



Primary Care and Family Planning Patient Information

Welcome,

Thank you for selecting Florida Department of Health in Bradford County, Florida Department of Health in Union County, New River Health as your Health Care Provider.

- Our offices are open Monday through Friday from 7:30AM To 5:30PM. The clinic is closed daily from 11:00AM to 1:00PM. We do not have clinic open on the last Thursday of each month from 1:00PM to 5:30PM
- Patient-Centered Medical Home: (PCMH) is a team approach to care for you and your whole family. A medical home is not a place, but a way in which we are committed to providing all of our patients with safe, caring, and comprehensive health care on a personal level to meet your health care needs.
- **We ask that you please arrive on time at the registration/check-in time you are given, or you may be asked to reschedule for another day.**
- We **DO NOT** offer chronic pain management at the Florida Department of Health in Bradford County, Florida Department of Health in Union County, New River Health.
- Sliding Fee Discount Program is available to all clients. Sliding Fee Discount is determined by the household size and annual income relative to a discount schedule based on federal poverty income guidelines. Copies of the Sliding Fee Discount Program policy are available upon request.
- Proof of income is **required** to determine eligibility for Sliding Fee Scale Discount Program.
- Self-pay clients for Primary Client Services are responsible for a minimal nominal fee of \$10.00 for each visit.
- Co-pays assigned by commercial insurances are due at time of service.
- Patients will be billed according to their sliding scale fee for laboratory services.
- If you have insurance coverage for labs, your insurance information will be sent to Quest labs and billed to you by Quest labs. If your insurance prefers your labs be done by another provider (i.e. LabCorp), please remember it is your responsibility to inform the provider of your network lab.
- After-hours coverage is available to all health center clients. **In an emergency, always CALL 911.** Non-emergency calls, please call 904-964-7732 in Bradford County or 386-496-3211 in Union County. The auto attendant will provide further instructions for clients needing to speak with a health professional.

- Appointments must be cancelled within 24 hours prior to scheduled appointment time.
- If you are more than 10 minutes late to your scheduled appointment time, we may reschedule you for another day.
- No medications will be given for cancelled or no-show appointments.
- **Florida Department of Health in Bradford County, Florida Department of Health in Union County, New River Health does not refuse treatment to anyone because of their inability to pay at time of service; however, we do ask that you have your account in good standing. This helps our agency continue to provide services to the community. If you are unable to make payment, you must set up a payment plan with us.**
- **Florida Department of Health in Bradford County, Florida Department of Health in Union County, New River Health does not deny anyone services because of race, national origin, skin color, religion, sexual orientation, physical handicap, disability, or source of payment.**

We thank you for allowing us to serve you and your family.

Florida Department of Health in Bradford County,

Florida Department of Health in Union County,

and New River Health Staff.