

## Hope Healthcare Services FAQ

1. What time is the clinic open? We are open Mondays from 9am-5pm with walk-in medical appointments available; Tuesday-Thursday from 11am-5pm with walk-in medical appointments available on Tuesdays. Other days and times are available by appointment for both medical and dental visits.
2. I cannot make it to the clinic between 11am-5pm to apply. What do I do? You may contact our clinic manager in order to make arrangements to turn in applications at a different time. The clinic is closed Friday-Sunday.
3. I have medical insurance but am without dental insurance. Can I be seen at Hope Health Services for dental care? No, our criteria for being a dental patient is to be without medical or dental insurance.
4. Is there a specific geographic area you must live in to be a patient? No.
5. I don't have a job, how do I give you proof of income? If you don't have a job and you didn't file taxes, please call the clinic to make other arrangements.
6. How do I get a medication refill? If you are an established patient, you may get medication refills by requesting via phone or in person. Please realize that it may take up to four business days to process your request depending on the drug requested and the availability of physicians to approve the prescription refill. We do not refill via fax. Most medications can be refilled by our clinic over the phone. However, scheduled substances cannot be refilled by phone and must be picked by the patient. Understand that refills may not be granted in the following circumstances:
  - a. If you have not been seen by a medical provider at the clinic in the previous 6 months
  - b. If you are requesting a drug or dosage that we have not prescribed before
  - c. If you are requesting a substance we no longer prescribe
  - d. You are found or suspected to be abusing any medication we prescribe
  - e. You are no longer a patient here
7. How do I cancel or reschedule an appointment? Rescheduling can be accomplished by calling us at 317-272-0708 x- 101. All cancellations must be by midnight the day prior to your appointment. If our office is not open at the time you need to cancel or we are unable to answer your call, please leave a voicemail. Same-day cancellations will be considered a no-show and subject to our no-show policy.
8. What if I accidentally miss my appointment? Please let us know your circumstances. Missing an appointment can prevent another patient from receiving care. Habitually missing appointments can result in a suspension of services. The policy for suspension of services due to no shows is as follows:
  - Cancellations must be received by midnight the day prior to your appointment
  - 1st No Show within 12-month period = Warning
  - 2nd No Show within 12-month period = 1-month wait for new appointment

- 3rd No Show within 12-month period = 6-month wait for new appointment
- 4th No Show within 12-month period = 1-year wait for new appointment

9. What if I cannot pay for my appointment? Payment is expected at the time of service. Appointment for acute care (walk-in) medical providers (Dr. Imler, FNP Gowan) are \$30 and payable at the beginning of the appointment (no exceptions.) Visit fees for chronic care providers are \$10.

If you unable to pay the modest fees, please contact our office manager to discuss all options for your care. DO NOT NO-SHOW TO APPOINTMENTS BECAUSE YOU CANNOT PAY.