



CHIPPEWA VALLEY
FREE CLINIC

PATIENT HANDBOOK



All patients are treated with non-judgmental compassion. As a Clinic, we care about our patients and act in ways that respect the dignity, uniqueness, and value of every person.

Am I eligible to receive services?

- Your household income must be at or below 250% of the federal poverty guidelines.
- You are **NOT** eligible if you qualify for Medicare A or B, Medicaid, BadgerCare, VA benefits or Disability.

What can I expect during my visit?

- First, you will meet with an Intake Coordinator and review your proof of income and determine your eligibility.
- After intake, you will meet with a nurse for an initial evaluation.
- You will then meet with a medical provider who will do a more complete check and discuss your health care needs and options. You **MUST** meet with a provider before you will be able to schedule any specialty clinic services.
- You may be referred to other medical facilities or organizations based on your health needs. A nurse or Case Manager may discuss with you additional resources in the community.
- Because the Clinic makes every effort to provide thorough and high-quality care to all patients, your initial visit may take around two hours.
- Spanish language interpreters are available.

Our Clinic Provides services at no cost to eligible patients.

The Clinic can stop services to patients who:

- Falsely describe their need or information
- Do not follow Clinic guidelines as explained in this handbook
- Are disrespectful, abusive, combative, or do not use services as intended
- Have more than two no-shows for scheduled appointments.

Important Things to Note

- If you cannot make your appointment, you **MUST** give notice at least **4 hours** prior to cancel or reschedule or it will be considered a "no-show." Multiple no-shows will result in dismissal from the Clinic.
- **24-hours** notice is required to cancel or reschedule a dental appointment. Patients who fail to give proper notice for any appointment will be deferred for **at least one year**.
- Appointments are strongly encouraged. There are a limited number of walk-in spaces available each week.
- Let us know the best way to reach you, either phone or text. Be aware that text messaging may not be as secure or confidential.
- The Clinic protects your privacy while providing services and will not share any information that identifies you as an individual.

CVFC does NOT provide (a) physicals for Workman's Compensation, (b) CDL evaluations, (c) STI, HIV/AIDS, or TB testing, or (d) specialty care (e.g. OB, cancer). The Clinic does its best to find available resources and/or refer patients who need those services.

Medication & Refills

- Medications will be provided free of charge for eligible patients. Some require proof of income to be submitted to the drug companies as part of the Patient Assistance Program (PAP).
- The Clinic does not provide any birth control or family planning medication.
- Patients **MUST** call at least 24-hours in advance for a medication refill.
- Refills are **ONLY** dispensed during medical clinic hours on Tuesdays and Thursdays.

**The Clinic DOES NOT give any controlled substances.
No narcotics or opioids are kept on Clinic property.**

The Chippewa Valley Free Clinic was established in 1997 to help provide quality health care to those without access to health insurance. Today our clinic provides medical services in addition to dental, vision, physical therapy, and mental health services.

CVFC serves all patients without regard to personal, social, political or family beliefs or characteristics. We are funded through support from business partners, grants, and the generosity of our community.

We are able to provide our services each week at no cost due to the dedication and benevolence of our volunteers.

Clinic Hours & Services

Tuesday Medical Clinic

- Every Tuesday from 4:30-9pm
- Walk-in registration until 6pm

Thursday Medical Clinic

- 1st & 3rd Thursdays from 9am-1pm
- Walk-in registration until 10am

BY APPOINTMENT FOR ESTABLISHED PATIENTS ONLY

- Dental Care
- Mental Health
- Vision Care
- Vaccinations
- Diabetic Education
- Physical Therapy
- Wellness Program
- Women's Health Events

**Add 715-839-8477 and 715-832-8477 to your contacts for us to reach you.
You will receive 3 text messages for appointment reminders.**

A minimum of 4-hours' notice is required to cancel or reschedule or it is considered a "no-show." Patients with multiple no-shows may be dismissed from the Clinic.

Dental appointments require a minimum of 24-hours notice to cancel or reschedule. Failure to provide notice will result in deferral for one year.



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