

# Patient Handbook

*Beauregard Αγαπη Community Clinic*  
*A Non-profit Corporation*



## Beauregard Agape Community Clinic

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## Introduction

WELCOME to the Beauregard Agape Community Clinic! The clinic exists to help meet some of the health care needs of

- working residents of the DeRidder-Beauregard area, including Vernon and Allen Parish
- who are not covered by any health insurance or government entitlement program
- and whose family income does not exceed 200% of the Federal Poverty level.

We want to help all we can, but the established mission of the clinic is for a specific group of people. Therefore, it is absolutely necessary that eligibility criteria be met to be able to receive services here. For this reason, the procedure here is different from the usual private medical clinic in several ways:

1. All services are free. This includes the physician's examination and treatment recommendations, any necessary tests, and the medications prescribed. You will be given opportunity to contribute to the operational expenses, but no charges are made. The service you receive will not depend on whether you contribute.
2. All staff members at the clinic are volunteers. The medical, dental and pharmacy professionals and all the support staff are giving their time and expertise free of cost. This is because they care about the health of the people of this area. The Trustees who are responsible for the governance of the clinic also give their time and expertise without any compensation.
3. Many others have donated time, talent and treasure to the clinic. In addition to those who actually serve here, many other individuals and businesses contribute to the capital and operating expenses of the clinic. Other funds are obtained from private charitable foundations. The building is furnished to the clinic by the First Baptist Church of DeRidder.
4. You must be eligible to be seen at the clinic. There is a screening process to determine if you, and all who seek services at the clinic, are eligible. The clinic exists to meet the needs of the specific population group named above. In order to meet the mission of the clinic and ensure it will be possible to continue to provide free services, the screening process is required. The screener is not trying to pry into your private affairs, but (s)he must obtain documented information about your income to determine if you are eligible. Failure to provide all of the required information will make it impossible to certify your eligibility. Some of the screening process must be completed at every visit. If a situation changes it could affect eligibility. There are certain other factors which affect eligibility. These factors have been found to negatively affect the ability of a free clinic to provide services. All eligibility factors will be discussed with you by the screener.

5. The clinic and its staff are protected from lawsuits. If you are injured here because of things we do or fail to do, you do NOT have the same legal recourse as you would have against other health care providers. The professionals who serve at the clinic are volunteers and receive no compensations for their services. They are covered under the Federal and State Volunteer Protection Act, which means that they are protected from lawsuits relating to their service here, and you will be required to sign an acknowledgement of this in order to receive services.
6. A chaplain is available to you during clinic hours. Relationships are important to your health. This includes relationships you may have with the Creator and with other people. For this reason a chaplain from the Beauregard Area Ministerial Alliance is available at every clinic session to counsel or assist you in any way (s)he can. We consider this important to your health and encourage you to relate to the chaplain, who is a minister and has been trained for this specialized function.
7. Obtaining free medications from pharmaceutical manufacturers requires financial information. Some of the free medications are provided by pharmaceutical manufacturers. These pharmaceutical companies require specific financial information to determine eligibility for their products. This is another important reason for the screener to obtain the information (s)he requests.

There are approximately 1400 free clinics in the United States. There are many differences in their guidelines and methods of operation. Beauregard Agape Community Clinic is in general following the guidelines and procedures which have proven successful in free clinics in Lake Charles, Alexandria and Lafayette.

### **What does Agape mean?**

One definition of the Greek word Agape in the name of the clinic is “An intentional response to promote well-being when responding to that which has produced ill-being.” Another definition is that it means love characterized by compassionate concern for another. Both of these apply to the reasoning behind the development and operation of this clinic by those who volunteer here. We think an example has been set by the Creator, and we try to be good followers of that example.

### **Mission Statement**

The Beauregard Agape Community Clinic exists to improve the physical, emotional and relationship (both with the Creator and with others) health of working citizens of Beauregard and the areas of Vernon and Allen Parishes

surrounding DeRidder whose resources do not permit adequate access to health care in the private sector.

## Hours of Operation

Thursdays ONLY

3:00 pm – 6:00 pm for patient sign in, registration and screening  
Doctor visits will be conducted only after successful screening



Patients are seen on a first-come, first served basis. No initial appointments are taken and there may be a maximum of 30 patients per clinic session.

## Who is eligible?

To be eligible for services at the clinic you must:

- Be working at least 20 hours per week (or have a spouse who is working at least 20 hours per week) and have a household income not more than 200% of the Federal Poverty Level

OR Have been unemployed for less than six months

OR Be a self-supporting student enrolled in college, technical school, beauty school, etc.

- Have no health insurance of any kind
- Be a resident of the Beauregard-DeRidder area (this includes surrounding areas in Vernon and Allen Parishes)

## Who is NOT Eligible?

Anyone that falls into one or more of the categories below will not be eligible to be seen at the clinic:

- Enrolled or eligible for Medicaid, Medicare, LA-CHIP, or other no-cost insurance
- On disability
- Active patient at W.O. Moss Regional Hospital
- Presents with mental illnesses

- Seeking health care which is provided free at other agencies (i.e. sexually transmitted diseases, immunizations, etc.)
- Has a job related injury involving Worker's Compensation
- Has an attorney involved in a medical case
- Primarily seeking medications
- Seeking a second opinion

### What Do I Need to Bring to be Qualified?

- Three (3) most recent payroll check stubs for the household



Where applicable, applicant can substitute one of the following:

- Signed and dated letter from employer stating income with employees name, address and phone number listed
- Monthly books for self-employed person
- Bank statements from past 3 months
- Proof of enrollment in a college, vocational or trade school that does not offer insurance
- Proof of recent terminated employment (within the past 6 months) and an indication you are actively looking for work or are a seasonal worker (fisherman, lawn care, etc.). A layoff slip or a letter from the previous employer is required in a layoff case.

- Previous year's income tax return

An IRS form 4506-T can be substituted for those who did not file an income tax return



- Driver's License

Another government issued form of id with a picture can be substituted



- Social Security Card

Another form of id with your social security number printed can be substituted on a one time basis at the discretion of the staff



- You will also be asked the following questions and must be able to truthfully answer no each of the following:
  - Are you able to qualify or afford any form of medical insurance? (This includes, but is not limited to, Medicaid, Medicare, LaCHIP, LaMOM, school supplied, disability, etc.)

- Are you seeking medical services related to job injuries covered under worker's compensation?
- Are you involved in any medical lawsuits?
- Do both you and your spouse work less than 20 hours/week?
- Does most of your income come from non-job related sources such as SSI, food stamps, child support, etc.?
- Are you seeking a second opinion today?
- Does your family make over 200% of the federal poverty level?  
(A staff member can give you these values upon request.)

### **Services Provided**



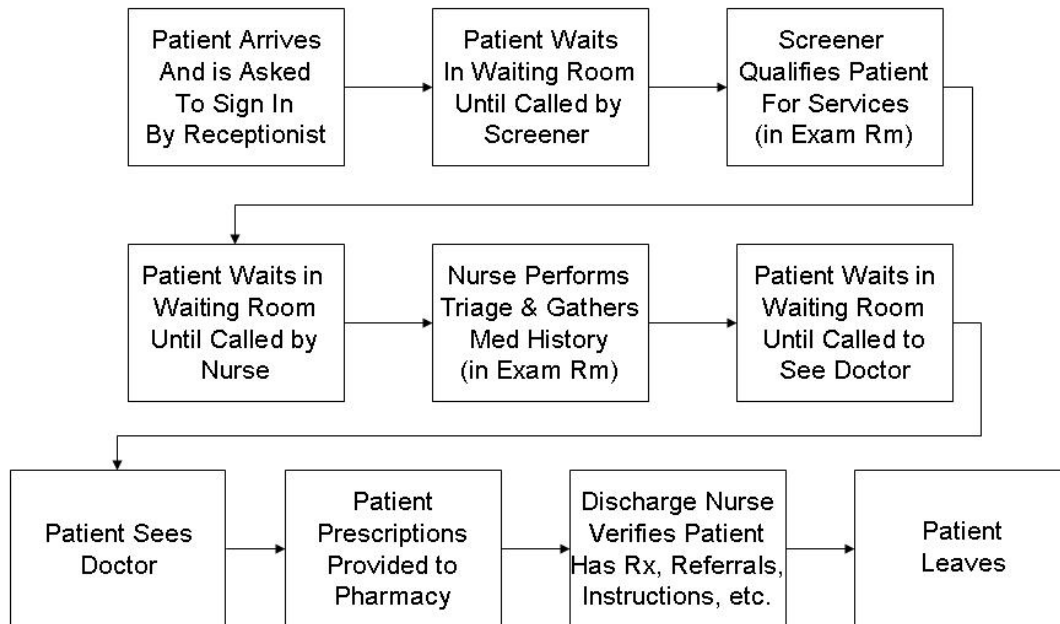
- Adult Primary Care
- Referrals will be made for specialty care as deemed necessary by the medical staff
- Referrals will be made for lab work and diagnostic testing as deemed necessary by the medical staff

### **Services NOT Provided**

- Mental Health Services
- Narcotics / Controlled Substances Prescriptions
- Emergency Services
- Immunizations

## Clinic Process

# Clinic Process



Note: Chaplain & Social Service consultations can occur at any point in this process.

## Prescription Refills

When you need a prescription refilled, you must have the following:

- Your Name
- Date of Birth
- Primary Patient Number
- Prescription Number
- Prescription Medication Name



You may call in a refill any day of the week. If calling on a Thursday, you must call before 1:00 pm in order to receive it that night. If you call after 1:00 pm on a Thursday, you will have to wait until the following week to pick up your medication.

Refills may be picked up between 6:00 pm and 8:00 pm on Thursdays ONLY.

If someone will be picking up your refill for you, you must call the clinic and let us know the name of that person. In order to receive the refill, that person must present a picture ID.



If a refill is not picked up within 30 days, it will be restocked and you will become ineligible for that medication.

The Beauregard Agape Community Clinic does not carry narcotics or controlled substances. We do NOT fill outside prescriptions.

You are responsible for knowing if you need refills.

## Frequently Asked Questions

*How long am I eligible for?*

Applicants must bring in their household income documentation (i.e. check stubs, taxes) with each visit and be screened. This is necessary as situations can and do change in our lives.

*What do I do if changes occur with my job, income, address, etc?*

Each time you come to the clinic you will be asked if this information has changed. Please let us know of any changes so that we can have the most current and accurate information.

*Where does the Beauregard Agape Community Clinic get the funds to operate?*

The clinic is funded by donations, contributions, grants and fundraising events.

*How can I help?*

Applicants can help by being patient, understanding and courteous to all volunteers and fellow patients. Please pick up after yourself and your children, and do not throw trash inside or outside the clinic. Eating, drinking and smoking are not allowed inside the building. Please turn off cell phones and pagers, especially when in the exam room.



*How can I ensure that I can continue to receive needed long-term medications?*

Bring in your recent income verification every time you come to the clinic. This includes 3 most recent pay stubs and previous year's income taxes.

## **Patient Rights & Responsibilities**

### You have the right to...

- Receive considerate and respectful care at a facility that is clean and safe.
- Receive an explanation of your diagnosis, treatment and prognosis in terms you can understand.
- Receive the necessary information to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
- Refuse treatment, except as prohibited by law, and then be informed of the consequences of making this decision.
- Expect that all staff/volunteers at Beauregard Agape Community Clinic will respect your personal privacy
- Expect that your medical records will be kept confidential and will be release only with your written consent, or in cases of medical emergencies, or in response to court-ordered subpoenas. Confidentiality can be violated if the individual poses a significant threat of harm to self or others.
- Know the names and positions of people involved in your care by official nametag and/or personal introduction.
- Review any medical records created and maintained by the Beauregard Agape Community Clinic regarding your care and treatment.
- Change primary healthcare providers if you choose.

### You are responsible for...

- Providing required documentation for determining applicant eligibility.
- Providing accurate information about your past health history.
- Asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions.
- Treating all clinic staff/volunteers with respect. Violent, disrespectful behavior will not be tolerated.
- Adhering to all referral instructions. Failure to do so may deem you ineligible for future services.
- Requesting refill medications prior to running out. As such, you must be mindful of the clinic's limited opening on Thursday evenings and holiday closures.
- Knowing your Patient Primary Permanent ID number for all visits and for phoning in refill requests.
- Following the rules and regulations that are posted within the clinic.
- Consideration of other patients in the clinic. Children should be monitored at all times.
- Taking good care of yourself and your family.

## **Explanation of Your Health Record**

Beauregard Agape Community Clinic understands your privacy is important. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. PLEASE REVIEW CAREFULLY.

Each time you come to the clinic a record of your visit is made. The records will contain your symptoms, examination, procedures and test results, diagnoses, treatment, and a plan for future care or treatment. This information referred to as your medical record serves as a:

1. Basis for planning your care and treatment
2. Means of communication among health professionals who contribute to your care
3. Legal document describing the care you received
4. A tool in educating health professionals
5. A source of data for medical research
6. A source of information for public health officials charged with improving the health of the nation
7. A source of data for facility planning and marketing
8. A tool with which the clinic can assess and continually work to improve the care we render and the outcome we achieve.

Understanding what your record contains and how your health information is used helps you to:

- Ensure its accuracy
- Better understand who, what, when, where, and why others may access your health information
- Make more informed decisions when authorizing disclosure to others

## **Your Health Information Rights**

Your medical record is the physical property of the healthcare provider that compiled it: the information belongs to you. You have the right to:

1. Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522
2. Obtain a paper copy of the Notice of Privacy Practices upon request
3. Inspect and copy your health record as provided for in 45 CFR 164.524.
4. Amend your health record as provided in 45 CFR 164.528
5. Obtain an accounting of disclosures of your health information at any time upon giving written notice as provided in 45 CFR 164.528
6. Request communication of your health information by alternative means or alternative locations
7. Revoke your authorization to use or disclose health information except to the extent that action has already been taken

## Healthcare Provider Responsibilities

The clinic is required to:

- Maintain the privacy of your health information
- Provide you with notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this notice
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or alternative locations

The clinic reserves the right to change our practices and to make the new provisions effective for all protected information we maintain. Should our information practices change, we will provide you an update at your next clinic visit.

The clinic will not use or disclose your health information without your authorization, except as describe in this notice.

If you have any questions and would like additional information, you may contact the clinic at 337-463-1066. If you believe your privacy rights have been violated, you can file a complaint with the clinic. If you wish, you can file a complaint with:

Secretary  
U.S. Dept. of Health and Human Services  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
1-877-696-6775

## NOTICE

Concealed weapons are prohibited on these premises unless in the possession of a law enforcement officer or other authorized personnel.



If you are injured here because of things we do or fail to do, you do NOT have the same legal recourse as you would have against other health care providers.\*

As a private, not-for-profit institution, we retain the right to turn away anyone who is deemed inappropriate for this clinic.

If you are harmed by medication that you receive here, you do NOT have the same legal recourse as you would have against other pharmacies.\*

We do **NOT** prescribe or stock any narcotics or controlled substances in this clinic.

\* Notice of limitation of liability is in compliance with the provisions of R.S. 9:2799.5 of the Louisiana Revised Statutes, which covers gratuitous service by a health care provider in a community health care clinic or community pharmacy.