

Siloam Health Patient Policies

Siloam Health is a comprehensive, whole-person health care organization that combines medical care, community health, and student education to serve uninsured and underserved individuals.

To ensure the intended audiences maximize the services offered, Siloam's patient policies require prospective patients be uninsured, not eligible for any insurance, provide a photo ID, and bring proof of income.

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 (POI):

1. Income Tax return from the previous year
2. Last 3 pay stubs of each employed family member's paycheck
3. If you are paid in cash, a letter (on Siloam letterhead) from your employer stating your monthly income
4. Award letter of your Food Stamps benefit
5. Award letter of your Social Security benefit
6. Award letter from your Unemployment Services

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

Missed Appointment (No-Show) Policy

Effective 2017, you will be charged \$10 if you do not show up for your scheduled appointment. If you repeatedly miss appointments, there will be penalties up to the possibility of transitioning you out of Siloam's care depending 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 contact us to 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 on file. 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 are uninsured, not eligible for insurance, and have nowhere else to go. 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 Policy

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.

Effective 2017, we will require patients with over \$100 balances to participate in a payment plan that best fits their financial situation.

Prescription Policy

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.

Siloam Health
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