

IMPORTANT INFORMATION – PLEASE READ ALL CAREFULLY!

Chronic Care Clinic, Evening Medical Clinics; Pharmacy: 336-753-8080
Dental and Eye Clinics: 336-751-1060, 336-753-8081

Pharmacy:

1. **Mondays and Wednesdays: 8:30 – 11 AM**
2. First and third Monday Evenings Medical Clinics: **Only** for Medical clinic patients being seen in that particular Monday Evening Clinic. **No exceptions.**
3. Tuesday Chronic Care Clinics: **Only** for Chronic care patients being seen in that particular Tuesday clinic. **No exceptions.**
4. Thursday Evening Medical Clinics: **Only** for 1) medical clinic patients being seen in that particular Thursday clinic, 2) those who work during Monday and Wednesday mornings, or 3) those who have a new prescription written Wednesday or Thursday of that particular week. **No exceptions.**
5. Pharmacy patients must **bring on their FIRST VISIT:**
 - A. Proof of residency (ex: current electric bill)
 - B. Last year's tax report (if they filed one)
 - C. Proof of the household's gross income for the past four weeks (if there has been any income).
 - D. All medication bottles they are currently taking.
6. Pharmacy patients must **bring EVERY VISIT:** Proof of the household's gross income for the past four weeks (if there has been any income.)
7. Pharmacy patients must be interviewed each time they receive medications and may not drop-off their bottles to be filled and picked-up later.
8. Please keep watch on the number of pills you have left – do not let your bottle get down to the last pill before getting them refilled (we may be closed due to winter weather, for a volunteer's funeral, a holiday, lack of pharmacists to be open that day, etc. Always think ahead – be prepared!)

***Chronic Care Clinic:**

1. Held every Tuesday morning.
2. To qualify, patients must first be seen during an evening medical clinic and pre-approved by the attending physician.
3. Appointments are pre-made before the clinic.
4. Patients are interviewed for eligibility every six months – but to be safe, always bring your proof of household's gross income for the past four weeks.

***First and Third Monday Evening Medical Clinics:**

1. Appointments are often pre-made as follow-up visits and from overflow calls.
2. Patients may call, or come in person, at 2 PM, on the first and third Mondays to see if there are any appointments available.
3. If you call and get a busy signal at 2 PM, please continue calling until you get through - we fill up within ten minutes.
4. On the patient's first visit, they must bring:
 - A. Proof of residency (ex: current electric bill, etc)
 - B. Proof of household's gross income for the past four weeks (if there has been any income).
5. Patients are interviewed for eligibility every six months – to be safe, always bring your proof of household's gross income for the past four weeks.

***Thursday Evening Medical Clinics:**

1. All appointments are made at 2 PM, either by telephone or in person, on Thursdays.
2. If you call and get a busy signal at 2 PM, please continue calling until you get through – we usually fill up within 6-10 minutes.
3. On the patient's first visit, they must bring 1) proof of residency (ex: current electric bill, etc) and 2) proof of household's gross income for the past 4 weeks (if there has been any income).
4. Patients are interviewed for eligibility every 6 months – to be safe, always bring your proof of household's gross income for the past 4 weeks.

***ALWAYS call ahead when you know you can not make an appointment so we may contact another patient who is on the waiting-list. Not doing so, will mean you will no longer be able to be seen in the Medical and Chronic Care Clinics.**

Dental and Eye Clinics:

1. Call on Tuesday morning and ask to speak to Dot.
2. Dot will conduct a phone interview when you call, if she has time – if not she will take your name and phone numbers and call you back ASAP on a Tuesday morning.
3. After your phone interview has been completed, you will come on a Thursday morning to see Donna. You must bring 1) proof of residency (ex: current electric bill), and 2) proof of household's gross income for the past four weeks (if there has been any income). Donna will have you sign some forms and then give you an appointment.
4. **ABSOLUTELY NO NO-SHOWS ARE ALLOWED FOR DENTAL AND EYE CLINIC. IF YOU CAN NOT MAKE YOUR APPOINTMENT, YOU MUST CALL TWENTY-FOUR HOURS AHEAD TO CANCEL PRIOR TO YOUR APPOINTMENT. FAILURE TO DO SO, WILL MAKE YOU INELIGIBLE TO BE A PATIENT IN THE DENTAL/EYE CLINICS.** We have permanently lost three dentists because patients did not show up for their appointment or because patients have been rude to the providers and their staff. To have a provider and their staff volunteer at Storehouse is a precious gift that can not be replaced and that we can not afford to lose!

Rules

1. **Clients are not allowed to smoke on the premises** (building or grounds); **cigarette butts are not to be discarded on the property.**
2. Alcohol, drugs, and weapons are not allowed on the premises (building or grounds).
3. **Cussing, using the Lord's name in vain, using vulgar language, or rude behavior is not allowed on the premises** (building and grounds).
4. Clients are expected to dress modestly – no breasts, stomach, hips, etc. showing. If you come in revealing clothing, you may be given a shirt to cover you, or you may be asked to go home to change your clothes.
5. Parents are responsible for their children's safety at all times.
6. Dirty diapers should be taken to your car for later disposal – they should not be left in the bathrooms, lobbies, trashcans, or parking lot.
7. **Dishonesty, rude behavior, etc. are grounds for permanent dismissal from the ministry.** Any client who does so, will be asked to leave – either to not come back again, or to go before a Review Committee for a decision to be made whether the client should be put on warning, suspended for a specific amount of time, or told not ever come back to the ministry.

2010 Medical Ministry Holiday Schedule (Service will not operate)

November 24th

November 25th

December 20th (Pharmacy will be open)

December 21st

December 22nd (Pharmacy will be open)

December 23rd

December 25th

December 27th (Pharmacy will be open)

December 28th

December 29th (Pharmacy will be open)

December 30th (Pharmacy will be open)

***During December, the medical clinics will check phone messages in case of emergencies.**