

Frequently Asked Questions

1. What is a non-profit clinic?

The Good Samaritan Health Center of Gwinnett is a non-profit clinic. Our expenses are greater than our income, which means your fees are less than our cost of providing the services you receive. You pay approximately 50% of the cost of your care. We do not receive funding from the government, so we must ask donors to give money to help us pay the other 50% of our expenses. Because donors trust us to be careful and wise with their donations, we have policies that are designed to help us keep our costs as low as possible.

2. Why do I need a photo ID?

Many people have the same or similar names. To protect your privacy, we need to verify that the person claiming to be you is actually you. We also rely on your photo ID to provide the correct spelling of your name and legal date of birth.

3. Why do I have to provide proof of household income?

We are required by law to demonstrate we serve low income households. We are audited each year and are required to provide proof of income as evidence of the average household income of the population we serve. Proof of income is also required to receive certain benefits, such as food stamps, free medications, and some free surgeries. Having your proof of income on file makes it easier for us to help you obtain those services.

4. If I provide proof of income, does that mean I will get discounted prices?

We do not base our fees on your income (sliding scale). Our fees are already discounted an average of 50%.

5. Why can't I be seen by a physician?

In order to keep our costs and your fees as low as possible, we do not employ physicians to see our patients. The clinic is staffed with physician assistants, nurse practitioners, registered nurses, medical and nursing students, and volunteered physicians. Although you may not be seen by a physician, a physician supervises your provider. Please keep in mind we cannot provide healthcare services to you if you refuse to be treated by anyone other than a licensed physician.

6. Why do I have to pay a fee to see a provider?

We are a non-profit clinic, but not a free clinic. We provide a wide range of services each business day of the week, making it is very expensive to operate the clinic. Your fees are necessary to help the clinic provide the range of services we offer and be open as often as we are.

7. Why do I have to pay for blood work?

We are a medical office, not a laboratory. Your blood is collected here but is sent to a lab for analysis, and that lab charges us a fee to process your blood. Blood work is an additional fee because the type and number of blood tests needed varies by person. We cannot inform you in advance of what blood work you may require; that can only be determined after your visit with a provider.

8. Why do I have to sign in?

To provide better customer service, we strive to assist every person in order of their arrival. We keep track of who is in our building and try to assist you in a timely, orderly manner.

9. I'm not a patient; can you provide a prescription for a medication I already take?

All persons must be seen by a provider before we can prescribe medications. A provider must obtain a medical history and perform an examination to establish a diagnosis for which a medication is being prescribed, and discuss with you the risks and benefits of medication. We cannot provide you with a prescription if you have not first been seen for an appointment.

10. Why do I have to fill out forms to refill medications?

You must fill out a Refill Request Form for each medication to verify you know what medications and doses you are supposed to be taking, make sure we refill the exact medication you need, and provide the correct pharmacy phone number to make sure we send your refill order to the right pharmacy.

11. Why can't you fill out the refill form with the name and doses of my medication?

We do not employ clerical assistants. If we did paperwork for you, we would have to charge you for that service. When you complete the forms for yourself, you actually save money.

12. When will you order refills of my medications?

Refill orders are usually processed the same day but may take up to two business days, depending on how many refills have been requested and for what reason. We strongly recommend you request refills at least two weeks in advance so that you do not run out of medications before a refill order can be completed.

13. I have insurance. Can I be seen anyway if I agree to pay your fees?

If you have insurance, we cannot offer you our services. We were created to provide healthcare only to the uninsured and cannot use donated funds to help pay for services for people who have medical insurance.

14. Why can't I be seen for several medical concerns at the same time?

As a primary care clinic, we are committed to providing you with high-quality, affordable healthcare services. However, in order to provide care to as many people as possible and keep our costs at an affordable level, we must limit the duration of each appointment. We focus your appointment on the most significant medical concern and work to find a solution for that problem. We will schedule other medical visits for any remaining medical concerns you may have.

15. I was here a week ago, why do I need to pay again?

We do not provide guaranteed cures or free return visits. You are required to pay a fee for each visit so that we can afford to be available to treat you whenever you need service.

16. Why do I have to pay to speak to my provider about lab results?

If you have abnormal lab results, a provider must make additional medical decisions in order to help you. You may require a change of medications, additional tests, or a referral to a specialist. Your fee helps pay the cost of the provider's time used to serve you.

17. Why do I have to pay to get copy of lab results/medical records?

Nearly every service at the clinic has a cost. For example, our copier cost \$7,000 dollars, plus toner and paper expenses. You help us afford these expenses by paying a small fee when you request copies of your records. In Georgia, there is a medical records copy fee approved by law, and we charge less than that fee.

18. Why won't you provide a letter for legal assistance?

We do not provide discounted healthcare for the purpose of supporting workers compensation, personal injury, and social security disability or other loss claims. We do not have the resources to provide disability letters or any letter for the purpose of offering a medical opinion to your lawyer. Professionals volunteer with us to serve those in need, not to become involved with legal cases. Please understand this is not an appropriate use of charity services.

19. Why do I have to pay for an interpreter?

We strive to ensure clear conversation with patients who cannot communicate in English. Clear communication is necessary for your safety. To provide an interpreter is to provide you with an additional service, and we ask you to help pay for the services you receive. You may bring an adult interpreter with you if that person is a fluent English speaker.

20. My need is an emergency, why can't I be seen right now?

We provide routine primary medical care; we are not an urgent care or emergency care facility. We do not have the equipment and medications necessary to manage medical

emergencies. We do serve people by appointment and in order of their arrival. If you believe your situation is life-threatening, we will call an ambulance for you.

21. Why do I have to sign the Patient Treatment Consent Form?

We cannot treat you against your will; we must have your consent to provide you with healthcare services. The consent form is a legal document signifying your consent to treatment, and explains any risks associated with the care you may receive.

22. Why do I have to pay a No-Show Fee if I miss an appointment or did not give more than 24 hours notice?

If you have an appointment, we have arranged for a provider to be here to treat you, and paid staff to be here to help that provider serve you. If you do not come to your appointment, that time is wasted and money is spent unnecessarily. Your No-Show Fee helps us afford our expenses and provides you with an incentive for keeping your appointments or cancelling appointments in advance.

23. Why do I have to wait to be seen if I'm just a few minutes late?

In order to keep the clinic on schedule, we serve the next available person if you are not in the clinic at your scheduled appointment time. We do our best to fit you in after you arrive late, but we must first respect the appointment times of those who did not arrive late.

24. Why do I have to wait for check-out?

The check-out process is very important. It is the time when we give you additional information, referral instructions, prescriptions, schedule future appointments, and answer any last questions you may have. However, we cannot provide this information until your provider has finished with your chart and presented it to the check-out desk. You may have to wait to check-out while your provider finishes your paperwork, or if the patient ahead of you requires extra time to understand their instructions.

25. Why do I have to sit down, why can't I wait at the counter?

At the counter is where a lot of personal information is discussed. In order to protect everyone's privacy, we limit the number of people standing at the counter to those currently being served.

26. I want an abortion. Will you help me?

Because all people are created in the image of God (Genesis 1:27,) we believe each person, including the unborn, are of God's creation. The Bible clearly states human life is sacred because God is the author of each life. In order to honor God, we do not condone or encourage abortion. If a patient wants abortion services, we will offer counseling, prayer, prenatal care, and a referral to an obstetrician, but do not make referrals to abortion centers.