

# Physician Office Procedures

CATCH patients will be prescreened for eligibility by participating medical and social service agencies (Memorial & St. John's Patient Advocates, Kumler Outreach Ministries, Catholic Charities, and Capital Township) and will be assigned to a medical home by the CATCH administrative office.

The CATCH staff will schedule the patient's first appointment with the physician. When the patient arrives for their appointment, they will present their CATCH identification card. The physician's staff will then:

- Process the CATCH patient in the same manner as an insured patient.
- Schedule another appointment, if needed.
- If specialty care is required, fax the physician referral form to the CATCH office to coordinate the referral.
- Send a non-payable bill to the CATCH office. This information is used by the CATCH office to track the dollar amount of charity care provided.
- Sign all necessary forms to obtain free drugs from indigent pharmaceutical programs.