



WELCOME,

Thank you for selecting Walton County Health Department/Walton Community Health Center as your medical home where we, as a team of health care professionals, strive to provide all our patients with safe, caring, and comprehensive health care on a personal level to meet your and your family's health goals. This Patient-Centered Medical Home (PCMH) approach, along with evidence based clinical practice, guide us to coordinate your health care needs in a way that will inspire you to achieve a longer and more fulfilling life. The information that follows are facts about the health department you may need to know to best partner with us.

HOURS OF OPERATION---*May vary on the last Wednesday of the month and according to nationally recognized holidays*

- **DeFuniak Springs clinic** hours are from 7:00 am to 5:00 pm, Monday through Friday.
- **Coastal Branch clinic** hours are from 7:00 am to 5:00 pm, Monday through Thursday. The Coastal Branch clinic is closed from 12:00 pm to 12:30 pm for lunch.
- **Paxton office clinic** hours are from 7:00 am to 5:00 pm, Tuesday through Friday. The office is closed from 12:00 pm to 12:30 pm for lunch.
- **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.**
- Appointments must be cancelled 24 hours prior to scheduled appointment time. If a client has two or more no-shows or broken appointments, the client will no longer be offered pre-booked appointments for up to one year and will only be offered to come in as a walk-in patient. (Please see our Broken Appointment & No-Show Policy).
- After-hours coverage is available. Call 850.892.8015 and follow the automatic assist prompts.

MEDICATIONS

Please know your Walton County Health Department/Walton Community Health Center health care provider **does not prescribe chronic narcotics** and have a limited ability to prescribe other controlled substances.

A Drug Assistance Program (D.A.P) is available to help eligible patients pay for some medications. Ask your provider about the D.A.P. and a referral, if needed.



PAYMENT FOR SERVICES PROVIDED

- The Primary Care, Family Planning, and Behavioral Health programs are provided by the Walton County Health Department; continuation of these programs is contingent upon additional funding.
- **DOH-Walton/Walton Community Health Center 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. Should you wish to set up a plan, please call 850.892.8015.**
- Our Sliding Fee Discount Program is available to eligible patients based on their ability to pay. Proof of income is required to determine eligibility. Ability to pay 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 Schedule are available upon request.
- Patients will be billed according to their sliding scale fee for in-house labs.
- 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 us of your alternate network lab at the time of lab collection.
- Self-pay patients for Primary Care Services are responsible for a nominal fee of \$15.00 for each visit. There is a nominal fee of \$10.00 per visit for Behavioral Health Services.
- Co-pays assigned by commercial insurance companies are billed after your clinic visit. We will gladly file your insurance for you and attempt to obtain payment; however, you may be responsible for a portion of the bill. Claims (bills) not paid to the health department by the insurance company after 180 days (6 months) may become your responsibility.
- If you are referred to another medical facility, you are responsible for arranging payment for the services you receive from them. Some facilities have discount programs that you may be eligible for. You are encouraged to contact the facility prior to your first appointment to inquire about options available to you.

NON-DISCRIMINATION POLICY

Walton County Health Department / Walton Community Health Center does not deny anyone services because of race, national origin, skin color, religion, sexual orientation, physical handicap, disability, source of payment, or the inability to pay. Federal Poverty Guidelines are used to establish a sliding fee scale for eligible low-income patients.

*We thank you for allowing us to serve you and your family,
Walton County Health Department/Walton Community/Health Center Staff*