

Please return this packet at least one week prior to your appointment.

## Welcome Letter

Dear Prospective Patient of SouthRiver Community Health Center (SRCHC),

Thank you for inquiring about our health center. Our goal is to provide exceptional primary and behavioral health care in the Winston community. To help us get to know you better, we request that you complete this New Patient Packet. We realize it is somewhat lengthy, but it is critical that it be complete and accurate in order for you to receive the best care possible. Omitting pertinent information or providing false information may result in delaying your appointment or creating an inability to offer you services. SRCHC does not screen patients.

SRCHC staff are available to assist you in completing this packet. If you require assistance, you may request help from a front desk receptionist or SRCHC's new patient coordinator in advance. Upon completion, please return this packet to SRCHC either by mail, or in person, at your convenience.

SRCHC provides services to patients regardless of one's ability to pay. We bill most insurance companies directly, as a courtesy to our patients. Patients are held responsible for paying deductibles, co-pays, and any amount not covered by insurance. If you lack insurance and/or are in financial need, you may choose to complete a Financial Discount Application which is included in this packet.

The staff and management of SRCHC look forward to meeting you! Please feel free to phone the health center with any questions that arise. SRCHC's business hours are from 7 a.m. – 6 p.m. Monday – Thursday, and 7 a.m. – 5 p.m. on Friday. If you phone SRCHC after business hours, your call will be intercepted by a call service who will direct your call as appropriate.

SRCHC is a Smoke Free/Tobacco Free campus. Please refrain from all smoking and tobacco use while visiting our facility. SRCHC has a no pet policy. Only service animals will be allowed on the premises. You may request a copy of SRCHC's service animal policy handout from a receptionist.

### Forms Checklist

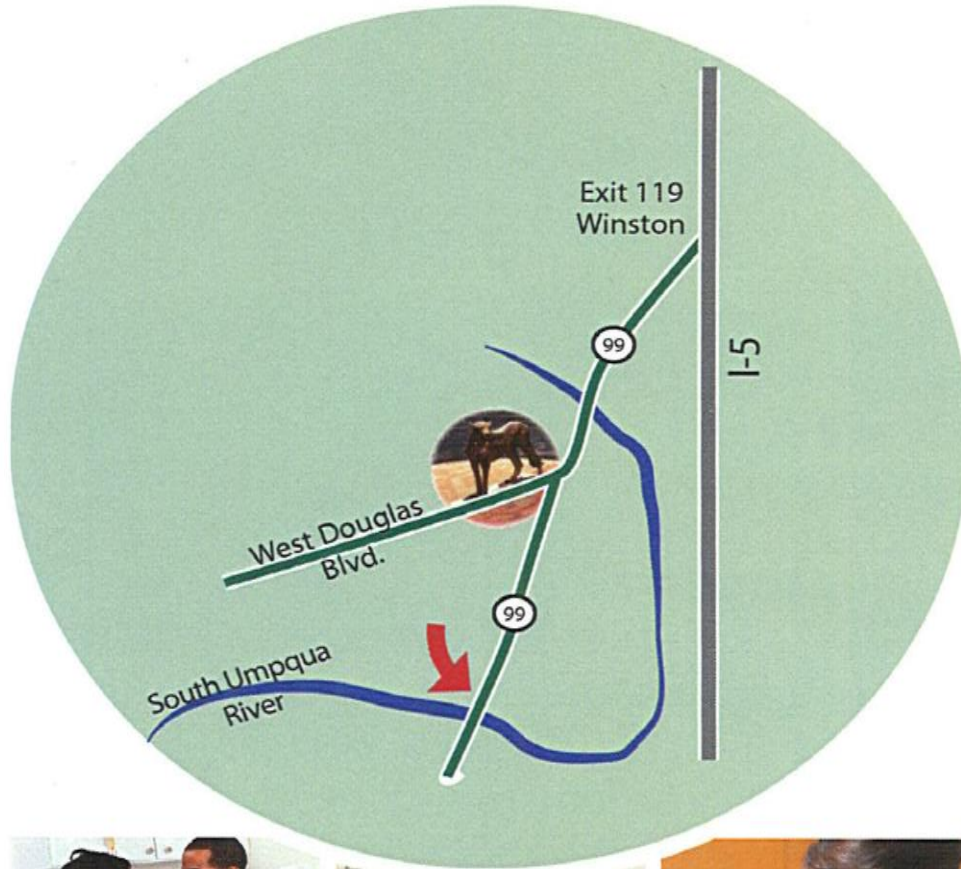


#### *Required*

- Patient Registration
- Authorization for the Disclosure of Information
- Authorization for the Use of Electronic Health Records
- Consent and Release
- Patient Health History
- Family Health History

#### *Optional*

- Authorization for the Release of Health Information
- Financial Discount Application



**Directions from north or south of Winston:**

From I-5, take exit 119 (Winston exit)

- Follow the highway all the way through Winston past the Cheetah (about 4 miles).
- Stay in the right lane. Once you pass the Fire Station on your left, in just 4/10 mile you will see the **South River Community Health Center** sign ahead on your right before the bridge.

