



# WELCOME TO NEW HORIZON FAMILY HEALTH SERVICES!

*Thank you for choosing NHFHS as your medical home!*

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

## **REGULAR BUSINESS HOURS:**

New Horizon Family Health Services operates on an appointment basis but provide 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. **\*\*All locations are closed on New Year's Day, Martin Luther King, Jr.'s 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.

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

## **CANCELLATIONS/RESCHEDULING APPOINTMENTS:**

**WE ASK THAT YOU CALL THE OFFICE 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; on the last Thursday of each month, call for afternoon hours.** Regular business hours vary by location as listed in the service location column.

## **FEES/PAYMENTS:**

New Horizon Family Health Services accepts private insurance, Medicare, Medicaid, and offers sliding scale fee discount for those without insurance and who qualify.

- Patients who receive Medicare or Medicaid benefits must **bring their identification** card each time they visit.
- **If you are on a sliding fee scale, the federal government requires that we have your financial status on file** (recent income tax statement, 3 most recent paycheck stubs showing regular hours worked/gross income, or **notarized** document from employer stating salary per hour/week and number of hours worked). Charges depend on number of family members living in your home and family income before taxes.
- **Your copay is for the OFFICE VISIT ONLY; you are responsible for the charges for injections, procedures, labs, etc.**
- You must alert us immediately of any **changes** (address, family status, or income). Failure to update information will result in **having to pay full fee**.

### **SERVICE LOCATIONS**

#### **Faris**

975 West Faris Road  
Greenville, SC 29605  
Phone: (864) 729-8330  
8:00 AM- 5:00 PM Monday- Friday

#### **PHARMACY HOURS:**

8:00 AM- 7:00 PM Monday- Friday  
9:00 AM- 1:00 PM Saturday

#### **Travelers Rest**

1588 Geer Hwy., PO Box 1370  
Travelers Rest, SC 29690  
Phone: (864) 836-1109  
8:00 AM- 5:00 PM Monday- Friday

#### **PHARMACY HOURS:**

8:00 AM- 5:00 PM Monday- Friday

#### **Greer**

111-A Berry Avenue  
Greer, SC 29651  
Phone: (864) 801-2035  
8:00 AM- 5:00 PM Monday- Friday

#### **PHARMACY HOURS:**

8:00 AM- 5:00 PM Monday- Friday

#### **New Horizon Family Dental Care**

1 Memorial Medical Drive  
Greenville, SC 29605  
Phone: (864) 351-2400  
  
8:00 AM - 5:00 PM Mon, Wed, Thurs  
8:00 AM - 7:00 PM Tuesday  
8:00AM - 3:00 PM Friday

#### **Health Care for the Homeless**

Mobile Unit  
Monday- Friday