

### ***What is Volunteer Doctors Care-Upper Bucks Clinic?***

*Volunteer Doctors Care -Upper Bucks Clinic* is a program of the Bucks County Health Improvement Partnership (BCHIP) and is dedicated to improving access to medical care for low-income, uninsured adults in Upper Bucks County.

### ***Our Mission Statement***

The mission of *Volunteer Doctors Care-Upper Bucks Clinic* is to provide free medical care for low-income, uninsured adults of our community.

### ***Who pays for the Clinic?***

*Volunteer Doctors Care – Upper Bucks Clinic* relies on the voluntary donation of time and services by physicians, nurses and other community members. St. Luke’s Quakertown Hospital and Grand View Hospital provide free diagnostic testing for clinic patients.

We are funded by grants and community donations.

Tax-deductible donations may be made to:

Volunteer Doctors Care  
c/o BCHIP Administrative Office  
828 C Newtown-Yardley Road, Suite 300  
Newtown, PA 18940

*The official registration and financial information of The Bucks County Health Improvement Partnership may be obtained from the*

*Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999.*

*Registration does not imply endorsement.*

### ***Medical /Clinic Appointments***

Patients are seen **only by appointment** on Monday and Wednesday evenings at the Government Services Center, Quakertown.

### ***Office Hours***

Please call the office for information, to schedule an eligibility appointment or a medical appointment.

The office is staffed on Mondays and Fridays and other weekdays if volunteers are available.

NOTE: No medical services are provided at the clinic office.

### ***Staff***

Patricia Heckenberger, RN,  
*Clinic Coordinator*  
Renee DeMarzio,  
*Administrative Assistant*  
Donna Wyatt,  
*Eligibility Counselor*

### ***Partner Hospitals***

*St. Luke’s Quakertown Hospital*  
*and*  
*Grand View Hospital, Sellersville*

### ***What if I am dissatisfied with a decision about my eligibility or my care?***

Please ask to speak with the Clinic Coordinator if you are dissatisfied in any way. Decisions may be appealed to the Clinical Committee of *Volunteer Doctors Care-Upper Bucks Clinic*.

# **Patient Information**



**Upper Bucks Clinic**

**Office Phone: 215-538-4774**

### **Office Location**

St. Luke’s Community Education Center  
1009 Juniper Street  
Quakertown, PA 18951

### **Medical Clinic Location**

(Monday and Wednesday evenings only)  
Government Services Center  
261 California Road  
Quakertown, PA 18951

### ***Who is eligible?***

- Low-income uninsured adults over 18 years of age who reside in the Quakertown, Penridge, and Palisades School Districts.
- Uninsured means that the individual has no insurance of any kind, including Medical Assistance or Medicare.
- Low-income means that the household income is equal to or below 200% of the Federal Poverty Guidelines.

If you are not eligible for our services we will make every effort to refer you to affordable services elsewhere.

### ***What services do we provide?***

- Physical exams for work
- Primary medical care and referrals to specialist physicians, if we determine this is medically necessary
- Prescriptions for medications
- Help with applications for free or low-cost prescription medications
- Diagnostic testing and other outpatient services, if medically necessary
- Help completing applications for free health insurance like Medical Assistance and AdultBasic.

### ***What does it cost?***

Our services are **free for those who qualify**.

You must provide documentation of eligibility, have a personal interview and be approved in order to receive free medical services. Eligibility is re-evaluated at least *annually* or more often if requested.

We do not accept persons with health insurance, Medicare or Medical Assistance, ACCESS, Keystone Mercy, etc.

### ***How do you become a patient?***

Call 215-538-4774 during office hours to learn if you may be eligible or to make an appointment for an eligibility interview. If you call when the office is closed, please leave a message on the answering machine and we will call you back as soon as possible.

### ***Does the clinic provide prescription medications and refills?***

We will usually provide prescriptions for low cost generic medications at the time of your medical visit. Samples, if available, may be provided for more expensive medications.

You may be asked to enroll in drug company programs for your medications. Sometimes these require co-pays, which you will have to pay. However, it may take up to two months to obtain these medications.

The clinic does not provide prescriptions for narcotic or psychiatric medications.

### ***Are there services the clinic does not provide?***

Yes. We can only provide services that are available through our volunteer network. We cannot guarantee we will provide all medical services, although we will try to provide you with referrals if we can't help you. We also don't provide services offered free or low cost elsewhere, or when someone else is responsible to pay for the services, such as Workmen's Compensation.

We do not provide or cover the cost of:

- Immunizations
- Routine gynecological services or methods of birth control
- Obstetric Care for pregnant women
- Mental Health or Substance Abuse diagnosis or treatment
- Treatment for work related or accident related injuries when a third party is responsible to pay for this treatment
- Treatment that our practitioners do not warrant as medically necessary
- Narcotic medications, chronic pain management or psychiatric medications
- ER visits
- Any medical care we don't approve in advance.

### ***What do we ask of patients?***

- Follow the recommendations of your health care professionals.
- Keep all appointments. **If you can't keep your appointment, call us to cancel at least 24 hours before your appointment.** If you do not call to cancel your appointments, we may discharge you from the clinic.
- Our volunteers and staff expect to be treated with dignity and respect. Inappropriate behavior may be grounds for discharge from the clinic.
- Let us know if you are seeing any other doctors or if you go to the ER.
- Let us know about any changes that would affect your health or your eligibility.
- Provide proof of your eligibility when requested.
- Apply for free health insurance and prescription programs when requested.