LAKELAND VOLUNTEERS IN MEDICINE

WELCOME TO
LAKELAND VOLUNTEERS IN MEDICINE!

LVIM provides access to FREE, high-quality, comprehensive primary medical, dental and mental health care to working individuals and households who live in Polk County, Florida and do not have health insurance.

In this **Patient Information Packet**, you will find important details about this organization and how we provide for your health needs. We will outline what you can expect from us as well as what we expect from you. **It is important that you thoroughly read this information and keep it on hand for future reference.**

LVIM is able to provide the care we do because of the many volunteers who generously give their time to ensure that you get the care you need. **Additionally, LVIM is completely supported by donations and grants from the community.**

We are committed to your health! Our goal is to help you achieve optimal health so you can get well, stay well and thrive in this community.

Our focus is to provide prevention, education and treatment.

SERVICES AVAILABLE AT LVIM*

Primary Healthcare | Routine Health Screenings & Check-Ups | Sick Visits
Chronic Disease Management | Lab & Pathology Services
Limited Minor Surgical Services | X-Ray | Ultrasound
Ophthalmology & Vision Services | Pharmacy | Mental Health | Dental Services
Referral Services | Other Services as Volunteer Providers are Available
**Services may vary dependent on the availability of volunteer providers*

LVIM is NOT an insurance plan. Unfortunately, we cannot promise that you will be able to access specialty treatments, major surgeries, hospitalizations, chemotherapy, radiation and other such care. However, if such a need arises while LVIM is your primary care provider, we will work with you to refer you to one of our partners so that you can get the care you need. **For important information about our referral process, please read the REFERRAL document included in this packet.**

If your physician prescribes a medication, special procedure, or specific medical equipment that LVIM is unable to provide through our network of partnerships, you will be notified and given the opportunity to assume financial responsibility for such treatment should you choose to accept it.

PROMISES TO OUR PATIENTS

To VALUE you as an individual.

To RESPECT your privacy.

To give you COMPASSIONATE CARE.

To LISTEN and RESPOND.

And to always let you know…

“YOU ARE WORTH IT”

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HOW TO SCHEDULE YOUR NEW PATIENT APPOINTMENT AND WHAT TO EXPECT

You must have completed your new patient appointment before LVIM can provide you with any other medical services, INCLUDING DENTAL.

To schedule your new patient appointment, call LVIM at (863)688-5846, then press 2, then press 1.

The scheduler will give you two appointment dates. The first is for lab work to establish a baseline health assessment before you see your primary care provider. The second date is your new patient appointment with your primary care provider. Children are given only one appointment with their pediatrician.

If you will need a translator, please let the scheduler know.

Three days before your appointment you will receive an email or text stating the date/time of your appointment. **You must confirm and check-in for your appointment prior to coming to your appointment**. When you click the link provided to "confirm", you will be asked a series of questions that must be completed before your appointment.

If you arrive for your appointment and have not completed the confirmation/check-in questions, you will be asked to sit in the lobby and complete the questions before seeing your primary care provider.

Please arrive 15 minutes prior to your scheduled appointment time to ensure the check-in process goes smoothly.

Be prepared for your first appointment with your primary care provider:

- Unless refrigerated, bring all current medications, in their bottles, to your appointment. For any refrigerated medications bring a list or take pictures of the bottle.
- If you have received health care from another doctor or at another facility (emergency room, for example), please bring your records, test results, x-rays, etc., OR be sure to complete a Records Request so that LVIM can have a complete record of your medical history.
- Describe your symptoms or problems clearly. Being honest with your healthcare provider is the quickest way to get the care for your health needs.

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IMPORTANT INFORMATION ABOUT APPOINTMENTS AND MEDICAL SERVICES

APPOINTMENTS:

- Please plan to arrive 15 minutes before your scheduled appointment.
- If you arrive 10 minutes (or more) late for your appointment, you may be rescheduled for another date and time.
- If you are unable to keep your appointment, please give us 24 hours' notice. If you cannot give 24 hours' notice, it is still important that you notify the clinic that you will miss your appointment.
- If you miss three or more appointments, **without notifying us in advance**, you may be discharged as an LVIM patient. We will do our best to refer you to another organization.
- LVIM does not offer walk-in appointments, but we do reserve time for sick appointments each day. If you wake up sick and need to see your LVIM provider, please call the clinic at (863) 688-5846, EXT 100 or 101 to make an appointment. Sick visits can also be scheduled online. To schedule your appointment online, please visit **lvim.net/contact-us/book-appointment/** or scan the QR code below.
- In most cases eligibility for LVIM services is good for up to one year. Your particular eligibility dates are listed at the top of your Statement of Understanding and on your LVIM ID card. You must renew your eligibility prior to your eligibility expiration date by completing a re-enrollment appointment. It is important that you call at least one month in advance of your eligibility expiration date to schedule a re-enrollment appointment.

To schedule a re-enrollment appointment, please call (863) 688-5846, EXT 104 or 105. If no one answers, please leave a message and you will be contacted within 24 business hours. You can also submit your Re-Enrollment paperwork through LVIM Enrollment Portal by visiting lvim.net/apply or by scanning the QR code below.

LAB WORK/TESTS:

We will only notify you if your lab work/x-rays/ultrasound or other test results are **ABNORMAL**. Please **DO NOT** expect a call if your results are normal.

PRESCRIPTIONS AND PRESCRIPTION REFILLS:

NOTE: LVIM DOES NOT DISPENSE CONTROLLED MEDICATIONS, INCLUDING NARCOTICS.

The color of your medication bag indicates where your medications came from:

- **White Bags = LVIM Pharmacy**
- **Brown Bags = LVIM's Prescription Assistance Program (PAP)**

PRESCRIPTION REFILLS:

To request a refill or ask about refill status, please call the appropriate refill number and leave a message.

- **LVIM Pharmacy Refills**: (863)688-5846, EXT 119
  - Call to request your refill **at least 7 days** before your medication runs out
  - Once you've left a message requesting your medications, please allow **48 hours** before coming to the clinic to pick up your prescription(s).
- **PAP Refills**: (863)688-5846, EXT 128
  - Call to request your refill at least **2 weeks** before your medication runs out
  - Once you've left a message requesting your medications, please allow **7-10 days** before coming to the clinic to pick up your prescription(s).
- **Prescription Status Update**: (863)688-5846, EXT 107

Because the refill process takes time, it is important that you keep an eye on your medications and call for your refills far enough ahead of time so that you do not run out.

Translation Services:

For medical and dental appointments, LVIM will provide translation services when possible. However, if you wish to bring someone to translate for you, that person must be at least 18 years old.

When calling the clinic and wishing to speak to one of our Spanish Translators, please follow the prompt or dial extension 145.

Parents/Guardians:

If you bring your child to see LVIM's Pediatrician, please bring a copy of their current immunization records. If your child received their immunizations in a state other than Florida, we are unable to pull his/her records from our database.

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WHAT TO KNOW ABOUT LVIM REFERRALS

Referrals are any service provided to you outside of LVIM, but coordinated by LVIM.

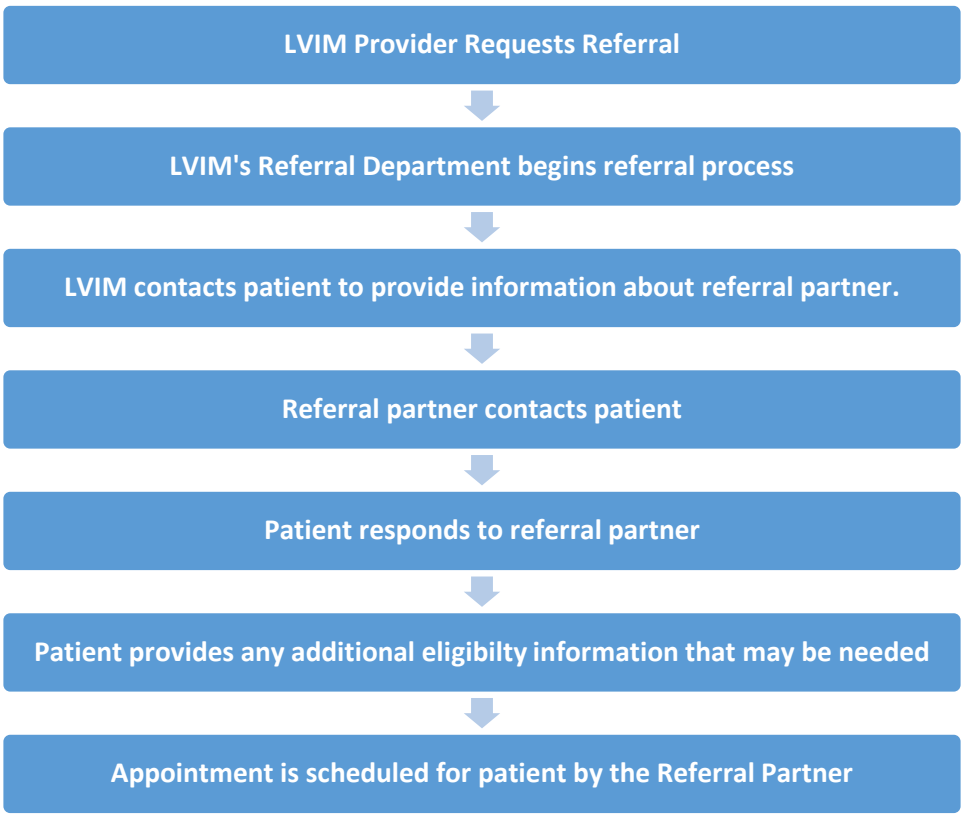
LVIM is **NOT** an insurance plan, but it does provide a broad range of medical services. However, if your LVIM primary care provider determines that you need specialty care that is not available at LVIM, we will refer you to one of our partners.

To ensure that you meet the eligibility requirements of our partners, you may be required to submit additional documentation such as updated paystubs, recent tax returns, updated residency verification and documentation of financial assets.

When receiving services from one of our referral partners, it is VERY important that you respond to their communications in a timely manner and go to ALL of your appointments. Failure to do so can result in these services being denied to both you and future LVIM patients.

Because LVIM relies on donated services, there can be a wait time of 3-6 months for specialty services. And, while we will always do our best to help you get the care you need, we cannot promise that referral appointments will always be possible.

REFERRAL PROCESS:



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STATEMENT OF UNDERSTANDING

Photo ID HERE

I understand that my Eligibility Dates are:

_____ through _____.

No provider appointments will be made beyond the eligibility expiration date.

I understand that it is my responsibility to call the clinic at least one month before eligibility expires to make an appointment to re-enroll.

I understand that LVIM staff and volunteers are committed to treating patients with **dignity and respect** and that I am expected to treat the staff and volunteers who provide my healthcare in the same manner.

I understand that LVIM, including the building and grounds, is a **non-smoking campus** (this includes the use of e-cigarettes and vaping devices)**.**

I understand that LVIM reserves the right to discharge me as a patient if:

- I miss three appointments without notifying the clinic in advance.
- I gain coverage by Medicaid/Medicare or private insurance
- My household income exceeds 200% of the federal poverty level
- My residency is no longer in Polk County, FL

I understand **that if I arrive more than 10 minutes late for my appointment, I may be rescheduled** for another day and time.

I understand that LVIM will check to see if I have health insurance.

I understand that it may take **up to 48 business hours for prescriptions to be refilled** by the LVIM Pharmacy and **up to 7-10 business days** by the Prescription Assistance Program, and that I should call for a refill well before I run out of medications.

I understand that referrals may have a wait time of up to 6 months for referrals and specialty services.

I understand that I play a role in my own care:

- It is my responsibility to follow through on testing and treatments offered by medical personnel at LVIM.
- I agree to use disease prevention and management tools that LVIM makes available to me in order to actively participate in my care.
- Failure to comply with my treatment plan may make me ineligible for continued care at LVIM.

Patient Signature: _____ Date: _____

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HELPFUL PHONE NUMBERS

LVIM's Main Line: (863) 688-5846

Please note: If we don't answer your call immediately, it is because we are helping another patient. Please leave a detailed message and we will respond to your message as soon as we can, within 24 hours.

DENTAL DEPARTMENT: EXT 129
Dental Appointments Only

DEVELOPMENT DEPARTMENT: (863) 606-1552
For information about making a donation to LVIM

ENROLLMENT SPECIALISTS: EXT 104 or 105
Eligibility Appointments Only

MEDICATION REFILL LINE

LVIM Pharmacy Refills (white bags): EXT 119
PAP Refills (brown bags): EXT 128
To Check on The Status of Your Refill: EXT 107

RECEPTION & SCHEDULING DESK: EXT 100 or 101
Medical Appointments Only

REFERRAL SERVICES: EXT 112
For coordinating services outside of LVIM

TRIAGE NURSE: EXT. 132

VOLUNTEER OFFICE: EXT 117
For info about volunteering at LVIM