

## **Patient Frequently Asked Questions**

### **What services are available to me?**

- You will receive an appointment with a primary care provider as soon as one is available. Your first visit with each Anchorage Project Access provider you see **MUST** be scheduled by the Anchorage Project Access Patient Care Coordinator, but after that (for the length of your enrollment) you can schedule your own follow up appointments with your Anchorage Project Access provider.
- Anchorage Project Access Patient Care Coordinators will make an appointment with a specialty physician/provider if considered necessary by your primary care provider or another specialty physician you have seen.
- Anchorage Project Access can only provide services through our volunteer network. Some services may not be available and you may have to wait for other services. Patients will be treated on a first come/first serve basis unless there is an identified medical necessity for more urgent treatment.

### **What should I bring to an appointment?**

- Your Anchorage Project Access Medical ID card
- A government issued photo ID
- Any information you believe will help the medical provider (past diagnostic information or medical records, x-rays)
- A list of questions for your physician/provider to use your time with him/her well.
- A list of your current medications (including amounts and dosage).
- **PLEASE BE ON TIME TO YOUR APPOINTMENT.** Remember, you will be disenrolled if you miss two appointments. Please be respectful of the time medical providers and their offices are donating for your care. Missing your appointments delays services to you as well as other patients in need.

### **What should I do after my first Anchorage Project Access scheduled appointment is over?**

- Follow your physician/provider's instructions.
- Call Anchorage Project Access.

### **What if I can not afford the prescription I'm given?**

- Contact the Anchorage Project Access Patient Care Coordinator and we will try to help you.

### **Can I go to the Emergency Room?**

- If you have a medical emergency, we strongly recommend that you go to the Emergency Room.
- Emergency Room/Ambulance services are **NOT** available through Anchorage Project Access. You will be responsible for any bills you receive for these services.

### **What would cause me to be disenrolled from the program?**

- Not following provider instructions (ex: not taking medication)
- Not following Patient Care Coordinator instructions
- Lying about insurance, income, or other personal data
- Using medications inappropriately
- Not showing up to appointments
- Abusive behavior to provider staff and/or staff at Anchorage Project Access
- Eligibility for insurance or other programs
- Increase in income above 200% of Federal Poverty Level for your household.