

# Gloucester Mathews Care Clinic

804-210-1368

6031 Industrial Drive ~ Gloucester, VA 23061

## Clinic Hours

Monday-Thursday 8:30 a.m. ~ 5 p.m.

Friday 8:30 a.m. ~ Noon

## Medication Pick-Up Hours

Monday-Thursday 8:30 a.m. ~ 4:30 p.m.

Fridays 8:30am- 11:30am

[www.gmcareclinic.com](http://www.gmcareclinic.com)

January 2023

# Patient Care at



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## Community Resources

- We do have a Patient Navigator who is available to help you get connected to resources in the community that are related to:
  - Food
  - Housing/Utilities
  - Transportation
  - Employment / Education services
  - Interpersonal conflict
- We also have a community resources wall rack in the lobby. Feel free to take any information you like.



## Help Guide

**Avalon domestic violence shelter:** 757-258-5051

**Newington Baptist Church Clothing Needs:** 804-693-2349

**Bay Transit Ride Line:** 877-869-6046

**Lighthouse Church Overcomers Meeting:** 804-642-2752

**Al-Anon: . Meets:** Tuesdays 700pm

**Location:** Apostles Lutheran Church 7092 Main Street, Gloucester.

**Financial Classes VCE:** 804-693-2602

**Salvation Army:** 804-642-3960

Offer emergency assistance to individuals & families who are experiencing a temporary financial crisis

**GUEST Shelter:** 804-792- 5046 or 804-824-7918

Provides emergency shelter for the homeless and aids in locating permanent housing.

**Bay Aging Meals on Wheels Meals:** 804-693-6109

Must be age 60+ yrs. old

**Bread for Life Community Food Pantry:**

**Open:** Mon. 11-2pm, Wed. 1-4pm

**Location:** 7840 John Clayton Memorial Highway

Gloucester VA 23061

( Just show up with a photo ID)

## Your FIRST Appointment at the Clinic

- About 3 days before your first appointment, you will receive a text from PHREESIA or ATHENA. This is your appointment check-in.
- If you cannot complete the check-in on your phone, please arrive 15 minutes before your appointment time to complete the check-in at the Clinic.
- Your first appointment will last approximately one hour.
- Please bring all medications in their original bottles to your first appointment and to **EVERY** medical appointment. (includes any vitamins and supplements and insulin boxes)
- If you were referred from the Emergency Room or hospital, please bring the discharge instructions.
- If your former physician was not local, please bring their phone number, address, and/or fax number.
- Present your GMCC Patient ID card at check in.
  - Lost card replacement fee is \$2

## Appointments

- Appointments are made by calling the Clinic: at:  
  
804-210-1368 ext. 110  
Mon-Thurs: 8:30 a.m. ~ 5 p.m.  
Friday: 8:30 a.m. ~ Noon
- The GMCC requires patients to give a minimum of 24 hours' notice that they cannot make their appointment.
- Patients who do not give 24 hours' notice will be considered a "no call/no show" and a \$15 fee will be charged and they are required to meet with the Director of Patient Care.
- Patients who have 2 no call/no shows within a six-month period will be suspended from the clinic for 6 months and they have to reapply to become a patient with the clinic.
- We appreciate a \$10 donation per doctor visit.



## Items Needed for Financial Re-Screening/Screening

*Uninsured patients only*

- **Identification:** Driver's license, state ID or Passport
- **Old Clinic Card**
- **Your Income:** The last two months' of pay stubs
  - the last 8 paystubs if paid weekly;
  - the last 4 paystubs if paid bi-weekly;
  - the last 2 paystubs if paid monthly.
- **Taxes:** Most recent 1040 tax return with W2, 1099s, If you are self-employed, your Schedule C
- **Fee:** \$10.00 (covers screening apt. and Clinic card)
- **Benefit letters:**
  - Social Security,(notice of Award letter for current year)
  - Child support (court decree),
  - Alimony (court decree),
  - Disability,
  - Widow/widowers benefits,
  - Unemployment,
  - SNAP (food stamps), WIC, TANF, Plan First.

*(If you don't have your award letter, you can call or go to the Social Security office for a copy)*

**Letter of Support Form:** If unemployed and you are receiving support from a family member or friend, you will need that person to fill out a Letter of Support.

- This is a form we have at the clinic
- The person needs to sign it and provide proof of their address.
  - driver's license, tax bill, voter registration card or utility bill

If at any time you become insured or your financial situation changes you **MUST** let the Clinic know.

## **Re-Screening**

*Uninsured patients only*

- You must re-apply/re-screen every 11 months to continue to be a patient at the Clinic.
- Eligibility is the same as when you first became a patient.
- You must be:
  - A resident of Gloucester or Mathews County, or zip codes 23156, 23110, or 23149 (King & Queen County)
  - At least 18 years of age and not Medicare-eligible
  - Patient must not have private insurance or Veteran's Benefits
  - At or below 300% of the Federal Poverty Level

### **2023 GMCC Income Guidelines**

<b>People in household</b>	<b>Annual Income Limit</b>	<b>Annual Monthly Limit</b>
<b>1</b>	\$43,740	\$3,645
<b>2</b>	\$59,160	\$4,930
<b>3</b>	\$74,580	\$6,215
<b>4</b>	\$90,000	\$7,500

- You will need to make a rescreening appointment.
- Call 804-210-1368 ext., 207.
- Re screening days: Mon, Tues, Wed, Th
- Re screening Times: 9,10,11am & 1,2,3 pm
- If you need an earlier or later appointment or a Friday, we can work with you.

## **GMCC's Referral Network**

- GMCC partners with local health systems and private medical practices so we can provide specialty care for our patients.
- When you attend a referral appointment make sure you have your ID and Clinic card with you.
- All referrals are made through our Patient Referral Specialist.
- If you are unable to keep a specialty appointment, you **must** contact the office we referred you to and cancel the appointment. Also, **call the Clinic** to let us know you were unable to attend the specialty appointment.
- There is a fee of \$30 for patients who do not go to or cancel their specialty appointment and your chart will reflect a no call/no show.
- If you make an appointment with a specialist yourself, you are then responsible to pay for that appointment.

If you receive a **medical bill** for services outside of the Clinic that your provider sent you to **PLEASE bring the bill to the Clinic as soon as you receive it** so the Clinic can work to resolve it.

## Pharmacy

*Uninsured patients only*

- All medication refills **MUST BE PHONED IN**  
(804-210-1368 ext.112)
- Refills must be called in 7-10 days before you run out.
- Refills can take up to five business days or several weeks through our patient assistance programs.
- Call before coming to pick up your prescription to verify it is ready for pick-up: 804-210-1368 ext. 120
- Medications can be picked up **NO LATER THAN**  
**4:30pm** M-Th and **11:30am** Fridays
- The Pharmacist is available to educate patients about their medications:  
**Mon - Thurs:** 9:00 a.m. – 2:00 p.m.
- The Pharmacy is closed on **Fridays**
- The fees for prescriptions are based on:
  - \* 30, 60, or 90-day supply: \$4, \$7 or \$10



## Inclement Weather and Holiday Closings



- GMCC is closed when the Gloucester County Offices close for inclement weather.
- Please check our Facebook page for closings
- The Clinic is closed for the following holidays:
  - New Year's Day
  - Memorial Day
  - 4<sup>th</sup> of July
  - Labor Day
  - Thanksgiving Day and the day after
  - Christmas Eve
  - Christmas Day

- You have to choose a pharmacy for prescriptions.
- You cannot use the Dental Clinic.

### **Medicaid Patients**

- If during your screening to become a patient we find that you are eligible to apply for Medicaid
  - You can apply yourself
  - The Clinic can apply for you with your permission.
- GMCC currently accepts patients with Medicaid that have:
  - Optima Family Care
  - Anthem Health keepers Plus
  - Aetna Better Health of Virginia
- If at any time you lose your health insurance you **MUST** notify the Clinic. (You can then become an uninsured patient.)
- If you change your MCO (type of Medicaid) to one that we do not accept, you can no longer be a patient with us.
- As a Medicaid patient:
  - You do not have copays
  - You have use of the Medicaid Taxi to take you to medical appts. and pharmacies
  - We can give you a list of your Medicaid extra benefits

### **Controlled Substances**

- GMCC does not regularly prescribe or supply controlled substances. This includes, but is not limited to: Ambien, Percocet, Vicodin, Xanax, Ativan, Klonopin, Adderall, Tramadol, Lorazepan and Ritalin.
- GMCC participates in the Virginia Prescription Monitoring Program (§§ 54.1-2505 and § 54.1-2520 of the Code of Virginia). This program allows our providers to view your records for all controlled substance prescriptions that have been filled for you.
- We will check your records after ER visits.
- Visits to multiple providers for narcotics will lead to cancellation of your enrollment.



### **Women's Health**

*Uninsured patients only*

- GMCC provides limited GYN care.
- GMCC partners with **Every Woman's Life**, the Virginia branch of National Breast and Cervical Cancer Early Detection Program, to provide pap smears, breast exams and mammograms to **uninsured** women.
- Patients are referred to the program by their provider.
- The Women's Clinic is held at GMCC one Monday evening a month.

### **Men's Health**

*Uninsured patients only*

- Prostate cancer screening is available, but not routinely provided.

**GMCC does not provide contraception or STD screening.**

(Please visit your local Health Department to receive these services.)

- Gloucester Health Department: 804-693-2445
- Mathews Health Department: 804-725-7131

- Newport News Health Department: 757- 594-7300
  - (If you desire greater anonymity)

### **Dental Care**

*Uninsured patients only*

- The Dental Clinic **does not** accept Medicaid patients.
- We can refer Medicaid patients to dentists who take Medicaid.
- Each dental visit cost is \$25, pre-paid
- Services Offered:
  - Diagnostic/Xrays
  - Cleanings
  - Fillings
  - Simple Extractions
- To schedule an appointment, please call 804-210-1368 Ext.117.
  - Do leave a message if no answer.





## Going to the Emergency Room

*Uninsured patients only*

We define an **EMERGENCY** as:

**Something that in a short period of time would cause loss of life or limb.**

call 911 or go to the emergency room.

- If you have an urgent medical need when the Clinic is open, **you need to call the clinic and speak with a nurse.** We may be able to evaluate and care for you at the Clinic, or you may be advised to go to the emergency room.
- When the Clinic is closed, **you must call** Ask-A-Nurse for advice at 757-595-6363.
- You must present your Clinic card when using the ER.
- After you have been seen in the ER, **it is your responsibility** to call the Clinic and schedule a follow-up appointment.
- Inappropriate use of the emergency room may result in your being responsible for the bill as well as being **dismissed** from the Clinic.
- If you did call the Clinic or Ask a Nurse and you receive a **bill**, **bring it to the Clinic immediately.**
- Once bills have progressed to a collection agency, they are your responsibility.

Patients with **Medicaid do not** need to call ask a Nurse.

## Mental Health

- GMCC provides some mental health care.
- Complex diagnoses will require referral to the: (MPNN - CSB) Middle Peninsula Northern Neck Community Services Board
- Patients at the MPNN - CSB can be co-managed with GMCC.
- Medicines can be ordered when written by your psychiatrist.
- The disclosure form you sign at enrollment allows us to discuss your patient care with the MPNN-CSB.

Gloucester Counseling Center

9228 George Washington Memorial Hwy.

Gloucester, VA 23061

804-693-5057

**There will be fees set by MPNN-CSB.**

### In Emergencies call:

COPE Helpline: 804-693-2673 or 1-800-542-2673

National Suicide Prevention Lifeline: 988



## Tips for good mental health

### 1. Value yourself:

Treat yourself with kindness and respect, and avoid self-criticism.

### 2. Take care of your body:

Eat well, sleep 7-8hr, exercise, drink water

### 3. Surround yourself with good people:

People with strong connections are generally healthier

### 4. Give yourself:

Volunteer your time and energy to help someone else.

### 5. Learn how to deal with stress:

Practice good coping skills: Laugh, walk, play, write

### 6. Quiet your mind:

Try meditating, mindfulness and/or prayer.

### 7. Set realistic goals:

What do you want from life? Set a goal, write down the steps, aim high, but be realistic.

### 8. Break up the monotony:

A little change of pace can perk up a tedious life.

### 9. Avoid alcohol and other drugs:

Keep alcohol use to a minimum and avoid other drugs.

### 10. Get help when you need it:

Seeking help is a sign of strength - not a weakness, remember that treatment is effective.

## Tips for good physical health

1. Watch your weight. Lose extra weight.
2. Move! Be more physically active.
3. Eat healthy plant foods
4. Eat healthy fats (olive oil, nuts/seeds, fish)
5. Eat fiber rich foods
6. Eat smaller portions
7. Skip / limit sugary drinks. Drink more water!
8. Cut / reduce eating processed foods. Snack foods.
9. Quit smoking
10. Skip Fad diets.

One simple strategy to help you make good food choices and eat appropriate portions sizes is to divide up your plate.

These three divisions on your plate promote healthy eating:

- One-half: fruit and non-starchy vegetables
- One-quarter: whole grains
- One-quarter: protein-rich foods, such as legumes, fish or lean meats

