



St. Matthew's Medical Clinic

"Heal the sick... Freely you have received, freely give." Matthew 10:8



Call (970) 624-3425 to schedule an appointment.

Welcome Handbook

Welcome to St. Matthew's Medical Clinic! We are glad you are here and are looking forward to helping you meet your health care needs. Our mission is to show God's love by providing medical services to those who cannot obtain them elsewhere for financial reasons. All medical care at St. Matthew's is free, supported by donations and provided by qualified volunteers. We encourage you to strengthen your physical and spiritual health during your time with St. Matthew's.

Clinic hours: We currently offer appointment times on Tuesday evenings from 6:00 p.m. to 9:00 p.m.

Clinic Address: House of Neighborly Services Life Center, 1511 E. 11th Street, Loveland, CO 80537. Entrance on the west wide of building.

Phone Number: (970) 624-3425

This phone line is not staffed by a person. Please leave your appointment request and contact information and you will be contacted as soon as possible, though that may be a few days. Please note that these messages will be returned with caller ID blocked, please accept these phone calls when awaiting our return call.

Medical care for emergencies is not available at St. Matthew's Medical Clinic. Please call 911 or go to the emergency room if you think you have any emergency medical condition.

Confidentiality: As with any medical organization, St. Matthew's will, at all times, safeguard all of your personal and medical information.

Eligibility: We will accept any patient who feels that he/she needs our free clinic services, to the limits of our ability based on volunteer staffing. Patients with medical insurance (including Medicare, Medicaid) would usually be best served by a full-service clinic elsewhere, but if transportation or other reasons prevent that, we would be glad to serve you.

Services we offer: Preventative care. Treatment and management of acute and chronic diseases. We strive to serve you for a time until you qualify for more comprehensive medical coverage. Since we are open, at most, 3 hours per week, we cannot provide emergency or urgent care. Our services will be most useful to those who do not have access to any full-time medical offices.

For immediate medical advice, we suggest you call a nurse advice line such as 1-800-943-9066 or 1-800-505-6877.

Services we do not provide: Pharmacy. Lab draws. X-rays. Dental. Immunizations. Gynecologic or pregnancy care. Translation services.

For these services, we will refer you to appropriate services here in town. You will need to travel to the Health Department, local hospital laboratory, etc., to receive this important care.

We cannot guarantee that Spanish or other language translation will be available. Please bring with you a translator who speaks English well AND with whom you are willing to discuss all of your personal medical information.

Financial information: There will not be any bills from St. Matthew's. We do have expenses for medical equipment and insurance, so we would welcome any donations. We are a 501(c)(3) tax exempt nonprofit. We suggest a donation equal to one hour's pay of your work, but we will gladly see you even if you are unable to make any donation.

We may ask some financial information in order to serve you better. This may be to see if you can qualify for medical assistance programs; it may also allow us to apply for grants to expand our services at St. Matthew's Medical Clinic. This, like all information such as address, phone number, citizenship status and emergency contact information, will be kept totally confidential.

We not provide free medications or vouchers. We do not have a pharmacy. We will work hard to prescribe medications that work for your condition yet are as inexpensive as possible.

Labs: We can inform you about low-cost programs from Horizon Direct Access Labs. CICP may also be applied for in order to receive reduced cost services on a sliding scale from McKee Medical Center and other CICP providers. These are the locations for the Horizon Labs:

Horizon Laboratory at
Aspen Medical Center
2923 Ginnala Drive
Monday - Friday: 7:30 a.m. - 4:30 p.m.
(Closed 12:30 p.m. - 1:20 p.m.)

Horizon Laboratory at
Skyline Center for Health
2555 E. 13th St., Suite 115
Monday - Friday: 7:30 a.m. - 5:00 p.m.

Horizon Laboratory at
Banner Health Center - South Loveland
1230 14th St. SW
Monday - Friday: 7:30 a.m. - 4:30 p.m.
(Closed 12:30 p.m. - 1:30 p.m.)

Specialist referrals: St. Matthew's providers will refer you to specialists when needed. We will try to help arrange this if needed, but the final responsibility for both the appointment and their payment will be yours. Specialists are not obligated to give free services even for a patient of St. Matthew's Medical Clinic.

Cancelled/missed appointments: In order to best serve all of our patients, same-day cancellation and missed appointments are discouraged. We will attempt to contact you after a missed appointment to reschedule your appointment, but we may have to stop being your medical provider if a second appointment is missed.

Please tell any concerns and suggestions to us, either personally at the clinic or by leaving a message on our phone line.

Patient Responsibilities

St. Matthew's Medical Clinic is staffed by volunteers from the community. We expect you to treat volunteers and other patients respectfully.

Visits can take 1-2 hours, depending on your needs and our staffing levels. We appreciate your patience as we try to serve as many people as we can.

Cell phones should be silenced in the clinical areas.

We may refuse service to people who are actively intoxicated.

St. Matthew's does not allow loud or abusive behavior.

Smoking, food and drinks other than water are not allowed in the clinic area. Please no smoking near the outer door of the Life Center either.

Patients must be truthful with all of our staff, to allow us to help you, both with medical issues and financial issues. This means talking with us even about sensitive issues such as drug and alcohol use, sexual relationships, financial and citizenship status. We always keep this information private.

St. Matthews has the right to refuse to see anyone who does not follow the rules.

Medical Records: We would gladly provide you a copy of your medical record if you transfer to another medical clinic. Call our phone line (970-624-3425) to make these arrangements.

As volunteer medical providers, the doctors and nurses at St. Matthew's are immune from liability under the United States and Colorado Volunteer Protection Acts. In addition, some medical providers may have federal FTCA liability ("Malpractice") insurance. These limit your ability to sue in court. We at St. Matthew's are here because we want to give you the very best of modern medical care; we provide this information as a requirement of law.