

Patient FAQs

About Physicians CareConnection Free Clinic

Physicians CareConnection (PCC) is a nonprofit organization, not a government agency. We are dedicated to helping any person who has healthcare challenges due to individual barriers in Central Ohio. We use the Columbus Public Health building to operate the Monday night clinic. Our administrative office is at 1390 Dublin Road. We do not treat patients in our office.

Who can be seen at the PCC Free Clinic?

- ❖ Anyone who has a challenge accessing healthcare due to individual barriers
- ❖ Adults 19 years and older
- ❖ Residents of Delaware, Fairfield, Franklin, Licking, Madison, Pickaway, and Union counties

How can one be seen at PCC Free Clinic?

- ❖ By calling for an appointment 614-884-2441
- ❖ By a referral by a healthcare provider, volunteer, or community partner

What are the Services Offered?

- ❖ Medical, Dental and Specialty care services (based on provider capacity)
- ❖ Labs
- ❖ Vision screening
- ❖ Prescription Assistance (No Narcotics)
- ❖ Care Coordination

Services not offered:

- ❖ Healthcare for minors (children aged 0-17 years, Call Nationwide Children's Hospital **614-722-2000**)
- ❖ Sexual health appointments (including STD testing or contraceptives). These services are provided by the Columbus Public Health (CPH) Sexual Health Clinic. Call **614-645-6472** for an appointment.
- ❖ Work or school physicals
- ❖ Prenatal care. We provide **low-cost prenatal care** through our StepOne program. Call **614-721-0009** to speak with a StepOne care coordinator.
 - Work-related TB tests

How much does it cost to be seen?

- Services are offered by volunteer providers, therefore there is **No Charge** to the patient
- Uninsured patients are required to apply for financial assistance or charity care, for all referrals made to a hospital for e.g. lab work, diagnostics or admission

- Off-site prescriptions are given for medication not available at the clinic. There will be an up-to \$10 copay per prescription, for prescriptions filled at our partner pharmacies (Kroger, Meijer, Giant Eagle, Sam's Club or Walmart)

How long will my visit take?

- The entire visit can take **between 2-4 hours** from the time you arrive, to the time you leave. **Please plan accordingly.**

Can I bring my children?

- For safety reasons, it is recommended that you do not bring children or additional party to the appointment, unless they are a care giver.

Definitions:

- **Blood pressure:**
 - When your heart beats, it pumps blood around your body to give it the energy and oxygen it needs. As the blood moves, it pushes against the sides of the blood vessels. The strength of this pushing is your blood pressure. High blood pressure can be a sign that you are at risk for a heart attack or stroke.
- **Prenatal Care:**
 - Prenatal care is healthcare for pregnant women. It is used to make sure that both the mother and the baby are healthy. Doctors who provide prenatal care are called ob-gyns (obstetrician-gynecologists).
- **Pulse:**
 - Pulse is a measure of how fast or slow a heart is beating. It is one way of measuring how healthy someone's heart is.
- **Referrals:**
 - A referral is when one provider sends you to another to address a specific problem. For example, if a primary care provider finds out that you have a heart problem, they might refer you to a cardiologist (a doctor who focuses on heart health). You can also be referred to an agency for social services, such as a food pantry.
- **Screening:**
 - A screening is a test done to see if you are at risk for developing a certain health problem. For example, a vision screening is used to see if you are at risk for eye diseases.
- **Specialty:**
 - A specialty is the particular type of healthcare that a doctor has been trained to provide. For example, a dermatologist is a specialist who helps patients with skin problems.