

**Reference Phone Numbers
(815) unless otherwise noted**

Catholic Charities Physician Referral	344-0303
Catholic Social Service	344-6956
Crisis Line	1-800-892-8900
Dental Clinic	337-5616
Family Services	385-6400
Health Department	334-4510
Home of the Sparrow	444-1660
Illinois Employment and Training Center (IETC)	338-0939
Immunization Partnership	334-4536
McHenry County College ESL	455-8752
McHenry County Housing Authority	338-7752
McHenry County Legal Aid	338-1011
PADS (Passageways—transitional shelter— 338-6285)	477-1338
Prairie State Legal Services	1-847-662-6925
Public Aid	338-0234
Salvation Army	455-0912
Turning Point	338-8081

**United Way
of McHenry County**



FAMILY HEALTH PARTNERSHIP CLINIC PATIENT HANDBOOK

*Important
Information
For You!*



**13707 W. Jackson
Woodstock, IL 60098
815-334-8987
www.hpclinic.org**

Family Health Partnership Clinic Patient Brochure

Who qualifies for our clinic?

-Residents of McHenry County who are uninsured or underinsured

Who does NOT qualify?

-People with Medicaid, Medicare, workman's compensation claims, or those receiving services from veteran's administration

Why do we need financial information?

-This information is needed in order to get funding for the clinic and continue caring for our patients.
-Many pharmaceutical companies require financial information in order to participate in the Patient Assistance Program (PAP).

What do you need to bring at the first appointment?

-Bring any previous medical records and your medicines.
-You will need the following:
- A list of your current medications
-Photo Identification
-Financial Information such as:
-Federal Tax Returns -Social Security Letter
-1 month pay stubs -Food Stamp Letters
-W-2 forms -1099 forms

Is there a fee to see the doctor at the clinic?

-Fees are on a sliding scale based on income and family size.
-There may be extra fees for lab work.

What does the Family Health Partnership Clinic provide?

-The Family Health Partnership Clinic is a *primary* care provider offering non-emergency services which include:
-Physical Exams, preventative health care, chronic disease management
-Basic labs and some specialty care
-Some sample medications
-Medication assistance programs through pharmaceutical companies
-Referrals to community social services and to limited specialists in the community

What if I need a referral to a specialist?

-All referrals must be ordered by FHPC
-Patients must take our referral letter to the specialist
-The clinic will arrange for special appointments. It is important that you keep that appointment or call to cancel.

What happens if I need surgery or hospitalization?

-If you need surgery, FHPC can assist with pre-operation testing. You will be responsible for the hospital bill, anesthesia, physician, and radiology.
-The clinic will direct you to the hospital billing department that can assist you with payment arrangements and/or other financial assistance programs that you may qualify for.

Are medications provided?

-There are three ways that you can receive your medications.
-When available, patients are given samples.
***Refills and appointments need one week's notice.**
-If you qualify, you may receive medication assistance through a Pharmaceutical Assistance Program. These programs are run by drug companies and must be applied for. Refills need 4-6 weeks notice.
-The physician may provide you with a prescription to take to the pharmacy of your choice.

What are FHPC's office hours?

-Monday, Tuesday, Wednesday: 8:30-4:30
-Thursday: 8:30-6:30
-Friday (usually): 8:30-12:00
-All of the doctors and some of the nurses at the clinic volunteer their time to treat our patients. Because our physicians are volunteers, hours that our patients can be seen is limited. **Appointments are necessary.**

What if I cannot come to my appointment?

-If you cannot come to your appointment please call us 24 hours ahead of time. We may be able to fill your appointment slot with another patient.
-If you miss two appointments without canceling, you will need to find a different clinic.