



Medical Clinic Hours: *Appointments only* (843) 681-6612 x 227

Monday - Friday: 8:30-11:00am Tuesday & Thursday: 12:30-3:00pm

Dental Clinic Hours: *Appointments only* (843) 681-6612 x 233

Monday - Friday: 8:30am-12:00pm Monday-Thursday: 1:00pm—4:00pm

15 Northridge Drive Hilton Head Island, SC 29926 • (843)681-6612 • vimclinic.org

****NOTICE:** Due to heightened awareness of the Coronavirus, we are taking extra precautions for our patients, volunteers and staff. **As a result we have suspended new patient registration, and walk-in visits until further notice.**

PRESCRIPTION REFILLS

1. Patients needing prescriptions refilled should call **(843) 681-6612 x 237** (x 252 Spanish)
2. Leave your **name, birthdate, and medicine you need**. Please speak slowly and clearly!
3. Patients may pick up their prescriptions between 9:00 a.m. and 11:00 a.m. **the next business day**.

NEED TO MAKE AN APPOINTMENT TO SEE A DOCTOR?

1. Please call (843) 681-6612 x 227 (x 252 Spanish) during regular clinic hours (listed above). If you had an appointment during the COVID 19 closure and wish to reschedule, call this number.
2. When the patient comes to the clinic **only the patient with an appointment may enter the clinic.** **You may NOT bring relatives, friends, or children with you!**
3. The patient must check in at the tent at the entrance of the clinic and have their temperature taken. The patient will be asked questions about respiratory and other issues. If the patient has a fever or is otherwise COVID symptomatic, they will not be allowed inside the clinic, but will be referred to Hilton Head Hospital.
4. **All patients must wear a face mask at all times at the clinic.**
5. Patients must **practice social distancing ... keep a distance of at least 6 feet away from other people** while checking in and throughout their clinic visit.
6. Only 9 patients at a time are allowed in our reception area. Patients may have to wait outside or in their car until space is available before entering the clinic for their appointment.
7. Patients **must** leave through the side exit after their visit.

DON'T HAVE AN APPOINTMENT BUT NEED TO "SEE" A DOCTOR?

1. Existing VIM patients may call (843) 681-6612 x 227 on weekdays from 9:00 a.m. -11:00 a.m. only for Telephone Triage.
2. If no one answers, **leave your name, birthdate, and phone number. Speak slowly and clearly!**
3. A volunteer physician will triage the patient over the phone. The outcome of the interview will determine next steps for the patient. If a prescription is to be provided, the patient will pick it up the next day between 9:00 a.m. and 11:00 a.m.

ANNUAL ELIGIBILITY SCREENING

Screening will now be conducted in Suites A & B of the McConnell building at 20 Palmetto Parkway (next door behind the main clinic building). Screening is available anytime the clinic is open and Monday and Wednesday afternoons from 12:30—3:00pm.



ELIGIBILITY REQUIREMENTS

To qualify for care at VIM HHI, you must meet the following requirements:

1. You or a member of your immediate family (parent, spouse, adult child) living in the same household must reside or work on Hilton Head or Daufuskie Islands.
2. You must be a resident or employee on Hilton Head or Daufuskie Island for a **minimum of 90 days** in order to be eligible for services. **VIM does not provide care to out of town visitors, or visiting family members.**
3. VIM does not provide care for individuals whose injuries/conditions are work related or covered by worker's compensation insurance.
4. Your family income must be less than 200% of the Federal Poverty Guidelines (for example: Single adult's gross monthly income cannot exceed \$2,023).
5. You must have no usable medical insurance.

DOCUMENTS REQUIRED FOR ELIGIBILITY SCREENING

1. All family members in the household who earn wages must provide income verification in order to determine the eligibility of each member of the household. Verification should be the most recent month of pay stubs and last year's income tax return or notarized letters from employers on company letterhead if paid in cash.
2. Each individual applying for services must provide proof of 90 days residency / employment (Rent slip in your name, utility bill in your name, piece of mail in your name, school registration, etc.). If you are unable to provide this, you may not be registered.
3. Each individual must provide some form of photo identification.
4. Patients who need to renew their registration may be re-screened during regular clinic hours and on Mondays and Wednesdays from 12:30—3pm. **Those patients whose VIM membership expired during closure should come in as soon as possible to renew your membership in Suite A& B of the McConnell Building.**

VIM SCREENING POLICY

1. Individuals and families must be approved prior to scheduling an appointment for medical / dental services.
2. All patients are re-screened yearly, some more often. You must fill out a new application form each year.
3. Medical and dental services will not be provided to individuals and families until VIM's eligibility and documentation requirements have been met.
4. Individuals with Medicare/Medicaid or other health insurance are not eligible for services.

ALTERNATIVE CARE AND EMERGENCY CARE

Volunteers in Medicine does not offer after-hours care. There is no medical or administrative staff on duty after Clinic hours. Please see the following resources for alternative and emergency care:

Beaufort-Jasper Comprehensive Health Center Chelsea Clinic
719 Okatie Hwy
Okatie, SC 29909
(843) 987-7400

Hardeeville Clinic
552 Stiney Rd
Hardeeville, SC 29927
(843) 784-2181

Emergency Care: In the event of a medical emergency, you should call 911 or go immediately to the emergency department at Hilton Head Regional Medical Center.

COVID-19 Testing: VIM does not provide testing for the Coronavirus. Call the health department at 1(888) 801-1046 to see if you meet criteria for testing.