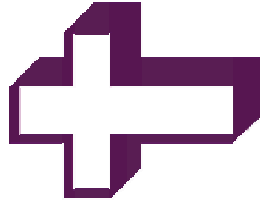


# A STOREHOUSE FOR JESUS

## 2008 CLIENT HANDBOOK

Revised 07/15/2008



*For I was hungry and you gave Me food; I was thirsty and you gave Me drink; I was a stranger and you took Me in; I was naked and you clothed Me; I was sick and you visited Me; I was in prison and you came to Me.*

*Then the righteous will answer Him, saying, 'Lord, when did we see You hungry and feed You, or thirsty and give You drink? When did we see You a stranger and take You in, or naked and clothe You? Or when did we see You sick, or in prison, and come to You?'*

*And the King will answer and say to them, 'Assuredly, I say to you, inasmuch as you did it to one of the least of these My brethren, you did it to Me.' **Matthew 25:35-40***

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**CLIENT HOURS**

**Monday, Wednesday & Thursday** 9 am until morning quota is met (1)  
 Tuesday 1 pm until afternoon quota is met (2)  
**Wednesday – Additional Hours for Seniors (age 65+)** 1:30 pm until quota is met

The number of available interviewers varies from day to day, therefore the number of clients we can see varies from day to day. Clients are asked to be here when we open the doors. Clients working during Client Hours may make an appointment on Mondays for late Tuesday afternoon.

- (1) Client must sign in by 11am. Those leaving the interview office at 11 am or later will be given food only and issued a Return Voucher.
- (2) Client must sign in by 3 pm. Those leaving the interview office at 3 pm or later will be given food only and issued a Return Voucher.

**For more detailed information regarding Return Vouchers, please see Number 10 on Page 8.**

**HOLIDAY SCHEDULE**

**Storehouse Distribution Ministries will be closed:**

**2008**  
 January 1<sup>st</sup> & 21<sup>st</sup>  
 March 20<sup>th</sup> & 24<sup>th</sup>  
 May 26<sup>th</sup>  
 July 3<sup>rd</sup>  
 September 1<sup>st</sup>  
 November 26<sup>th</sup> & 27<sup>th</sup>  
 December 22<sup>nd</sup> – 31<sup>st</sup> (Limited services may be available on these days for **EMERGENCIES only**. Call before coming to determine staff availability.)

**WINTER WEATHER SCHEDULE**

If Davie County Schools are closed due to snow or ice, the Storehouse will be closed. In an emergency, please call to see if a volunteer was able to make it in.

DATE	Day of Week	Distribution Ministries	DAVIE COUNTY ONLY		
			Pharmacy	Chronic Care Clinic	Medical Clinic
01/01/2008	Tuesday	X		X	
01/21/2008	Monday	X			
03/20/2008	Thursday	X	X		X
03/24/2008	Monday	X	X		
03/25/2008	Tuesday			X	
05/26/2008	Monday	X	X		
07/01/2008	Tuesday			X	
07/03/2008	Thursday	X	X		X
09/01/2008	Monday	X	X		
09/02/2008	Tuesday			X	
11/25/2008	Tuesday			X	
11/26/2008	Wednesday	X	X		
11/27/2008	Thursday	X	X		X
12/22/2008	Monday	X			
12/23/2008	Tuesday	X		X	
12/24/2008	Wednesday	X	X		
12/25/2008	Thursday	X	X		X
12/29/2008	Monday	X			
12/30/2008	Tuesday	X		X	
12/31/2008	Wednesday	X	X		
01/01/2009	Thursday	X	X		X

**Note: Schedule is subject to change.**  
 Holidays not yet determined yet for: Diabetic Clinic, Dental Clinic, Eye Clinic  
 Storehouse does **not** have client hours on Friday, Saturday or Sunday.  
 See inside of booklet for specific hours.

## WELCOME TO A STOREHOUSE FOR JESUS

Welcome to A Storehouse For Jesus. It is our prayer that God will use us as His servants to help you with the provisions He has blessed this ministry with. We hope to share with you the wonderful and awesome love God has for you and pray we will always be an encouragement and blessing to you!

### **What is A Storehouse For Jesus?**

A Storehouse For Jesus is a non-denominational Christian ministry whose mission is to share the Gospel of Jesus Christ and to help those in need.

### **Why was A Storehouse For Jesus started?**

Storehouse began as a gift of love to Jesus Christ for the gift of salvation He has given, in obedience to His commands to help those in need and to share the gospel of Jesus Christ, and out of a deep love and a very real burden for those in need of help.

### **When did A Storehouse For Jesus begin?**

The Storehouse was born January 12, 1993.

### **Are Chapel Services, Bible Studies and Pastoral Guidance available?**

Mini Chapel services and Bible studies are scheduled to resume in 2008. Pastoral Guidance and Sharing began in August 2007. A pastors is available to talk with clients in the Chapel, on Tuesday afternoons from 1 – 3 pm.

### **When did the Medical Ministries begin?**

The Medical Clinic began in October 2000 and a second evening was added in September 2006 (1<sup>st</sup> and 3<sup>rd</sup> Wednesday). The Pharmacy started in December 2001, the Follow-Up Chronic Care Clinic in June 2003 and the Dental Clinic in September 2003. An Eye Clinic began in September 2006 and the first Diabetes Clinic was held in January 2007. **These services are only available to Davie county residents.**

### **Is anyone paid a salary at the Storehouse?**

**No. Everyone who works is a volunteer** - no one has ever received a salary. Please remember this as we try to serve you.

### **Does the Storehouse sell anything or charge for any of its services?**

No. Nothing is sold and no one is charged for any services. Everything is given freely to our clients and patients.

Note: There is a donation box in the Pharmacy window that patients are invited to give to, if they so desire, to help us with funding for providing medicine to our patients.

### **What areas of the ministry are available for everyone?**

All clients have **food (1), clothing** and **household items** available to them, as well as the **Birthday Closet (2)** for children.

**(1)** Many requests for help come from clients living in counties other than Davie. We struggle daily to keep food on the shelves. **Clients from other counties will be given a list of food pantries in their county. We ask clients from out of county to first use available food sources in their home county, however, we would never allow a client or their family to go hungry.**

**(2)** Birthday Closet is available to all children of clients (up to age 18) and needs to be requested the week before or the week of the child's birthday. The parent may select one large and one small gift per child, subject to availability.

### **What areas of the ministry are for Davie County residents only?**

Medical Ministries, holiday programs and school supplies in August.

### **Does the Storehouse pay bills or help financially in any way?**

No. For Davie county residents you must first contact the Department of Social Services and the Salvation Army, and if neither of these can help, call DSS back and ask for a referral to the Advocacy Center.

### **What should I do if I do not need to receive food or any other items but need to talk to an interviewer about my walk with the Lord or about something personal in my life?**

Call and make an appointment after Client Hours to talk with an interviewer or a Pastor.

### **Where do the help and items we receive come from?**

This ministry is totally dependent upon the Lord's blessings through the generosity of churches, civic organizations, schools, individuals and the community who give faithfully through financial donations, donations of food, clothing and household items, volunteer hours and prayers.

### **Who can I thank for the help I've received today?**

Jesus Christ! All good things are from Him.

**John 3:27** *John answered and said, A man can receive nothing, except it be given him from heaven.*

## WHAT SHOULD I DO AFTER ACCEPTING JESUS CHRIST?

- Faithfully read the Bible, God's holy Word.**  
**Matthew 4:4** But He answered and said, It is written, 'Man shall not live by bread alone, but by every word that proceeds from the mouth of God.'  
**Romans 10:17** So then faith comes by hearing, and hearing by the word of God.
- Spend time in prayer daily.**  
**Ephesians 6:18** Praying always with all prayer and supplication in the Spirit, being watchful to this end with all perseverance and supplication for all the saints.  
**1 Thessalonians 5:17** Pray without ceasing.
- Follow the Lord in Scriptural baptism.**  
**Acts 19:4-5** Then said Paul, "John indeed baptized with a baptism of repentance, saying to the people that they should believe on Him who would come after him, that is, on Christ Jesus." When they heard this, they were baptized in the name of the Lord Jesus.
- Unite with a Bible believing church and attend church regularly.**  
**Hebrews 10:25** Not forsaking the assembling of ourselves together, as is the manner of some is, but exhorting one another, and so much the more as you see the Day approaching.
- Live a godly, separated, moral life.**  
**2 Corinthians 6:17-18** Therefore come out from among them, And be separate, says the Lord. Do not touch what is unclean, And I will receive you. I will be a Father to you, and you shall be My sons and daughters, says the Lord Almighty.  
**1 Peter 1:16** Because it is written, Be holy, for I am holy.
- Witness for the Lord.**  
**Isaiah 43:10** You are My witnesses, says the Lord, And My servant whom I have chosen, that you may know and believe Me, And understand that I am He. Before Me there was no God formed, nor shall there be after Me.  
**Mark 8:38** For whoever is ashamed of Me and My words in this adulterous and sinful generation, of him the Son of man also will be ashamed, when He comes in the glory of His Father with the holy angels.
- Be a faithful steward of your time, talent and finances.**  
**1 Corinthians 4:2** Moreover it is required in stewards that one be found faithful.  
**Malachi 3:10** Bring all the tithes into the storehouse, That there may be food in My house, And try Me now in this, says the Lord of hosts, If I will not open you the windows of heaven And pour out for you such blessing That there will not be room enough to receive it.

## WHAT MUST I DO TO BE SAVED?

- Admit you are a sinner and have broken God's laws.**  
**Romans 3:23** For all have sinned and fall short of the glory of God.
- Accept the fact that because you are a sinner, you owe a penalty.**  
**Romans 6:23** For the wages of sin is death, but the gift of God is eternal life in Christ Jesus our Lord.
- Believe that Jesus Christ, who paid your penalty on the cross, is the only Savior.**  
**John 3:16** For God so loved the world that He gave His only begotten Son, that whoever believes in Him should not perish but have everlasting life.  
**John 14:6** Jesus said to him, I am the way, the truth, and the life. No one comes to the Father except through Me.
- Turn to Christ by faith and turn away from your life of sin.**  
**Luke 13:3** I tell you, no; but unless you repent you will all likewise perish.
- Receive God's forgiveness by receiving Jesus as your personal Savior.**  
**Ephesians 1:7** In Him we have redemption through His blood, the forgiveness of sins, according to the riches of His grace.  
**Romans 10:13** For whoever calls on the name of the Lord shall be saved.

## THE SINNER'S PRAYER

**If you want to say yes to the Lord Jesus, and believe in your heart He is the Son of God, pray from your heart:** Dear Lord Jesus, I know that I am a sinner and need your forgiveness. I believe You died for my sins. I want to turn from my sins. I now invite You to come into my heart and live. I want to trust You as Lord and Savior. In Jesus' Name I ask this. Amen.

## ASSURANCE OF ETERNAL SALVATION

**1 John 5:13** These things I have written to you who believe in the name of the Son of God, that you may know that you have eternal life, and that you may continue to believe in the name of the Son of God.  
**John 10:27-29** My sheep hear My voice, and I know them, and they follow Me. And I give them eternal life, and they shall never perish; neither shall anyone snatch them out of My hand. My Father, who has given them to Me, is greater than all; and no one is able to snatch them out of My Father's hand.

## SOME SCRIPTURES TO ENCOURAGE . . .

**Joshua 1:9** Have I not commanded you? Be strong and of a good courage; do not be afraid, nor be dismayed, for the Lord your God is with you wherever you go.

**Psalms 56:3** Whenever I am afraid, I will trust in You.

**Proverbs 3:5-7** Trust in the Lord with all your heart, and lean not on your own understanding; In all your ways acknowledge Him, And He shall direct your paths. Do not be wise in your own eyes; Fear the Lord and depart from evil.

**Isaiah 40:31** But those who wait on the Lord Shall renew their strength; They shall mount up with wings like eagles, They shall run and not be weary, They shall walk and not faint.

**Matthew 19:26** But Jesus looked at them, and said to them, "With men this is impossible, but with God all things are possible."

**Matthew 22:37-39** Jesus said to him, "You shall love the Lord your God with all your heart, with all your soul, and with all your mind." This is the first and great commandment. And the second is like it: "You shall love your neighbor as yourself."

**John 14:27** Peace I leave with you, My peace I give unto you; not as the world gives, do I give to you. Let not your heart be troubled, neither let it be afraid.

**Romans 12:2** Do not be overcome by evil, but overcome evil with good.

**Philippians 4:13** I can do all things through Christ who strengthens me.

**James 1:22** But be doers of the word, and not hearers only, deceiving your selves.

**1 John 2:3-6** Now by this we know that we know Him, if we keep His commandments. He who says, "I know him," and does not keep His commandments, is a liar, and the truth is not in him. But whoever keeps His word, truly the love of God is perfected in him. By this we know that we are in Him. He who says he abides in Him ought himself also to walk just as He walked.

## CLIENT GUIDELINES AND REQUIREMENTS

This ministry belongs to Jesus Christ. Please respect His house and work and help us serve you by following these guidelines and requirements.

1. **It is your responsibility to know and understand the contents of this Booklet.**
2. Clients who break any of the guidelines or requirements may have service permanently discontinued.
3. **Clients are responsible for knowing and abiding by the Client Hours, Winter Weather Schedule and 2008 Holiday Schedule.**
4. You are required to be completely honest about the circumstances requiring your need for help and in all information you give.
5. All items given to you are for those residing in your household only and **are not to be sold** or given to anyone else.
6. **The first time you come you will be asked for current proof of residency (for example a current utility bill).**
7. **Each time you come, you are required to bring proof of your household's gross income for the last 4 weeks. If your gross income is over 135% of the Federal Poverty Level, you will also need to bring your expenses for the last 4 weeks.** See Page 7A for income categories.

Gross income for the household for the previous 4 weeks at, or below, the 130% Federal Poverty Guidelines (July 1, 2008 - June 30, 2009):

Family of 1: \$1,127;	Family of 5: \$2,687;
Family of 2: \$1,517;	Family of 6: \$3,077;
Family of 3: \$1,907;	Family of 7: \$3,467;
Family of 4: \$2,297;	Family of 8: \$3,857;

For each additional household member, add \$390 for a 4 week period.

**If someone in your household is paid in cash instead of by check**, please keep a spiral notebook to record the dates, amounts, and from whom money is received each time you or a household member gets paid. Bring the notebook with you each time you come and give the information to your interviewer. Cash received, tax refunds, savings and money from friends all count as income. Letters from an employer stating hourly wage and number of hours worked each week are also considered proof of income. See inside back cover for a sample record format.

This is a sample of the income information included on your client information form. By having this information readily available for your interviewer, much time can be saved during your Storehouse visit.

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8. **SIGN-IN POLICY** - All clients must **wait in their car** until a volunteer is outside to give sign-in numbers at the time we open. It does not matter when you arrive in the parking lot, so there is no need to come early. If you are dropped off and don't have a car to wait in, please sit on the benches in the front of the building until the volunteer comes out when we open with the sign-in numbers.

**Running, pushing and shoving are not allowed.**

9. You cannot get a sign-in number for someone else.  
 10. Due to the large number of clients needing help, you may have to wait several hours before being interviewed. Sometimes you may not be called for your interview until near or after closing time. We promise to get to you as soon as possible.

If you leave the interviewer's office after 11 am, Monday, Wednesday or Thursday, or 3 pm, Tuesday, you will be given food only. You will be given a Return Voucher for all other services to come back on the day of your choosing (within the next week, during regular client hours). When you return at the designated date and time you will sign in as normal, but you will not have to wait – your paperwork will already be prepared and the receptionist will direct you to go back and "shop."

If you receive a Return Voucher, you will receive a food order (if requested) and may "shop" for food from the shopping area shelves on the date of your initial visit, however, **you will not be eligible for another food order or additional food on your return voucher visit.**

If you receive a Return Voucher, you are to return within the next week and arrive at 9 am on Monday, Wednesday or Thursday, or 1 pm on Tuesday for your return visit.

11. **"SHOPPING" TIME** – When leaving the interview office from 9 – 11 am Monday, Wednesday and Thursday or 1 – 3 pm Tuesday, you will be allowed the following amounts of time to "shop" in the client "shopping" area:

- Family of 1 – 3: 45 minutes
- Family of 4 – 6: 1 hour
- Family of 7+: 1 hour and 15 minutes

If you are receiving food only, you will be allowed 15 minutes to shop for additional "food off shelves."

12. Some days we do not have enough volunteers to see everyone and may have to ask you to come back. If we are understaffed, or if it is a holiday period, we may have to give food only.

13. Please request food only if you are truly in need. We have a limited amount of food and it needs to be given to those who have the greatest need. We do not want you to be hungry - if you have no food, let us know!

14. In order to serve as many people as possible, **please shop for clothing and household items no more than once a month.** However, if the need is genuine (for example you need a coat for your child and we didn't have one available when you last shopped), you may come back sooner to meet your need.

15. As soon as your food order is ready, please take it to your vehicle. **You are responsible for your food order once you receive it** and will be required to show your Storehouse identification card and sign your food voucher verifying that you have received your food order. Orders cannot be refilled. When you have completed the check-out process with your clothing, household and food off shelves, please **do not re-enter the shopping area.** If you used a shopping cart to take items to your vehicle, do not leave the cart in the parking area, but **please return the cart** so that others can use it.

16. **All requests for items must be made during the interview.** If a client thinks of something needed after the interview is completed, he must wait until his next visit to request the item.

17. **If you are unable to come to Storehouse yourself to pick up items, you must:**

- A. Have a legitimate reason why you can not do so,
- B. Call to be interviewed,
- C. Let us know who will be picking up for you, and
- D. Send a written and dated note stating your specific needs with the person picking up for you, along with your household's proof of income.

**Note: Storehouse does not provide delivery service or rides home.**

18. **If you have a very young child, your child must stay in a shopping cart with you while you shop. Please do not let your children roam about unsupervised, run through the clothes racks, or throw food or toys on the floor. You are responsible for your children's actions and safety. (It may help to bring someone with you to watch your children.) Children must remain with their parents and are not to be left alone at the toy shelves – this is not a play area. If you have to be asked more than once to keep your child with you, you will be asked to stop shopping and proceed to check-out.**

19. Arguing with the check out clerks is not allowed.

20. Using the Lord's name in vain, cussing, or being under the influence of drugs or alcohol while on Storehouse property is not permitted.

21. Clients are asked to dress modestly when visiting Storehouse. If you are dressed revealingly, you will be asked to put on something to cover you while you are here.

22. We do not allow the use of tobacco products on the premises, for safety, health and sanitary reasons. If you smoke in your car, do not leave cigarette butts on the ground.

23. A playground is available for your children to use. **A parent or guardian must be present on the playground with their child at all times.**

24. **Clients are not allowed to bring food or beverages inside the building.** Food is allowed in the playground area – please be sure to clean up any trash.

25. Clients are expected to:

- A. Pick up their trash, magazines and toys in the waiting areas, shopping area and on the grounds outside the building;
- B. Re-hang their clothes and place clothes hangers on the clothing racks. Please do not throw clothes on the floor or over the clothing racks.

26. Clients are expected to treat all donors, volunteers and other clients with respect. Not doing so may be grounds for dismissal.

27. Clients are not to approach donors or pressure them in any way.

28. All items left by donors on Storehouse property belong to Storehouse. Clients are not to go on the loading docks or take donations from the property without first being interviewed and the items checked-out by the check-out clerk.

If you are a client bringing donations to Storehouse, you are asked to let the receptionist know what you are doing, before you unload at the loading docks.

29. Please keep the noise level to a minimum so that we may give everyone our undivided attention.

30. Remember to be considerate of our neighbors. No loud noises or car radios, please. Remain on the Storehouse premises, not our neighbors' yards.

### FOOD LIMITS FOR 6 MONTHS

Regular Food Order (large): 3 times  
Emergency Food Order (small): 3 times  
TEFAP (government food): Davie County residents within 130% Federal Poverty Level may receive TEFAP every month.

Note: If we do not have enough food to provide you with a regular food order, we will provide you with an emergency order. Three emergency food orders is the equivalent of one regular food order, so you will therefore be eligible for additional emergency food orders.

#### **WARNING**

**If you happen to see any cans of food on the shopping area “food off shelf” shelves that are bulging at the top, rusted or shows signs of leakage, please remove the cans from the shelves and discard them immediately in the trash can by the checkout area. The food in these cans is not safe for consumption.**

### CLOTHING LIMITS PER PERSON

These limits do not include clothes that are stained, pilled, or torn.

#### **For 6 Months**

Coats: 2 (dress coats, winter coats, light weight jackets, raincoats)

#### **Per Calendar Month**

13 items of clothes, shoes and/or miscellaneous clothing is allowed per person per calendar month. The total number of clothing per family is determined by the number of individuals in a household.

Clothing limits that are not met for the month's allowance will **not** be transferred to another month.

Please be sure your clothing fits before taking it from the Storehouse - what you take counts towards your limits.

### LINENS AND BLANKETS LIMITS FOR 3 YEARS

- 2 per Bed: Blankets/bedspreads/sleeping bags; top and bottom sheets
- Pillowcases: 2 per single bed; 4 per double, queen, or king bed
- 2 per Person: Bath towels; bed pillows
- 3 per Person: Wash cloths

Please ask for linens and blankets only if you do not have any and are truly in need. We have a limited amount to give.

### DISHES AND COOKWARE LIMITS FOR 3 YEARS

- Number in Household + 2: Dinner plates, dessert plates, cereal bowls, iced tea glasses, juice glasses, table knives, forks, teaspoons
- 2 of each per Household: Serving bowls, mixing bowls, serving spoons, frying pans
- 3 of each per Household: Pots, miscellaneous pots and pans (includes coffee pots, cake pans, bread pans, muffin tins)

If you take home an electronic item or small appliance and it does not work, you must call us within 24 hours to report that it does not work, in order for the item not to count against your limits. Please remember these items have not been tested.

Please ask for dishes and cookware only if you do not have any and are truly in need.

## A STOREHOUSE FOR JESUS

### Ministries for Davie County Residents Only

**IF YOU FEEL YOU HAVE AN URGENT MEDICAL CONDITION AND THE CLINIC IS UNABLE TO GET YOU AN APPOINTMENT – DO NOT WAIT – GO TO THE EMERGENCY ROOM.**

#### CLINICS AND PHARMACY REQUIREMENTS

1. Must be a Davie County resident
  2. Must be age 18 or older to receive all medical services
  3. No insurance, including Medicare B and Medicaid, for Medical and Eye Clinics. No dental insurance, including Medicaid, for Dental Clinic. No insurance with drug coverage, including Medicaid, for Pharmacy
  4. Gross income for the household for the previous 4 weeks at, or below, the 200% Federal Poverty Guidelines (July 1, 2008 - June 30, 2009)

Family of 1: \$1,733;	Family of 5: \$4,133;
Family of 2: \$2,333;	Family of 6: \$4,733;
Family of 3: \$2,933;	Family of 7: \$5,333;
Family of 4: \$3,533;	Family of 8: \$5,933;
- For each additional household member, add \$600 for a 4 week period
5. **On their first visit, clinic patients will be interviewed and are required to bring proof of residency and proof of household gross income for the previous four weeks. Proof of income will then be required every 6 months. Patients who receive income but do not bring proof of their income will not be able to see a doctor or dentist. Patients who receive cash are asked to bring a letter from their employer and/or an ongoing log book showing dates, amounts received and by whom payment was made.**
  6. **Pharmacy patients must go through an eligibility interview each time services are rendered, and are required to bring identification and proof of household gross income for the previous 4 weeks each time they come. Patients who receive income but do not bring proof of their income will not have their prescriptions filled. A copy of the prior years tax return (if one was filed) is required on the initial visit and once a year thereafter.** Certain pharmaceutical companies have additional requirements.

#### MAP Reminders:

- A. W2s are not the same as a tax return
- B. A 4506T statement written to the IRS is needed if the patient did not file a tax return; the form must be signed in any color of ink except black.
- C. If receiving SSDI, MAP must have the start date
- D. Tax returns will be verified for validity
- E. Patients are given a grace period of 30 days after their first visit for not having proof of income; after that, if a patient does not have proof, they will not be seen.

7. Medicare Part D Patients – Once a patient becomes eligible for Medicare Part D, the patient has 30 days to complete the application process. If the patient does not follow through in a timely manner, then pharmaceutical service to the patient will be terminated.

For Medicare Part D Patients in the "Donut Hole" – once a patient reaches the "donut hole,"

- A. The Storehouse will not fill any generic prescriptions that can be purchased at a drug store at a low cost (for example \$4);
- B. The patient must be counseled by the Storehouse pharmacist and/or MAP interviewer regarding their current medications; after the consultation, it is up to the patient to contact their physician regarding any medication changes that might need to be considered.
- C. If the patient's non-generic medicines can be replaced through MAP, we will fill those prescriptions while the patient is in the "donut hole."

8. Clinics and Pharmacy patients are required to bring all of their prescription bottles to their appointments each visit.

9. It is the responsibility of the patient to inform us of any changes in address (remember to bring a current utility bill showing your new address), phone number, income, insurance, household sizes, contact person, etc.

10. Patients are not entitled to any specific service or medication. The Storehouse Clinics and Pharmacy are not responsible when services or medications are not available.

11. The Clinics provide only services that are not available elsewhere. We do not provide pregnancy tests, physicals for schools or sports, etc.

12. **Clinic patients are responsible for any and all outside charges for services that are referred outside our facility.**

13. If medical tests or procedures are performed during the clinic visit and you are awaiting results, a staff member will contact you with this information within two weeks. If for some reason you do not hear from Storehouse, please call and request to speak with an authorized medical provider or nurse.

14. **All Medical Ministries patients must work only through the Storehouse. Patients are not allowed to call or go to the doctors' / dentists' offices or homes for any reason - doing so will be grounds for ineligibility for receiving services within the Storehouse Medical Ministries.**

15. Clinic patients are expected to be on time for their appointments. If you fail to arrive within 15 minutes of your appointment your appointment will be given to someone else.

If you determine that you will not be able to come to your appointment, you must call us as soon as possible, so we can notify a patient waiting on overflow.

16. If you are a Chronic Care patient and are unable to make your scheduled appointment, you need to call at least 24 hours before your scheduled appointment time, to notify us and to reschedule. We have a limited number of appointments each week, and if you don't keep an appointment it takes the slot away from another patient needing medical services. If you miss more than three appointments and do not call, you will no longer be eligible for care from the Chronic Care Clinic.

17. **No-shows are not permitted for Dental Clinics. If the patient does not keep his appointment, he will no longer be eligible for the Dental Clinic.**

18. **If you are referred to a dentist seeing our patients in their office, patients must not show up for their appointment at the dentists' office before their scheduled appointment time.**

19. If you are a Pharmacy patient coming on a Monday or Wednesday and need help with food or clothing, please:

- A. Sign in with the Pharmacy receptionist.
- B. Leave the Pharmacy and re-enter the Storehouse front door.
- C. Sign in with the Storehouse receptionist, and
- D. Inform the receptionist you are a Pharmacy patient that morning and may be in the Pharmacy when called for your interview.

20. **Pharmacy patients must be present to be interviewed by the MAP volunteer each time they bring refills. Pharmacy patients can not drop off, or call in, refills to be picked up at a later time. Refills are filled during Monday and Wednesday morning pharmacy hours.** If you work on Monday and Wednesday, during Pharmacy hours, refer to the Restricted Pharmacy Hours section on Page Davie 7 of this booklet).

21. Clinics and Pharmacy are subject to close or change without notice due to volunteer staffing, bad weather, and/or holidays.

22. Due to the high number of patients to be taken care of in the clinics and Pharmacy, it may take a long time for your visit to be completed. Please be patient with us.

23. Please keep the noise level low. The Clinics and Pharmacy staffs must have quiet in order to take care of the patients' needs. While waiting to be seen, remain in the waiting area. Patients are not allowed to wait in the hallway outside the Pharmacy, as we do not wish to distract the Pharmacy staff as they fill prescriptions.

## MEDICAL CLINICS HOURS AND CLOSINGS

### Medical Clinic

#### **1<sup>st</sup> and 3<sup>rd</sup> Wednesday evening and every Thursday evening**

For **Thursday Medical Clinic**, patients must call, or come in, at 2 pm on the day of Clinic to make an appointment. Appointments are on a first-come, first-serve basis (alternating between a walk-in and a phone call). All appointments with an interviewer are at 5 pm. Patients will be seen in the order they arrive for their appointment.

Appointments for **Wednesday Clinics** are made by physician referrals for follow-up care and from Thursday Clinic incoming phone call overflow.

#### **Medical Clinics will be closed during 2008 on:**

March 20<sup>th</sup>

July 3<sup>rd</sup>

November 27<sup>th</sup>

December 25<sup>th</sup>

### Chronic Care Clinic

#### **Tuesday Chronic Care Clinic, 9 am**

#### **All Tuesday Morning Clinic patients must first be approved by the attending physician in the Wednesday or Thursday Medical Clinic.**

The first appointments for the Follow-Up Chronic Care Clinic will be made during the Wednesday or Thursday Medical Clinic visit. Subsequent to this, the patient may call to make an appointment for the Chronic Care Clinic as needed.

#### **Tuesday Chronic Care Clinic will be closed during 2008:**

January 1<sup>st</sup>

March 25<sup>th</sup>

July 1<sup>st</sup>

September 2<sup>nd</sup>

November 25<sup>th</sup>

December 23<sup>rd</sup> & 30<sup>th</sup>

## DENTAL CLINIC HOURS

### **Dental Clinic days and hours vary by doctor.**

If you are in need of Dental services, call Storehouse at 753-8081 or 753-8080 during regular business hours (see Page 1 of this booklet). At that time, you will be asked to provide your name and a phone number that you can be reached at the following Tuesday morning from 9 am – 12 pm, so that a phone interview can be held. At 9 am on the Thursday after your phone interview, you will need to arrive at the Medical Reception area of Storehouse with proof of residency and household income and to sign any necessary paperwork. At that time, you will be given an appointment.

## EYE CLINIC HOURS AND CLOSINGS

### **Eye Clinic days and hours vary by doctor**

If you are in need of Eye care, call Storehouse at 753-8081 or 753-8080 during regular business hours (see Page 1 of this booklet). At that time, you will be asked to provide your name and a phone number that you can be reached at the following Tuesday morning from 9 am – 12 pm, so that a phone interview can be held. At 9 am on the Thursday after your phone interview, you will need to arrive at the Medical Reception area of Storehouse with proof of residency and household income and to sign any necessary paperwork. At that time, you will be given an appointment.

## DIABETES CLINIC HOURS

### **Every 2<sup>nd</sup> Wednesday (times alternate monthly between 1 pm and 5 pm.)**

**All Diabetes Clinic patients will be referred by the attending physician in the Medical or Chronic Care Clinic.** Subsequent to this, the patient may call to make an appointment as needed. Call Storehouse for additional information.

Diabetic screenings will be held at various locations throughout the year. Tentatively, a screening will be held on the last Friday of each month at WalMart, Mocksville, from 9 am until 12 pm.

## PHARMACY HOURS AND CLOSINGS

Monday and Wednesday, 9 - 11:30 am

**Patients with refills who do not work Monday and Wednesday mornings must have their prescriptions refilled on Mondays or Wednesdays.**

### Restricted Pharmacy Hours

**Every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday (a), Thursday (b), 5:30 - 7:30 pm**

**(a) Wednesday evening Pharmacy is restricted to clinic patients being seen that night only.**

**(b) Thursday evening Pharmacy is restricted to patients 1) seen in Clinic that Wednesday or Thursday night, 2) patients who have new prescriptions written Wednesday or Thursday of that week, or 3) patients who work on Monday and Wednesday mornings.**

### **2008 Pharmacy closings:**

March 20<sup>th</sup> & 24<sup>th</sup>

May 26<sup>th</sup>

July 3<sup>rd</sup>

September 1<sup>st</sup>

November 26<sup>th</sup> & 27<sup>th</sup>

December 24<sup>th</sup>, 25<sup>th</sup> & 31<sup>st</sup>

## HOLIDAY PROGRAMS

A Thanksgiving Meal and Christmas Gifts Program is available to **Davie County** residents who need assistance. Only children (ages birth through 12<sup>th</sup> grade), seniors (ages 65+) and special needs adults (wheel chair bound, bedridden, those with the mental capacity of a child – must be pre-approved by the Executive Director) are eligible for gifts for Christmas. As of the date of printing this booklet, specific details regarding these programs have not been determined for 2008. **Detailed information should be available in September and you are asked to contact Storehouse at that time for sign-up dates and specific requirements. Sign up early – do not wait until the last minute.**

Each client must be interviewed to sign up for holiday assistance. Please ask for help only if you are **truly in need**. If you are receiving help for Thanksgiving or Christmas from any other place (**including Toy Store**) you will not be eligible for help at Storehouse for our holiday programs.

Requirements include:

1. Proof of Davie County residency (example – a current utility bill);
2. A record of gross household income for the previous 4 weeks

Storehouse **does not guarantee** what gifts you will be provided with, but makes every effort to fulfill your requests. All purchases are made at the discretion of your particular sponsor and are final.

**If you did not pick up your Thanksgiving meals or Christmas gifts in 2007, you will not be eligible for holiday help in 2008.**