

**About Us:**

Mid-Del Community Clinic (MDCC) is a 501(c)3 nonprofit dedicated to providing quality primary healthcare to Oklahoma's uninsured. It is only through the generosity of our volunteers, and contributions from the community, that we are able to provide medical services. We do not discriminate on the basis of race, sex, age, orientation or religious denomination, but can only provide services for patients that are uninsured.

**Suggested Donations:**

While there is no charge to be seen at MDCC, we kindly ask for a donation of at least \$2.00 to be made each appointment. This aid allows us to continue to provide your medical services without charge. We understand that you may not be able to always contribute, so if you are unable to do so, please just let us know. We are happy to serve you regardless of your ability to donate, but request your generosity to allow us to continue to serve the community. All aid will be used to further patient care.

**Communicating with MDCC:**

In order to provide your medical services free of charge, all staff members serve as unpaid volunteers. Unfortunately, this greatly limits our ability to staff personnel in the office during non-clinic hours. Should you need to communicate with us, please call our office number and leave a message. Office hours are held Tuesday through Thursday mornings, between the hours of 9:00 AM and 11:00 AM. We will do our best to return your call during this time. Additionally, you may contact us via our website: [middelclinic.com](http://middelclinic.com).

**Privacy Notice:**

At MDCC, we take great precautions to protect your personal information. MDCC complies with HIPAA's Privacy and Security Rules, which require that protected health information be specifically safeguarded. All information you share with our clinic staff and volunteers (written, verbal, or electronic) will be protected and kept confidential at all times. We require all MDCC volunteers (medical and non-medical) to understand and comply with the HIPPA's regulatory requirements. It is important to note that MDCC participates in the program, HealthWise, in order to provide more complete and thorough medical care. Additional information about our privacy policies is available on request.

**Notes about your clinical care:**

Because our medical providers are volunteers, they retain the right to limit the scope of care they provide and to determine the clients they feel qualified to treat. As such, all clinical requests are subject to the medical provider's approval.

Due to the nature of free clinics, wait times can sometimes be long. As all volunteers have day jobs, most come to serve after already having put in a full day's work. They are taking time out of their busy lives to be at clinic and serve you, so please believe us when we say that we are working to ensure you are seen in the most timely and efficient manner possible. We kindly ask you for your patience!

**Scheduling Procedures:**

Scheduling Appointments:

Appointments can be made by calling during normal operation hours. Due to the limited number of appointment slots available, we ask that you call to schedule your appointment at least one week in advance. Although we will try to accommodate same-day and same-week requests, we are able to see only a limited number of patients, and slots fill up fast!

Appointment Cancellations:

We understand that circumstances may arise that do not allow you to keep your appointment. Please remember to be courteous to us and the other patients by calling at least 8 hours prior to your appointment time should you need to cancel. Patients arriving more than 30 minutes late for their appointments may be counted as a "no show" and will need to reschedule their appointment.

"No Show" Policy:

If you fail to attend scheduled appointments or are counted as a "no show" three times, we retain the right to dismiss you from our care.

**Medication Policies:**

**IMPORTANT: MDCC will not prescribe scheduled or controlled medications of any kind, and no such medications are held onsite.**

External Prescriptions:

In order to continue to provide medical services to our community, and to keep our costs controlled, we ask all patients to fill at least two of their prescriptions at a traditional retail pharmacy (such as CVS or Walmart). If at any time, you are unable to afford these prescriptions, please let us know and we will do our best to accommodate your needs. Both internal and external prescriptions require a signed order from a medical provider, which means you will need to be regularly seen by one of our providers to receive your prescription.

External prescriptions can be electronically sent to a pharmacy of your choosing, or you may request a written prescription. When appropriate, we try to use medications found on the "\$4 list", thus outside prescription costs should be no more than around eight dollars each month.

Internal Prescriptions:

Internal prescriptions are filled during the day of your appointment, and will be available soon after you are seen by the provider. You may also receive refills at our location by request.

Requesting Refills:

When you are in need of a refill of your prescription medication, please inform clinic staff at least one week prior to pickup. This time allows our pharmacy staff time to fill your medication and will shorten your wait time on Thursday evenings. If no refills are available for your prescription, you will need to be seen by one of our medical providers before your prescription can be filled. By giving us advance notice of your need of refills, we are more likely to be able to accommodate your need of an appointment, prior to running out of medication. Requests for medication refills can be made by calling during operation hours, or by submitting a request online at [middelclinic.com](http://middelclinic.com).

**Partnering with HAU:**

MDCC is pleased to partner with the Healthcare Alliance for the Uninsured (HAU) to better improve the quality of your care. Through their contributions, we participate in "Care Connection" and their Patient Assistance Program (PAP).

Care Connection:

HAU's "Care Connection" allows us to obtain specialty referrals for services and treatment that we are unable to offer. While this program is not available for all specialties, we will do our best to secure needed external services when possible.

If a referral is made for you through this program, it is imperative that your appointment be kept and that you arrive on time. Failure to show may disqualify you for further referrals and HAU services. *Please Note:* HAU policy requires patients to be seen at least two times by a medical provider before external referrals can be made.

PAP:

An HAU representative attends during clinic hours to aid in enrolling patients in Patient Assistance Programs (PAP), which allow some medications to be received free of charge. These medications are typically cost prohibitive without this service, and do not include medications found on the "\$4 list" previously mentioned. As this service is independent from MDCC, some financial requirements must be met in order to qualify.

**Patient Dismissal Policy:**

If you are non-compliant with the recommended treatment or are abusive with clinic staff or resources, you may be discharged upon proper notification. Reasons for dismissal include aggressive or disrespectful behavior towards clinic staff or other patients, failure to promptly attend scheduled appointments, or consistent untruthfulness. Should clinic staff feel that MDCC is unable to continue to provide your medical service for any reason, or you feel that our clinic is unable to meet your needs, a list of alternative clinics is available upon request.

**Important Legal Notes:**

It is the policy of this clinic to not become involved with legal proceedings of any type. This includes disability/SSI, insurance company claims, workman's compensations claims, etc.

Finally, please be aware that the Federal Tort Claims Act (FTCA), provides the exclusive remedy for damage from personal injury, including death, resulting from the performance of medical, surgical, dental, or related functions by any free clinic volunteer or health care practitioner. In short, this means that our clinic and staff may not be sued.