

1. Medical:
 - a. Appointments are walk-in only. First come, first-served. Sign-up is from 4:30 PM – 6:30 PM on Tuesdays and Thursdays.
 - b. Must bring photo ID
 - c. Must have no health insurance and household income less than 150% of the Federal Poverty Guidelines.
2. Dental:
 - a. We accept the first 10-12 patients who arrive at 8:00 AM on the morning of dental clinic. We hold dental clinics only twice per month.
 - b. Must bring photo ID. Must have no dental insurance. Must have household income less than 150% of Federal Poverty Guidelines.
 - c. We only assist with tooth extractions (this includes wisdom teeth). We do not help with dentures, bridges, or any other dental procedures.
 - d. At 8:00 AM, patients fill out paperwork and are greeted / provided information about our dental program by clinic directors.
 - e. Patients are assigned an appointment to return later that night, between 5:00 PM – 7:00 PM, to be screened by our dental volunteer providers.
 - f. Volunteer dentists screen them in the evening clinic to make sure they are good candidates for tooth extraction. If so, they are provided a referral to a local dentist office who will perform the extraction for free. The clinic faxes the referral from our office to the dental office at night after clinic has ended.
 - g. It is the patient's responsibility to contact the dental office they have been referred to and set up their own appointment. We advise them to call the next morning.
 - h. If patient's miss or "no show" their dental appointment with the partnering dental office, they may not be eligible to receive dental services at Mission Waco Clinic for at least 3 months.
 - i. Transportation assistance may be available through the clinic in order to ensure that patients without reliable transportation make their scheduled appointments.
 - j. Dental dates are provided to us by our volunteer dentists on a month-by-month basis, and are not usually known more than one month in advance. Updated dental dates can be accessed on the clinic voicemail greeting and are updated as soon as new dates are provided to us.
3. Specialty:
 - a. Appointments are scheduled in advance.
 - b. Must bring photo ID.
 - c. Referrals are received by Mission Waco Clinic via fax and are filed and organized. Once specialty dates are provided to the Clinic by volunteer providers, we call patients to schedule them on the date provided to us. Most specialties are scheduled only once per month.
 - d. A referral from a primary care physician (PCP) is required for a patient to be scheduled for a specialty appointment.
 - e. Most of our PCP referrals come from Waco Family Medicine, but we can accept referrals from any PCP.
 - f. If a patient does not have a PCP, our own volunteer medical providers can provide a referral. In such a case, the patient would first have to come to one of our Tuesday/Thursday clinic nights and see a physician for acute care. If the physician believes the patient needs a referral for a specialty, they will give the patient a referral and we will schedule them.

- g. Patients are called to schedule their appointments and are sent reminder text messages regarding their appointments. If patients “no show” an appointment with a specialty, this will affect their ability to receive future services at our clinic.
 - h. Some specialties have longer wait lists than others. We communicate with the patients’ PCPs to let them know when we have received referrals, scheduled patients, and we send the PCP a copy of the patient’s chart after their specialty appointment.
4. Vision:
- a. No appointment necessary. Walk-in only. Sign up begins at 4:30 PM. Must bring photo ID. Must have no vision insurance.
 - b. We have volunteer vision screeners who are not licensed optometrists. We provide “screenings” to identify whether patients need to see the optometrist. If screenings indicate that the patient needs eyeglasses, we will refer them to an optometrist.
 - c. 2 local optometrists accept 4 referrals from us per month. After patients are screened at our clinic, their referral is faxed to the optometrist. It is then the patient’s responsibility to schedule their appointment with the optometrist. Once they have visited the optometrist, the patient may bring us a copy of their prescription. We fax this to Prevent Blindness Texas, along with the patient’s paperwork, in order to apply for a voucher for free eyeglasses. It may take up to 4 weeks for the patient to receive the voucher for free eyeglasses in the mail from Prevent Blindness Texas. The vouchers are redeemable at Target Optical and Pearl Vision.
 - d. After the 4 slots for local optometrists have already been filled, we can fax referrals to Prevent Blindness Texas to have vouchers mailed for optometry visits. These can take up to 4 weeks to arrive to the patient in the mail. The patient redeems the voucher to see the optometrist, and brings us in a copy of their prescription. We then fax this prescription to Prevent Blindness Texas, and they will mail a voucher for free eye glasses. This whole process may take up to 6 weeks before the patient has a free pair of eyeglasses.
 - e.

NOTE: We are able to dispense reading glasses for free on any Tuesday or Thursday clinic without an appointment. Any patient who only needs glasses for reading can simply come to clinic during normal clinic hours. They do not have to go through this process.