

WELCOME TO VOLUNTEERS IN MEDICINE (VIM)

We are a private, non-profit organization funded by donations and grants; staffed by volunteer doctors, nurses and support staff.

Our goal is to provide:

- ◆ Free excellent patient care (you can make a donation i(f you are able)
- ◆ Access to low cost generic prescriptions
- ◆ No charge for blood tests or imaging services
- ◆ Help so that you get well and stay healthy and treat you with dignity and respect
- ◆ Health education and prevention - give you the resources and information that you need to live a healthier life
- ◆ Protection of your privacy and confidentiality
- ◆ Assistance with applying for CMS, MediCAL, Pharmaceutical programs when appropriate and necessary

As a patient of VIM, we expect the following of you:

- ◆ Treat our volunteers and staff with respect, dignity and polite demeanor
- ◆ Follow the treatment plan and recommendations from the medical providers
- ◆ Be on time for medical appointments - we are NOT a walk in clinic - appointments only
- ◆ Call us if you cannot make an appointment (24 hours notice required)
- ◆ If you have a medical emergency when we are not opened, you will seek care at the closest emergency room
- ◆ That you are aware if you miss two or more appointments, without notifying VIM, you will be dismissed from medical service
- ◆ To notify us if anything changes in your insurance status, contact information or finances
- ◆ Do not wait until your prescribed medication runs out to notify us (Have your pharmacy fax 619-440-4944 a refill request BEFORE your are down to the last pill