

### Reference Phone Numbers

Catholic Social Service	815 344-6956
Community Health Partnership—Harvard	815 943 4339
Crisis Line	1-800-892-8900
McHenry County Cooperative Dental Clinic	815 337-5616
Health Department	815 334-4510
Home of the Sparrow	815 444-1660
Mchenry Community Health Center	815 363 9900
McHenry County Workforce Network	815 338-0939
Immunization Partnership	815 334-4536
McHenry County College ESL	815 455-8752
McHenry County Housing Authority	815 338-7752
PADS (Passageways—transitional shelter- 338-6285)	815 477-1338
Prairie State Legal Services	1-847-662-6925
Public Aid	815 338-0234
Rosecrance McHenryCounty	815 363 6132
Salvation Army	815 455-0912
Turning Point	815 338-8081

United Way  
of McHenry County



## FAMILY HEALTH PARTNERSHIP CLINIC PATIENT HANDBOOK

*Important  
Information  
For You!*



401 E. Congress  
Crystal Lake, IL 60014  
779-220-9300  
[www.hpclinic.org](http://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: 8:30-4:30  
Some Saturdays  
-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.