



WELCOME TO NEW HORIZON FAMILY HEALTH SERVICES!

Please take a few minutes to read this new patient information before your visit.

SERVICE LOCATIONS

Downtown

130 Mallard St., PO Box 287
Greenville, SC 29601
Phone: 233-1534
8:00 – 7:00 Mon – Thurs; 8:00 – 5:00 Fri

Golden Strip

1102 Howard Drive
Simpsonville, SC 29681
Phone: 688-2237
8:00 – 5:00 Wed & Fri

Greer

111-A Berry Avenue
Greer, SC 29651
Phone: 801-2035
8:00 – 5:00 Mon – Fri

Northwest Crescent Center

925 North Franklin Rd.
Greenville, SC 29617
Phone: 250-0320
8:00 – 5:00 Mon; 8:00 - 12:00 Tues

Travelers Rest

1588 Geer HWY., PO Box 1370
Travelers Rest, SC 29690
Phone: 836-1109
8:00 – 5:00 Mon – Fri

West End Medical Alliance

811 Pendleton Street, #11
Greenville, SC 29601
Phone: 751-3200
8:00 – 5:00 Mon-Fri

New Horizon Family Dental Care

1 Memorial Medical Drive
Greenville, SC 29605
Phone: 351-2400
8:00-5:00 Mon & Wed
8:00 -7:00 Tues & Thurs; 8:00-12:00 Fri

Health Care for the Homeless

Mobile unit
111-A Berry Ave.
Greer, SC 29651
Phone: 801-2035 ext. 1212
Mon - Fri

REGULAR BUSINESS HOURS:

New Horizon operates on an appointment basis but provides services for sudden or acute illness (**same-day appointments for established patients only**).

Regular business hours vary by location as listed in the service location column. *Please call office for information on the availability of extended hours.*

All locations are **closed on** New Year's Day, Martin Luther King, Jr. Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (2 days), and Christmas (2 days).

APPOINTMENTS:

For appointments, call directly to most convenient location and follow the prompts.

Should you have an emergency after regular business hours, please call New Horizon and speak to the on-call nurse.

CANCELLATIONS / RESCHEDULING APPOINTMENTS:

WE ASK THAT YOU CALL THE CENTER AT LEAST 24 HOURS PRIOR TO YOUR APPOINTMENT TO CANCEL / RESCHEDULE YOUR APPOINTMENT. This allows us to better serve you and our other patients.

MEDICATIONS:

Please bring **all** your medications with you to your appointment.

PHARMACY HOURS (Press 3 for pharmacy; call the **last Thursday** of each month for afternoon hours):

Downtown: Monday 8:00 am–6:30 pm; Tuesday–Friday 8:00 am–5:00 pm
WEMA, Greer, Travelers Rest: Mon-Fri 8 am-12 pm; 1:30 pm–5 pm

FEES/PAYMENTS:

New Horizon accepts private insurance, Medicare, Medicaid, and offers sliding scale fee discounts for those without insurance and who qualify.

- Patients who receive Medicare or Medicaid benefits must **bring their identification card each time they visit the Center.**
- **If you are on a sliding fee scale, the federal government requires that we have on file your financial status** (Recent income tax statement, 3 most recent paycheck stubs showing regular hours worked/gross income, or **notarized** document from employer stating salary per hour/per week and number of hours worked). Charges depend on number of family members living in your home and family income before taxes.
- **Your co-pay is for the OFFICE VISIT ONLY; YOU ARE RESPONSIBLE FOR THE CHARGES FOR INJECTIONS, PROCEDURES, LABS, ETC.**
- You must show a **picture ID** and let us know immediately of any **changes** (address, family status, or income). Failure to update information will result in **your having to pay full fee**. Please have **your social security number** available as well.