

**McDowell Access to Care & Health (MATCH)  
Patient Responsibilities & Expectations Agreement**

**MATCH Program Overview**

The MATCH Program is made up of community agencies and health care professionals who offer no or low-cost services via donation, volunteerism, and/or grants to people living in McDowell County. Primary Care is provided to MATCH Participants at no-cost. Specialty care may be available through other Financial Assistance Programs but are not part of the MATCH Program. MATCH Staff can help clients with accessing other services, including but not limited to applying for financial assistance, low-cost behavioral/mental health care, low-cost dental care, food assistance, transportation, and other community services as needed. MATCH cannot promise the availability of additional services.

**Primary Care**

Each MATCH participant is assigned to a primary doctor's office. Visits to the assigned doctor's office are donated through the program. Lab work, specialty care, emergency care, and/or referrals are not included in the MATCH Program. MATCH can only promise a doctor visit will be no cost if the participant (1) only visits their assigned doctor's office (2) presents their MATCH Enrollment Letter to the front desk staff at each visit (3) notifies MATCH staff within 2 weeks of receiving an unexpected bill (4) is actively enrolled in the MATCH Program. If you change your assigned primary doctor, you must notify MATCH Staff to get a new enrollment letter. MATCH clients are expected to see their primary care doctor within the first 3 months of their MATCH enrollment start date. Failure to do so may result in disenrollment from the program.

**Expectations for Primary Care**

A primary care doctor is the first person a patient sees when a medical illness, issue or concern happens. Primary care doctors not only treat each patient when they are ill, but also works with the patient when they are healthy to create health skills with disease prevention and health education. Primary care offices are not obligated to treat and/or prescribe medication for chronic pain (including pain medication), behavioral health concerns, and/or controlled substances.

**No Show & Communication Policy**

MATCH follows the no show policy of each practice and agency. If you cannot keep an appointment, most practices ask that you tell them at least 24 hours in advance. If you do not give a 24 hour notice or no show for an appointment 2 times, you may receive a no show warning letter. After 3 no shows you may only be seen on a same day basis and each practice/agency reserves to the right to dismiss you from their practice and/or services. If you miss 2 or more appointments without advance notification, MATCH may also disenroll you from the program.

Our staff will attempt check-in with you throughout your MATCH enrollment. Failure to respond to MATCH's staff after 3 attempts (2 phone calls and 1 letter) may result in disenrollment from the program.

**Updated Information**

MATCH Participants are asked to tell MATCH Staff if there is any change to their household income, health insurance status, and/or contact information. Failure to do so in a timely manner may result in disenrollment from the program and cost of any services may become the participant's responsibility.

**Patient Agrees to the Following:**

By signing this document, the MATCH Participant shows that they understand and agree to follow the responsibilities & expectations described in this document:

<b>MATCH Participant (Printed Name)</b>	<b>MATCH Participant (Signature)</b>	<b>Date Signed</b>

