

Christian Medical Clinic of Grand Lake Inc.

PO Box 451368, Grove OK 74344

Telephone 918-787-5191, E-mail cmc_grove@swbell.net

Welcome to the Christian Medical Clinic of Grand Lake (CMC). The CMC is organized to serve those who have need of health care but are unable to pay for private medical care or are not eligible for services provided through employer or government programs.

The clinic is staffed entirely by volunteers. Ministers from local churches are present during clinic hours. Lay persons serve at the registration table and social workers perform the eligibility screenings. Registered nurses, licensed practical nurses, **dental hygienists**, nursing students, medical assistants, and nurse aides perform the patient health screenings and interviews along with assisting the volunteer physicians. Volunteer physicians/**medical students** conduct the physical examinations, provide the diagnosis and treatment recommendations, and evaluate the need for consultation with various medical and surgical specialists who also volunteer their expertise when needed. **Title 76, Section 32, of the Oklahoma statutes provides for immunity from liability in connection with alleged negligent care when provided by a volunteer medical provider. No damages may be recovered.**

The Advisory Board of Directors is composed of persons from the community representing a wide range of experience in health, business, law, education, ministerial, and social services. Donations from the community finance the CMC's activities. The Board meets quarterly to oversee and advise the operations of the CMC.

The CMC is open Thursday afternoons at 3 pm, except for the weeks of Thanksgiving, Christmas, New Year's Day, and Fourth of July holidays. The address is First Baptist Church, 501 E 13th St, Grove, OK 74344. Patients may sign in from 3-6 pm only. Individuals are seen based on a random drawing system according to the number of slots available on a given evening. Clinic services are available without charge for Grand Lake area residents living in certain zip codes who are ages 19-64 and have no health insurance or coverage of any kind.

In case of inclement weather, turn to KGVE radio 99.3 FM for information about closing.

While minors are not eligible for services at the CMC, *SoonerCare* applications dealing with health care for minors are available from the Department of Human Services offices. Applications for dental care for minors through the *Bridges for Smiles* program are available here.

Procedures involving surgery, anesthesia, pathologic studies, injections, and some diagnostic tests are **not** provided through the CMC. Emergency room services and hospitalizations at Integris Grove Hospital are **not** provided. The Delaware County Health Department in Jay provides birth control assistance for a small fee upon CMC referral. Maternity services are **not** available through the CMC.

Your responsibilities as a CMC user:

- A. **Discharge Instruction Form:** This form will be given to you by the discharge nurse before you leave the clinic. It includes all instructions, lab tests, x-rays, and medications that have been ordered. You must present this form to the hospital if you go there for diagnostic tests, for procedures, for surgery, or any contact with the hospital. This is your "ticket" for all services. Keep this form in a safe place.
- B. **If the doctor recommends you see a specialist or receive a scheduled test:** You will be given a letter explaining your responsibilities. Please read this carefully and call the CMC if you have any questions.

- C. **If the doctor recommends you have a test that requires an appointment (ultrasound, CT, etc.):** You will be given the requisition form for the test and an application for the Integris Health Charity Care Program. You must take these documents along with the items requested on the application form to the hospital between 8 am and 4 pm and meet with a financial counselor to arrange for payment and schedule the test.
- D. **If the doctor recommends you have a mammogram:** You must have a breast exam completed by one of the clinic doctors, and sign an Oklahoma Project Woman waiver and exam coupon.
- E. **Medications:** It is up to you to be sure you tell the triage nurse of all medications that you need on a given night regardless of where you get them. All medications must be reviewed and re-ordered by a doctor every six months. You also need to be sure all needed prescriptions have been written by the doctor **before** you leave the exam room.

Bring your medicine bottles when you come for refills or a new prescription. Prescriptions/refills will be written during clinic hours only. Come to the clinic the week before you run out of medication. It is important to your health that you do not run out of your medications; however, do not expect to get prescriptions written outside of clinic hours. You are required to see a physician at least every six (6) months.

- a. **If you get the medication from the clinic**—you will be given a 30-day supply of medication only. You must return to the clinic for a refill or to receive a prescription. A nominal one dollar (\$1.00) donation for each medication received is suggested and will be collected at the discharge desk for each medication dispensed (effective 2/1/02).
 - b. **If you are given a prescription (preferred)**—An effort is made to prescribe only generic medications from the pharmacy \$4 list. You will be asked if you want a 30-day supply with 5 refills, or a 90-day supply with 1 refill. **You are responsible for payment for these prescriptions.**
 - c. **If you cannot afford to pay for a prescription you are given, or are on a long-term medication, you may be eligible for assistance through RxOklahoma:** Applications for this program are available from the discharge nurse. If verifications of income are necessary, the application cannot be processed until that information is provided to Community Action. If reapplication forms are sent to you, you are responsible for storing those papers in a safe, convenient location. You will be expected to have them for the next application period. Contact the Community Action Agency in Jay if you have any questions about applications, refills, or other problems. In most cases, medications will be sent to you at the CMC automatically every three months. You may call the CMC on Thursdays after 10 am to see if your medication has come in. Since your medications will in most cases be dispensed by the CMC during clinic hours, you must come to the CMC to get them. **Remember: the CMC is the dispensing site only.** All questions about applications, refills, or other problems must be addressed to the Community Action Agency.
- F. **Clinic volunteers are available ONLY during clinic hours:** Do not try to call or contact the physicians or volunteers at their homes or offices. You may contact the clinic office from 9-4 Monday-Friday at 918.787.5191.

For any other questions about the CMC and the services available, please ask any of the volunteer staff.

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Privacy Procedures for the CMC

Our clinic recognizes and respects the patient's right to inspect and/or obtain a copy of their entire medical record and other protected health information in our possession.

- The administrative staff will provide the patient a form to complete when the patient desires to inspect their information and/or request a copy of their information.
- The administrative staff will answer all questions concerning the inspection and copying of medical and health information.
- All requests to inspect or for a copy of medical information will be reviewed by the Privacy Officer or Administrative board Member before inspection or copying for completeness and correctness, including verification of the signature.
- This same procedure shall be followed for requests to change or correct a record, for disclosure of previous releases, and in response to a complaint.
- Recognizing that we have a "reasonable" amount of time to respond to a request for a copy of medical and health information, it is the policy of this office to attempt to respond within no more than 7-14 days.
- If access or copy is denied, the Privacy Officer shall provide the patient with a written explanation for the denial and outline the patient's right to appeal the decision.
- With regard to inspection by the patient: after the patient inspects the record, the Privacy Officer or whichever front office staff member observed the inspection, will note in the record the time and date of the inspection and whether or not any request for amendments or changes to the record were made by the patient.
- In regard to the copy, the patient shall be advised in writing that this office charges the statutory copy cost of \$0.25 per page, and, if the copy is to be mailed, the actual cost of postage. No other charges are allowed by Oklahoma state law.

Effective November 1, 2011, a secure electronic patient database was implemented. Patient demographic information as well as clinical information is stored in this web-based database. Identifiable information from this database will be disclosed only when necessary for continuity of care. Unidentifiable information may be shared in the aggregate in such things as statistical reports, grant requests, or other uses which do not identify you by name or other identifier.

By registering for care today at the CMC, you are acknowledging and agreeing to all terms of this statement.