



Primary Care and Family Planning Patient Information

Welcome,

Thank you for selecting Walton County Health Department/Walton Community Health Center as your Health Care Provider.

- Our DeFuniak Spring's Site clinic hours are from 7:30 am to 5:00 pm, Monday through Friday with extended hours being from 5:30 to 7:00 Monday through Thursday for patients who need an appointment after normal business hours.
(We do not have clinic hours on the last Wednesday of each month from 1:00 to 5:00)
- Our Santa Rosa Beach clinic hours are from 7:30am to 5:00pm Monday through Thursday. The Santa Rosa Beach Clinic will be closed from 12:00 noon to 12:30 pm for lunch.
(We do not have clinic hours on the last Wednesday of each month from 1:00 to 5:00)
- Our Mossy Head office is open on Wednesday and Friday with clinic hours from 7:30 a.m. to 5:00pm. The office is closed from 12:00 noon to 12:30 PM for lunch. You must be a resident of Florida in order to receive services at the Mossy Head Office. (We do not have clinic hours on the last Wednesday of each month from 1:00 to 5:00)
- Our Paxton office is open Tuesday and Thursday with clinic hours from 7:30a.m. To 5:00 p.m. The office is closed from 12:00PM to 12:30PM for lunch. You must be a resident of Florida in order to receive services at the Paxton office. (We do not have clinic hours on the last Wednesday of each month from 1:00 to 5:00)
- Patient-Centered Medical Home: (PMCH) is a team approach to care for you and your whole family. A medical home is not a place, but a way in which we are committed to providing all of our patients with safe, caring, and comprehensive health care on a personal level to meet your health care needs.
- **We ask that you please arrive on time at the registration/check-in time you are given or you may be asked to reschedule for another day.**
- We **DO NOT PRESCRIBE NARCOTICS** at the Walton County Health Department / Walton Community Health Center.
 - Proof of income is required to determine eligibility for Sliding Fee Scale Discount Program.
 - Sliding Fee Discount Program is available to eligible persons based on their ability to pay. Ability to pay is determined by the household size and annual income relative to a discount schedule based on federal poverty income guidelines. Copies of the Sliding Fee Discount Program policy are available upon request.
 - Self-pay clients for Primary Client Services are responsible for a minimal fee of \$20.00 for each visit.
 - Co-pays assigned by commercial insurances are due at time of service with a sliding fee scale applied.
 - The Primary Care and Family Planning programs are provided by the Walton County Health Department and Walton Community Health Center, continuation of this program is contingent upon additional funding.
 - If you are referred out to another medical facility, for whatever reason, you are responsible for 100% of that office visit unless they have their own discount program. It will be your responsibility to contact that doctor's office to inquire about any discount program you may be eligible for **prior** to your visit with them.
 - We will gladly file your insurance for you and attempt to obtain reimbursement, however it is not a guarantee that the insurance company will pay your claim at 100%. Insurance claims may be considered denied by the company after no payment within 180 days (6 months). Any remaining balance will be applied towards your sliding fee (if eligible).
 - Patients will be billed according to their sliding scale fee for in-house labs.

- If you have insurance coverage for labs, your insurance information will be sent to Quest labs and billed to you by Quest labs. If your insurance prefers your labs be done by another provider (i.e. LabCorp), please remember it is your responsibility to inform the provider of your network lab.
- We have a Drug Assistance Program which provides help obtaining some medications. If you need this service, you will be required to complete a separate application and provide income verification separate from this interview. The income verification will be explained by our social worker. There is a charge of \$10.00 per application that is due at the time of completing the application.
- After-hours coverage is available to Primary Care patients. When calling the center after the usual operating hours you will be instructed by an auto attendant to call 911 for a medical emergency or go to the nearest emergency room. The auto attendant will provide further instructions for primary care or dental program clients needing to speak with a health professional after hours.
- Appointments must be cancelled within 24 hours prior to scheduled appointment time.
- **WCHD/WCHC does not refuse treatment to anyone because of their inability to pay at time of service; however, we do ask that you have your account in good standing. This helps our agency continue to provide services to the community. If you are unable to make payment, you must set up a payment plan with us.**
- **The Walton Community Health Center does not deny anyone services because of race, national origin, skin color, religion, sexual orientation, physical handicap, disability, source of payment, or the inability to pay. Federal Poverty Guidelines are used to establish a sliding fee scale for eligible low-income patients.**

*We thank you for allowing us to serve you and your family.
Walton County Health Department/Walton Community/Health Center
Staff.*