

Hours

Office: Open Monday through Friday 9:00 am to 2:00pm.

Dental Extraction Clinic and GYN Clinic: 1st and 3rd Tuesday evening every month 5:30-7PM

Medical Clinics: Monday, Tuesday, Wednesday 9:00AM – 1:00PM Wednesday evening 5:30PM – 7:00PM

More comprehensive dental services are available through a separate Dental Clinic on a reduced fee basis. This Dental Clinic also serves people with Medicaid insurance. To make an appointment with this clinic please call 437-2900.

Free Clinic Information

Who is eligible: People who live in Harrisonburg and Rockingham county who do not have private health insurance, Medicaid, Medicare or veteran benefits and who are low income are eligible. In order to continue clinic services, patients must be working, on disability, or applying for disability. There are other situations that are evaluated case by case. Information updates occur every six months. Proof of income and proof of residency are required.

Eligibility Intakes and Updates

The first time you come to the Free Clinic, you will have an eligibility appointment. If you are approved, you will receive an eligibility card that is usually good for six months. You must bring this card with you to every appointment. Without an active eligibility card, you cannot be seen at the Clinic. **It is your responsibility to call the Clinic at 433-5431 about two weeks before your card expires to schedule your next eligibility appointment.**

Appointments

An eligibility appointment must be scheduled before a medical or dental appointment can be scheduled. Please call Monday-Friday from 9AM – 2PM to schedule an eligibility appointment. You will be advised over the phone of what documentation is required. Once you receive an eligibility card you will be able to schedule a medical or dental appointment.

Services We Offer

The Harrisonburg-Rockingham Free Clinic serves patients who meet eligibility guidelines and have an ongoing medical problem. Specific services include

- Medical appointments
- Medications (Our pharmacy does not carry any narcotics.)
- Referrals to specialists for patients seen in our clinic
- Lab work and X-ray services
- Women's GYN care, including mammograms and PAP smears
- Dental extraction services
- Nutrition counseling
- Patient education
- Patient case management
- Limited mental health care for established patients
- Flu shots

Patients who choose the Free Clinic as their Primary Care Office should not seek routine care or prescriptions from other offices or the Harrisonburg Community Health Center, unless they wish to transfer to that office.

Pharmacy Services

There are several options for requesting refills for medications:

Drop off your refill form at the Clinic Monday through Friday 9:00 AM – 2:00PM (green refill forms are available at the front counter)

Call the refill line 437-2345 Thursdays between 10:00AM and 2:00PM. Drop off your refill form Tuesday or Wednesday evenings from 5:30PM – 7:00PM

Drop off your refill form in the outside refill box located to the left of the Free Clinic front door.

Pick-up times for prescriptions vary depending on the time requests are received. Prescription requests submitted after Wednesday evening will not be available until the following Tuesday. The Free Clinic asks for a voluntary donation of \$3.00 for each prescription. **You may not receive medications if you do not have your eligibility card with you or it is expired.**

Cancelled or Missed Appointments

We understand that sometimes you have to cancel or reschedule an appointment. Please call the clinic to let us know before the appointment time. Please understand that appointment slots may be limited and it is very important that you try to keep your appointment.

By canceling your appointment if you cannot come, it allows the Free Clinic to schedule other patients who may be waiting to be seen.

If you miss an appointment with the Harrisonburg-Rockingham Free Clinic or with a referral source and do not call to cancel ahead of time, you may lose access to services for three months.

A second no-show for an appointment without cancelling may result in another three month suspension. A third missed appointment without cancelling will result in termination from Free Clinic services for 2 years.

What are the costs: There are no charges for services at the Free Clinic. We ask for a donation of \$3.00 for each prescription given to patients. The Free Clinic is primarily staffed by volunteers who do not get paid for their services, but donate their time. Money is also donated from churches, the United Way, special events, fundraising, civic groups, individuals, and businesses.

Patient Responsibilities

The Free Clinic is primarily staffed by volunteers from the community. We expect you to treat volunteers, staff, and other patients respectfully.

Visits to the Free Clinic can take between 1 – 3 hours, depending on your needs and our staffing levels. We appreciate your patience as we try to serve as many people as we can.

You must bring your eligibility card with you to every appointment and when you pick up your prescriptions.

If you miss an appointment with the Harrisonburg-Rockingham Free Clinic or with a referral source and do not call to cancel ahead of time, you may lose access to services for three months.

Cell phones should be silenced in the clinical areas.

The Free Clinic may refuse service to people who have been drinking alcohol or using illegal drugs.

The Free Clinic does not allow loud or abusive behavior.

Food, drinks, and smoking are not allowed in the building.

The Free Clinic has the right to refuse to see anyone who does not follow the rules.

Our Joint Mission with You, the Patient

Welcome to the Harrisonburg-Rockingham Free Clinic. We are glad you are here. The mission of the Free Clinic is to partner with uninsured residents for improved health and life style changes using the following guiding practices: Quality outpatient health services, extensive referral network, treatment with dignity and respect and services provided by qualified volunteers and staff.

We promise to do our best to provide the most appropriate level and standard of care for you that is available to the Free Clinic.

The Free Clinic expects that anyone who gets help at the Clinic will use that help, to the best of their ability, to become a healthier person. This may include taking medicines, counseling services, rehab, or classes, and following dietary or exercise recommendations. Being a healthier person might mean having a blood pressure that is regularly below 140/90 or blood sugars that are within the normal range (as defined by the American Diabetes Association).

If you have any questions regarding your health care plan or the development of that plan, please discuss this with your nurse or your provider during your visit. We are here to help you.