Siloam Health Patient Policies

Proof of Income Policy
Siloam is not a free clinic. Generous financial donations fund us to offer sliding fee scale based on your income. Therefore, PROOF OF INCOME (POI) is required for all patients. You must bring (1) of the following documents as your household Proof of Income:

- Tax Return from the previous year,
- 3 recent pay checks,
- Award letter from the Social Security Administration, or
- Award letter from SNAP (Food Stamps)

Siloam patients MUST provide POI annually and bi-annually if your POI is paychecks.

Missed Appointment (No-Show) Policy
Starting in 2017, you will be charged $10 if you do not show up for your scheduled appointment. If you repeatedly missed appointment, there will be penalties along with the possibility of transitioning you out of Siloam depends on the level of missed appointments.

Due to high patient demand and limited appointment availability, it is very important that you keep your scheduled appointments OR cancel or reschedule them a minimum of 24 hours in advance. Canceling or rescheduling in advance gives another patient an opportunity to have your appointment time.

HELP US HELP YOU remember your upcoming appointment by making sure we have your best contact number. We send appointment reminders by voice and by text in advance of all scheduled appointments. If you do NOT receive text or voice messages from us, it means we need to update the number in your chart. Please let us know!

Insurance Screening Policy
Siloam Health exists to provide care for those who have nowhere else to go. In order to fulfill this mission, we screen every patient for active insurance coverage one time annually. We will make you aware when the screening will take place, and if you do have active insurance coverage we will help you find a new healthcare provider that files to your insurance company.

Required Payment Plan for High Balance
Our goal for Siloam patients is that they are prepared to thrive in the current healthcare system. One way to prepare our patients is to allow them how to take responsibility for their medical expenses. Starting in 2017, we will require patients with over $100 balances to participate in a payment plan that will best fit their financial situation.

We do not routinely prescribe opiate/pain medications for our patients. Your Siloam provider will manage your pain using a varied and multidisciplinary approach using other medications, physical therapy, and behavioral therapies whenever possible.