

FCHC Clinic Locations

Main Street Clinic

1155 E. Main Street
Lancaster, OH 43130

MAIN STREET CLINIC HOURS

Monday - Thursday: 7am - 8pm

Friday: 7:30am - 5:00pm

Saturday: 9:00am - 1:00pm

For after-hours care, call (740) 277-6043

Hunter Trace Clinic

216 Trace Drive
Lancaster, OH 43130

HUNTER TRACE CLINIC HOURS

Monday - Thursday: 7:30am - 6:00pm

Friday: 7:30am - 5:00pm

Baltimore Clinic

1055 W. Market Street
Suite H
Baltimore, OH 43105

BALTIMORE CLINIC HOURS

Monday - Friday: 7:00am - 5:30pm

For after-hours care, call (740) 862-4183



www.FairfieldCHC.org

(740) 277-6043



Patient Information Guide

Quick answers to some
of your most asked
questions

Appointment Policy

Please try to arrive 10-15 minutes early for scheduled appointments. If you arrive more than 10 minutes after your scheduled time, our staff will try to work you in if possible, but your appointment can no longer be guaranteed. If you arrive later than 15 minutes after your scheduled appointment time, your appointment will be rescheduled.

If you can no longer keep your appointment, you must call and provide 24-hour notice to avoid being considered a "no-show" and falling under the no-show policy.

No-Show Policy

Patients who fall into the FCHC no-show policy will be notified. At this point, they will be given information about what this means and how to avoid future interruptions in care. A complete copy of our no-show policy can be found online at www.FairfieldCHC.org



Medication Refills

Please allow 48-72 hours after your time in office for medication refills. Then, contact your pharmacy directly to see if your medication is ready.

We will not call to notify that the prescription has been called in.

Our providers do **NOT** prescribe narcotics or benzodiazepines.

Phone Message Policy

Telephone messages will be addressed within 24 hours by a member of the FCHC team.


Messages left outside of business hours will be addressed the next day.

Sliding Fee Scale

FCHC offers services to everyone, regardless of insurance status using an income based sliding fee scale. You can see the sliding fee scale and apply online by visiting:

www.FairfieldCHC.org/health-insurance-assistance

Reaching us During Normal Hours

 **(740) 277-6043**

Listen closely and follow the prompts to reach the clinic of your choice

Patient Portal

Available 24/7, 365 - you can quickly and easily **request refills, schedule appointments, view lab results, and more** by enrolling in the Patient Portal! Enrollment is simple and only takes minutes. Ask our team for information on the Patient Portal.

What to do Outside of Normal Hours

If you are having an emergency, please go to the nearest emergency department.

If your request can wait until the next business day, please call during normal business hours.

If your request can't wait, call the after-hours number of your clinic to speak to an answering service. A provider will then return your call.

We do NOT fill routine prescriptions outside of regular office hours.

