

Patient Information

Christian Community Care Clinic

220 W. South St.
Benton, AR 72015



Striving to improve the quality of life of the medically uninsured of Saline County

Clerical office hours:

Registration: Thursdays 8:00 a.m.—12:00 p.m.

PAP medication pickup: Thursdays 12:00 p.m.—3:00 p.m.

Phone calls returned daily

Tel: 501-776-1703 Fax: 501-776-1746

Email: ccccbenton@yahoo.com

I was sick and you looked after me. Matthew 5:36

Frequently asked Questions at CCCC

- **When are clinics held?** Clinics are generally held the 2nd & 4th Tuesday nights of each month.
- **Where do I go?** Medical and dental patients come in the front door and are greeted by CCCC hospitality and spiritual ministers. Prayer and spiritual counseling are available upon request. Patients needing pharmacy refills only may go directly to the pharmacy waiting room, with outside access from the side of the building.
- **Who is seen first?** Patients are checked in according to last name beginning with a different letter each clinic, the purpose of which is to insure no one is always first or always last. Dental patients need to arrive by 5:00p.m.; medical patients are seen as soon as doctors are able to arrive from work. Sometimes we are able to begin seeing medical patients as early as 5:15 p.m., other times it may be as late as 6:15 p.m. Please be prepared to wait. There is no advantage to arriving earlier than 5:00 p.m. Please note that occasionally patients who have recently been hospitalized or have some other acute medical problem are seen first. Please do not feel slighted if this happens. CCCC staff seeks to treat everyone fairly, while also showing compassion to those who need more immediate attention or extra care.
- **What medical care is provided?** General family practice medical visits and limited chiropractic visits are offered by CCCC. No medical specialties are offered, such as gynecology or cardiology. Please be aware that **CCCC dispenses no controlled meds and is unable to treat those with chronic pain.**

- **What type of dental care is provided?** The primary purpose of dental care at CCCC is to alleviate pain, therefore, dentists only pull teeth. X-rays and local anesthesia are provided. Teeth cleaning, checkups and fillings are not available.
- **Can I see the doctor and the dentist?** Separate buildings are used for dental and medical visits. Because of time constraints, patients may not see both the dentist and the doctor on the same night.
- **How do I sign in to see the chiropractor?** Medical patients may request to see the chiropractor after their medical visit. Patients who come **ONLY** to see the chiropractor do not have to wait for their “letter” to be called, but may check in upon arrival and request a chiropractic visit.
- **How do I check in?** Patients are checked in at the clerical office according to the letter of the alphabet being served. Dental patients are usually checked in first, then medical patients. Chiropractic patients may check in at any time.
- **What is the cost?** Patients are asked to pay a nominal administration fee at check-in. IOUs are available for patients who cannot pay the fee, but CCCC asks that patients pay one IOU before requesting another.
- **What is the process?** After check-in, patients take a seat in the waiting area. Clinic volunteers call patients into the medical area to be assessed by a nurse and seen by a physician. Sometimes patients are sent to the lab for additional testing. Patients then take their Rx's to the hallway pharmacy window, which are filled while patients are counseled by exit nurses.

- **Who pays for all this...and why?** Funding for CCCC comes from Saline Co. churches, businesses, civic organizations, and individuals who care. The City of Benton and Saline Memorial Hospital provide the buildings. Financial support comes NOT from governmental sources, but from people in our community....neighbors helping neighbors. Many of the people providing medical care are also fundraising to provide you with needed meds. Volunteers do this to share the Good News of salvation through Jesus Christ by putting our love for Him into action.
- **Lastly, please be aware that our clinic is entirely “volunteer-driven” which may, at times, require patience, flexibility, and understanding on your part:** Because CCCC has to rely entirely upon volunteers, patients and volunteers must continually seek to be flexible. Sometimes we have doctors who can only come early, others can only come late. We are sometimes shorthanded because of a lack of volunteers. With 60+ volunteers scheduled each clinic night, it is likely that there will be volunteers who must cancel and that areas of the clinic may be “less than perfect.” Know that the volunteers who do come are here because they care. Most of these volunteers have come straight from work and have left children and families so that the needs of CCCC patients may be met. If you become frustrated about something, please remember that volunteers sincerely try to do the best job possible with the resources available. Please also realize that volunteers will most likely still be at the clinic when patients have left to go home. We operate solely because people are willing to volunteer their talents. No one is paid. Please treat our volunteers with kindness and mercy!

- **How do I know when my prescriptions are ready on a clinic night?** As medications are filled, patients are called at the pharmacy window. Pharmacists are available to discuss concerns or questions about medications.

- **What if I feel like I have waited forever?** Patients who feel they have waited an extraordinarily long time on their prescriptions to be filled should notify the pharmacy host or hostess. Occasionally, in the busy-ness of a clinic night, patients and volunteers forget to stop by the pharmacy window to turn in their prescriptions before seeing the exit nurses. Feel free to notify someone if you are not served in a reasonable amount of time so that your prescriptions may be located.

- **How are medications dispensed at CCCC?** While CCCC stocks many generic medications, some medications prescribed by physicians may not be available immediately, and in some cases, not at all. More expensive medications are obtained for patients through pharmaceutical company Patient Assistance Programs. After each clinic, CCCC staff and volunteers go over each prescription written by physicians and make application for individual patients to PAP programs, where available. Extensive financial information is obtained from patients at registration because pharmaceutical companies require tax returns, food stamp statements, payroll stubs, etc. in order to verify patients qualify for assistance. Different pharmaceutical companies have different requirements for assistance. For this reason, patients may be asked for additional information (Medicaid

denials, current month pay stubs, etc.) before being approved by a pharmaceutical company. Because CCCC's financial resources are limited, patients who do not provide additionally requested documentation will be deemed ineligible for clinic services until information is provided.

- **What if I need a prescription immediately that CCCC's pharmacy does not have?** Patients who feel they cannot wait on PAP medications may request a prescription to be taken to an outside pharmacy. Patients are responsible for paying for medications at outside pharmacies.

- **How and when do I get my meds ordered through Patient Assistance Programs?** PAP medications are generally received by CCCC within four to six weeks of application, and often sooner. Patients are notified by phone or postcard when medications have arrived. PAP medications may be picked up during daytime clinic hours from 12:00—3:00 on Thursday afternoons) or on clinic nights. A nominal administrative fee is requested to pay for application costs, although IOUs are available, if needed.

- **Are all my medications available through Prescription Assistance Programs?** No, generally only the more expensive medications are available through Prescription Assistance Programs. Those of lesser expense are dispensed in 30 day supply through CCCC's pharmacy. Some patients opt to purchase 90 day supplies of ongoing medications through discount assistance programs at a minimal charge. Patients desiring this option may seek assistance from the daytime staff at CCCC.

- **What if the doctor feels I need further testing or care by a specialist?** In the days following a clinic,

volunteer nurses seek to schedule further testing and appointments with specialists for patients who need care outside the scope of CCCC's offerings. CCCC volunteers attempt to locate discounted services when available, but **CCCC is NOT responsible for charges incurred with referrals** and seeks referrals only as a courtesy to its patients. **Patients will be responsible for ALL charges incurred outside of the CCCC clinic.**

- **How will I know the results of my lab work?** Follow up nurses call with lab work results or send a postcard when patients cannot be reached by phone.

- **How do I refill my prescriptions?** For those seeing the doctor, refills are handled by the medical staff. PLEASE DO NOT CALL IN REFILLS IF YOU ARE PLANNING TO SEE THE DOCTOR. This is because the doctor may change your prescriptions. For patients who only need refills, refills may be called into the clinic (776-1703) prior to clinic days. Patients may leave refill requests on the answering machine when staff is not available. Requests should include name, phone number, Rx #, name of medication, & dosage (#mg). It is important to leave a contact phone number in case CCCC needs to inform you that refills have expired, etc. **The only time you CANNOT leave refill requests on the answering machine is on clinic days.** Staff is usually not available on clinic days to retrieve messages prior to the nighttime clinic and your request will not be received.

- **What if I forget to call in my refills?** Patients may request refills at the CCCC pharmacy on clinic nights by checking in at the pharmacy window.

- **Can I refill medications before they are due to**

be refilled? No, our budget does not allow for medications to be refilled in advance.

- **IMPORTANT NOTE REGARDING REFILLING MEDICATIONS RECEIVED THROUGH PATIENT ASSISTANCE PROGRAMS:** Medications acquired for patients through PAP programs are NOT automatically reordered by CCCC. Patients must notify CCCC one month prior to running out of the med so that adequate reorder time is given and/or doctor visits may be planned, if necessary. Those who do not notify CCCC of needed medications in advance will not have them when needed. Some PAP programs allow patients to reorder meds themselves. If you receive a PAP med that appears to have a label from an outside pharmacy, you can call the toll free number on the label and reorder the med yourself. If not, CCCC must apply for your medicine. Please ask an office staff member if you have questions! We don't want patients doing without needed meds!

- **Is medical assistance available outside of clinic nights?** Doctors, dentists, and medical staff are only available to CCCC on clinic nights. Patients agree NOT to call CCCC doctors' offices and doing so will terminate your eligibility at CCCC. In emergency situations, patients should go to the hospital.

- **Does CCCC furnish diabetic supplies?** Insulin is available by prescription in the pharmacy and through PAP programs. CCCC also seeks to provide diabetic patients with a limited supply of glucose testing strips and syringes when available. Diabetic patients should contact daytime office staff to apply for diabetic PAP programs which provide free supplies.