



Clinic

# Getting Started at the Clinic

## Who is eligible to be an established patient at our clinic?

### You must be:

- A Shelby County resident
- Uninsured
- Working (ages 18 - 64)
  - Women must work at least 20 hours per week
  - Men must work at least 30 hours per week

### Exceptions:

- MEMPHIS Plan participants
- 65 or older and not eligible for Medicare
- The primary care-giving parent of a child, 6 years old or younger, is eligible and not required to work. (You must provide child's birth certificate or custody papers.)
- 17 or younger (You must be uninsured.)
- Full-time students (12 or more credit hours)

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## What you MUST bring to your first appointment:

- **Proof of Shelby County residency (bring ONE of the following)**
  - \* Utility bill
  - \* Driver's license
  - \* Food Stamp Letter
  - \* Voter registration card
  - \* State-issued ID
  - \* Social Security benefits statement
- **Government issued photo ID**
- **Work documents (bring ONE of the following)**
  - \* 1 month of most recent check stubs (4 weeks in a row)
  - \* A notarized letter from your employer stating pay and hours worked
  - \* Class schedule from the registrar's office if a full-time student (12 or more credit hours)
- **Income documents (bring ONE of the following)**
  - \* 1040 or 1040 EZ form (all pages). If you do not file taxes, we will accept another form of proof of income, but you may not be eligible for all services offered.
  - \* Social Security benefits statement
  - \* A notarized letter from your employer stating pay and hours worked
  - \* Food stamp or pension letter
  - \* College award letter if a full-time student
- **Children: immunization records**

# To schedule your first appointment, please call (901) 272-0003, three business days after your Getting Started Class.

## New Patient Appointment Locations

Adults - Church Health Center Wellness,  
1115 Union Avenue

Children - Church Health Center Clinic,  
1196 Peabody Avenue

## Clinic Hours

Monday	7 am-9 pm
Tuesday	7 am-9 pm
Wednesday	7 am-noon 4 pm-9 pm
Thursday	7 am-9 pm
Friday	7 am-5 pm
Saturday	8 am-noon

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## New Patient Appointment Rules

- 1. No Show Policy:** If you cannot keep your appointment, you must call (901) 272-0003 to cancel and reschedule. If you do not cancel 24 hours in advance and do not show up for your first appointment with the doctor, you will be ineligible to be a patient.
- 2. Bring all documentation to your appointment.** If you do not have documentation with you, you will have to reschedule your appointment.
- 3. Please be early for your appointment.** If you are late, you will not be able to see the doctor and you will have to reschedule the appointment.
- 4. Non-English Speaking:** Patients who are not fluent in English must bring an interpreter who is 18 years or older to stay with them for the entire clinic visit.

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## Walk-In Clinic

If you are uninsured and need immediate medical care, you may be seen at our Acute Care Walk-In Clinic, which opens at 7 a.m. each weekday and operates on a first-come, first-served basis. You must come to our Clinic in person to be triaged and receive an appointment. You must pay a fee of \$35 at the time of service.