling tests as needed.
7. After the above items have been scheduled, the person attending the medical desk will ask you to wait in the medicine waiting room for any medications you need.
8. Once your medications have been prepared, a nurse will dispense them to you.

Have you read the Matthew 25 Patient Information brochure?

This brochure on medical information is supplemental to the Patient Information brochure — which informs you of general procedures of our clinic, who qualifies, and how to become a patient.

This brochure gives more detail about medical information, services and practices.

Are there copays?

There is a \$5.00 copay for a medical visit. This is to help defray the costs of the clinic. This is a voluntary donation we ask for.

How do I get an appointment?

New patients must come in and complete paperwork to see if they qualify, bringing in the six items mentioned in the Patient Information Brochure. This should be done between 8:30 am and 11:00 am. After qualifying, you will be given an appointment.

Established patients can either make an appointment at the front desk, or call 426-3250 for an appointment during hours that the clinic is open (see back for clinic hours).

Some patients leave voice mail messages requesting appointments. **No appointments are made through voice mail messages.**

What if I need to be seen, but I do not have an appointment?

A daily schedule is set aside for established medical patients who have appointments (see back). Patients with acute illnesses will be worked in as time allows.

As an established patient, if you are experiencing a new problem, please call and ask for a nurse who may be

able to assist you and see if you can be seen by us that day. If you cannot, you may be referred to another healthcare facility.

What if I am going to be late or miss my appointment?

Please call us to reschedule an appointment. If you miss an appointment you will be required to reschedule before we can fill or refill medications here. We will give you written prescriptions that you can have filled at your own expense until your appointments.

It is clinic policy that you can only miss three (3) appointments before being considered for dismissal from the clinic, so please pay special attention to your scheduled appointments. [A “miss” is defined as an appointment that you missed and did not call ahead to reschedule.]

How can I get refills on my medications?

If you have been given refills on a medication, then call the medication refill line, 469-0232, 3 to 4 business days before you need to pick up your medication. They will have it ready for you when you come in. If someone else is picking up your medication, please send a note with them giving them your permission.

If you have refills and did not miss an appointment, and you called 3-4 days in advance, your medications WILL be ready. DO NOT call to check.