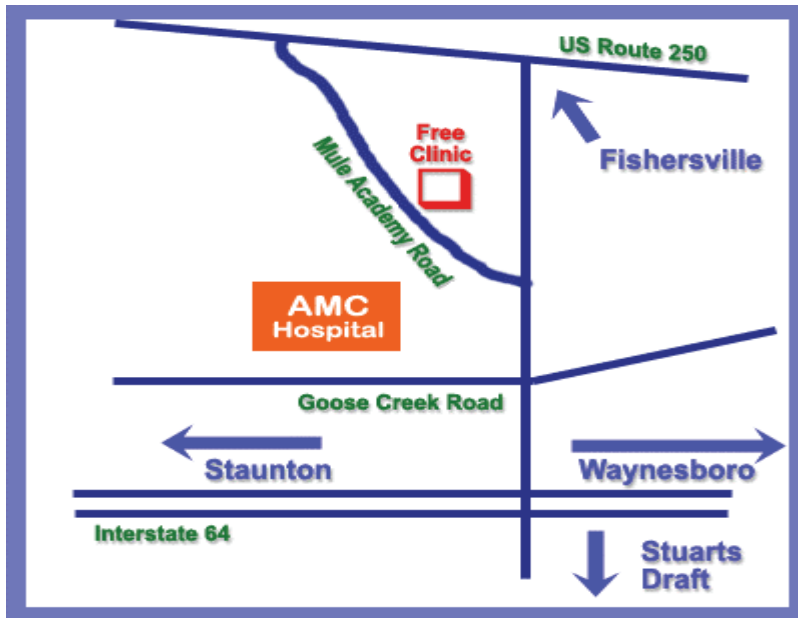


Location: 342 Mule Academy Road, Fishersville, VA 22939

DIRECTIONS TO THE AUGUSTA REGIONAL DENTAL CLINIC

From I-64 take the Fishersville exit 91. Follow signs toward the AMC Hospital. Pass the entrance to the AMC Hospital and make the second left onto Mule Academy Road. The clinic is on the right at 342 Mule Academy Road.

From U.S. Route 250 – turn onto Mule Academy Road (a left if heading toward Staunton or a right if heading toward Waynesboro) – just past Sports Medicine Drive turn left into the Clinic at 342 Mule Academy Road.

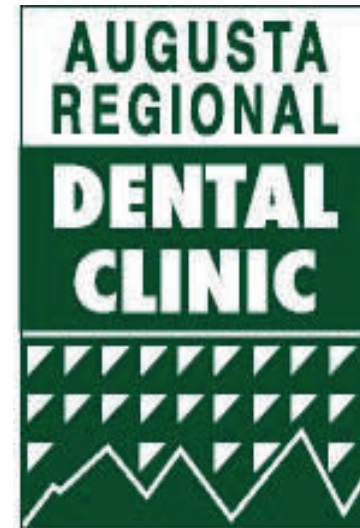


Mailing Address: P.O. Box 153, Fishersville, VA 22939

Concerns and Suggestions

We hope your health care at the Augusta Regional Dental Clinic is always given in a respectful manner. If you have any concerns, please let us know. We are also interested in any suggestions that may help us better serve you. You may speak with any of our staff members. If you would prefer, you can speak with the Executive Director who will address your concerns.

The Augusta Regional Dental Clinic



**Dental
*Patient Handbook***

Our Mission

The mission of the Augusta Regional Dental Clinic, Inc., is to provide dental related services to those persons and their families, who are income qualified, but who do not have the means to pay the full cost for such services.

The Augusta Regional Dental Clinic is a non-profit organization. We are not part of any governmental organization or other business.

Medical and Pharmacy Services continued

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Please note that all refill prescriptions must be called in to the clinic between Thursday after 9:00 pm through Monday 5:00 pm.

Answering machine (332-5606, Option #1) will accept calls for refills 24 hours per day Thursday 9:00 pm to Monday 5:00 pm. **No refills called in after 5:00 pm on Monday will be able to be filled. Calls after 5:00 pm on Monday will require the patient waiting another week for their prescription.** Refill medications called in before 5:00 pm Monday may be picked up Wednesday through Friday based on the hours listed above. All non-controlled substance prescriptions written by a Dental Clinic dentist on Tuesday afternoon, Wednesday or Thursday afternoon may be picked up Thursday evening between 7:00 pm and 8:00 pm. **Please note that some prescriptions may not be available because your income is higher than certain pharmacy companies allow.**

The Augusta Regional Free Clinic does not provide medical or pharmacy services to those with Medicaid/Famis/Famis Plus, Medicare or disability coverage. Medical and pharmacy services at the Augusta Regional Free Clinic require a separate eligibility screening prior to any appointments –should the Augusta Regional Dental Clinic patient also be an Augusta Regional Free Clinic Medical/Pharmacy patient, the patient will be required to complete a consent to release records form. **The Augusta Regional Free Clinic does not maintain a 24-hour emergency response call service. Please dial 911 for all emergencies.**

Medical and Pharmacy Services

Please note that an eligible Augusta Regional Dental Clinic patient may not necessarily be eligible for Augusta Regional Free Clinic Medical/Pharmacy Services.

Services Provided by the Augusta Regional Free Clinic

- Chronic Care Illness
- Annual Specialty Screenings (Kidney, Osteoporosis, Sight/Hearing)
- Diagnostic Test (Lab work, X-Rays, MRI, etc. through AMC)
- Flu Shots (When Available)
- Health Education Programs
- Limited Mental Health Care
- Men's and Women's Health
- Pharmacy
- Primary Care
- Specialty Referrals
- Tetanus, Pneumonia Immunizations

Services Not Provided by the Augusta Regional Free Clinic

- Treatment for severe mental illness
- Birth control, pregnancy tests, testing for sexually transmitted disease including
- Pre-School physicals
- Worker's compensation cases
- Treatment of severe injuries or accidents
- Emergency Care
- Medications for the elderly who are eligible for Medicare Part D
- Acute Care Illness
- Treatment of persons with Medicare hospitalization/physician coverage or private medical insurance, or for persons applying for or currently on disability.
- Dental (provided by the Augusta Regional Dental Clinic)

Welcome to the Dental Clinic

Thank you for choosing us to provide your dental care. Please take a few minutes to review your handbook. If you have any questions or concerns, please ask. We are here to help you.

Patient Bill of Rights

The Dental Clinic is here to provide you with the best care possible. We believe that as a patient, you have a "right" to receive certain considerations from the Augusta Regional Dental Clinic.

Those Being:

- To be offered the most appropriate care the clinic can provide for your problem, without regard to race, gender, national origin, or religion.
- To be treated kindly and respectfully by staff members and volunteers.
- To be able to ask questions and to receive answers concerning your dental related condition, treatment, plans for your care, or need for a referral.
- To discuss any treatment or procedure planned for you so that you understand the purpose, possible results, and/or alternatives and risks involved before granting or refusing permission for this care.
- To expect that all communications and records concerning your care will be kept confidential.
- To receive information about other sources of care for your condition should your needs be deemed too difficult for treatment in our Clinic, thus we may need to release your records to another dentist but only with your consent.

Eligibility

The Dental Clinic has established eligibility guidelines as follows:

You must have no dental insurance (except for Medicaid/Famis/Famis Plus);

You must live in Staunton, Waynesboro or Augusta County and present a valid Virginia drivers license or DMV ID showing your current home address; Your household income must fall within our guidelines (See Page 3);

Working, unemployed, full time student, retired or on social security disability, full time caregiver or, stay at home parent*;

Provide most recent tax return and proof of income for the previous month;

Proof of household income (includes spouse & all blood relatives living in the household) for one month. Examples of household income are:

- Pay stubs for the previous month or letter from your current employer which states hours worked per week and hourly wage
- Pay stubs from the current employer for spouse & all blood relatives living in your household
- Food stamp/TANF Award Letters
- Social Security checks
- Disability checks
- Unemployment checks
- Current bank statement if you have direct deposit
- Proof of Pension
- Proof of child support income
- Most recent 1040 (tax return) including Schedule C if self employed

Self-employed, current tax forms plus most recent P&L statement

Recertification

Your Dental Clinic eligibility has an expiration date. It is your responsibility to update your information with the clinic before your eligibility expires. Recertification process and requirements:

You must update all of your income, family size, and insurance information once a year.

Please notify the clinic immediately should your employment or income change

*Stay at home parents (Pre K and under) will be considered working with an income of \$100 per week for 1 child (\$50 per week for each additional child).

Augusta Regional Free Clinic Prescription Services

Dental Clinic patients may have the benefit of receiving prescription medications for a small administrative fee of \$4.00 per prescription.

Patients with Medicaid/Famis/Famis Plus or other prescription insurance are not eligible for Augusta Regional Free Clinic pharmacy services. Household income levels above \$24,999 the Augusta

Regional Free Clinic will not fill prescriptions because the family income is above 175% of the Federal Poverty Level. The patient will be responsible for having the prescription filled by an outside retail pharmacy. To get prescription medication:

- **Prescriptions must be written by a Dental Clinic dentist or specialist that the Dental Clinic has referred you to.**

Controlled substance prescriptions are not filled at the Augusta Regional Free Clinic.

○ <u>Pharmacy Hours for Prescription Pickup</u>	
Monday	11:00 am – 5:00 pm
Tuesday	8:00 am – Noon
Wednesday	8:30 am – 4:00 pm
Thursday	12:00 pm – 8:00 pm

Dental Clinic Hours

Monday – Friday 8:00 am – 5:00 pm (Subject to change without notice, please call if in doubt). For possible emergency closings (i.e. weather) please dial 332-5619 or 932-5619 and listen to the phone message for details.

No Walk-In Appointments Accepted

Clinic Phone Numbers

Dental Office 332-5619 or 932-5619
Fax 332-5622

Medical/Pharmacy Office 332-5606 or 932-5606
Fax 332-5610 or 932-5610

E-MAIL

Dental dentalclinic@ntelos.net

Medical/Pharmacy afreeclinic@ntelos.net

Web Site www.augustafreeclinic.org

The clinic does not maintain a 24-hour emergency response call service. See alternative numbers/options for emergencies below:

VCU Dental School—Emergency 1-804-628-6638

Non-emergency—1-804-828-9190

Emergency— Call 911

Augusta Medical Center Emergency Room

Private Practice Dentist

Services We Offer To Patients Who Are Currently Eligible Preventative Dentistry, Restorative Dentistry, Extractions

Services Not Currently Provided:

Dentures and Partials; Crown and Bridge; Orthodontics (braces); Extensive Oral Surgery; Endodontics (Root Canals)

Non-Medicaid dental appointments at the Augusta Regional Dental Clinic require advance payment in full (based on household income below). (No dental appointments accepted by phone).

Household Income	Patient Cost Per Visit
Below \$25,000	\$30
\$25,000 to \$40,000	\$50

Other Patient Payment Situations

*Persons under 18 years of age from eligible households who do not have Medicaid/Famis/Famis Plus coverage and who are not working would pay full applicable Medicaid Rates. This thereby encourages the parents to enroll their child(ren) in Medicaid/Famis/Famis Plus

*Stay at home parents (children Pre K and under) will be considered working with an income of \$100 per week/per child (\$5200 per year/\$50 per week each additional child)

*Cost of a hygiene (cleaning) only visit is \$35.00 – Cleanings may require more than one visit

Clinic Appointments

We are not a walk-in clinic – you must have an appointment

Your eligibility must be up to date to make an appointment

Patient Policies

1. Patient Appointment Policies

Confirmation: The ARDC will attempt to confirm your appointment 48 hours prior to the appointment date. However, you must contact the clinic by Noon the day prior to your appointment to confirm, failure to do so will result in the appointment being cancelled and we will be unable to reschedule you for six months or longer due to the volume of future patient appointments. If your phone is disconnected, unable to receive messages, or if we are unable to leave a message, the appointment will be cancelled and we will be unable to reschedule you for six months or longer due to the volume of future patient appointments. Please arrive for your scheduled appointments on time. If you arrive more than 5 minutes late, we may reschedule your appointment and you will lose your pre-paid deposit. The above policies apply to appointments with other dentists or dental specialist. You must give at least 24 hours notice if an appointment is being cancelled or rescheduled.

Cancellations/No Shows: If you do not provide 24 hour notice to cancel or reschedule an appointment, we will be unable to reschedule you for six months or longer due to the volume of future patient appointments and you will lose your pre-paid deposit. Two No-Shows within a 12 month period means your clinic privileges are suspended indefinitely and you will lose your pre-paid deposit.

2. Treatment Plan Policy

If patient does not agree with the treatment plan, and their non-compliance jeopardizes the ARDC's ability to deliver an acceptable standard of care, or the patient insists upon a treatment that is not feasible at the clinic, patient will be required to seek care in private practice, or be dismissed from the clinic based on the individual situation.

3. Patient Conduct Policy

The Dental Clinic is here to provide you with the best care possible. Be respectful and cooperative to ARDC staff members as well as other ARDC patients; rude behavior or profane language will not be tolerated. Any patient thought to be intoxicated or chemically impaired at anytime, will be denied services or treatment and faces possible dismissal from the clinic. Failure to abide by these responsibilities will result in denial of services at the ARDC. The ARDC reserves the right to determine whether a patient shall or shall not receive services at our Clinic.

4. Contact Information Policy

It is your responsibility to keep your contact information updated with the clinic. The clinic will make every attempt to contact you in reference to your appointments & dental treatment.

5. Payment Policy

There is a co-payment for EACH dental visit and the co-payment is \$30 or \$50 per visit dependant upon your annual household income. Advance payment is required and must be either cash or money order. NO CHECKS OR CREDIT CARDS ACCEPTED!

Referrals to Local Dentist/Specialist

Whenever possible we will refer you to a dentist/specialist within our area.

The ARDC will call and make your first appointment. PLEASE DO NOT CALL TO MAKE YOUR FIRST APPOINTMENT! The fee for an appointment with a volunteer dentist/specialist is the same as your ARDC fee and must be pre-paid to the ARDC. If a dentist/specialist writes a prescription for any now controlled substances you might be able to have it filled at the Augusta Regional Free Clinic Pharmacy. If you cannot keep an appointment with a dentist/specialist you must call their office at least 24 hours prior to your appointment to cancel or reschedule. Do not call the ARDC to cancel or reschedule these types of appointments. All ARDC policies apply to referrals.

Translator Policy

If English is your second language and you are unable to understand clinic policies and procedures, clinical/medical questions or instructions, or any other related part of your treatment and/or care, it is your responsibility to have a translator over the age of 18 with you during the eligibility paperwork and at EVERY clinical appointment. If a translator is not present, services or treatment will be denied and you face possible dismissal from the clinic.

Si usted no habla Ingles y si no le es posible de que puedas entender las reglas y procedimientos, preguntas del medico o instrucciones o cualquier parte de su tratamiento, es su reponsabilidad de tener a un traductor que tenga mas de 18 anos de edad. El traductor tiene que estar con usted duranted el papeleo de la elegibilidad y a CADA sita. Si un traductor no esta presente at tiempo de la sita, el tratamiento sera negado y usted corre la posibilidad de ser despedido de la clinica.