



## Partners in Care

### Working Together as a Patient Centered Medical Home

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Lebanon Valley Family Medicine, Inc. (LVFM) is a primary care office dedicated to serving the health care needs of today's families. We have embarked on the process to become certified by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home (PCMH). The NCQA defines the patient-centered medical home as "a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." Medical homes can lead to higher quality and lower costs, and can improve patients' and providers' experience of care." Please be assured that any changes we implement will be designed to enhance our service to you. Your personal provider and their care team will work to maintain your best health through preventive care, monitoring of chronic health conditions for optimal results, and coordination and continuity of care.

**The best healthcare is achieved when patients and their healthcare provider work as a team. Below we've listed ways that our team will work for you and what we ask of you in order for us to give you the best care.**

### Patient Centered Medical Home (PCMH)

- As our patient it is important for you to choose one provider for your routine care. For more urgent visits preference for your provider will be given when available.
- Call us first! Unless the problem is life threatening (then call 911) you should call us first with health concerns 24/7.
- As your Medical Home we will strive to coordinate all aspects of your health care to insure you get the care you need. This process works best when you keep us informed of health care you are receiving from other providers, including behavioral/mental health care.
- We will maintain a thorough electronic record of your health information, including medications, medical history, test results, hospital records and specialty care.
- Your personal provider has a team of support staff including nurses and referral/insurance specialists to assist with any health care needs. Please refer to our "Patient Access to Care" brochure for contact information.
- Interpretive services are available when needed. Please inform our staff if you require assistance.

### Patient Portal!

LVFM is pleased to provide a secure two-way communication system through the Patient Portal on our website, [www.lvfm.org](http://www.lvfm.org).

- The Patient Portal is a convenient way for you to securely access your health information including your problem list, allergies, medications and test results. Through the portal you may request an appointment, a medication refill, update your personal and medical history information, send us a message about a referral or test results, or ask for medical advice.
- Most requests will be addressed within 24 hours Monday through Friday only.
- An access code may be issued to you in person at either office location.
- Patients with activated portal accounts will receive email notifications from us when information is sent to your portal.
- Due to privacy concerns, the portal is unavailable for patients age 14 through 17.

### Appointments – Your appointment is VERY important to us!

Our schedules are designed to provide you with the best care and efficiency. We value your time and strive to keep on schedule. Occasionally, emergencies do arise - if we are delayed you will be advised when you check-in.

- We ask all patients to arrive 15 minutes prior to their scheduled appointment time. (20 minutes early for new patients.) This allows time for the check-in process and helps us to keep on schedule. *We cannot guarantee an appointment if a patient arrives more than 10 minutes after the scheduled time.*
- If you are unable to keep your appointment call the office as soon as possible. Canceling or rescheduling with less than a 24 hour notice will be considered a *missed appointment*.
- We will not reschedule a new patient who does not keep their initial appointment.
- Established patients who miss appointments risk being charged for the missed appointment.
- Patients who repeatedly miss appointments risk dismissal from our practice.

## Phone Calls

- LVFM strives to return all calls as quickly as possible depending on the urgency of the situation or the availability of information. If you feel you have not heard back from us in a timely manner, **please call us back**.
- Our office staff is happy to assist you with any concerns. You can expect to be treated with courtesy and kindness. Likewise, we expect you to treat our staff in this same way. Foul language, raising your voice or making threats will not be tolerated. Behavior of this type may cause you to be dismissed from our practice.

## Medication Refills

Prescription refills are processed during regular office hours *only*, with refills sent to the pharmacy within 48 hours. Please order refills at least 2 days before you finish your current prescription.

- **Call the prescription refill line at 717-838-0339** and give your name, the name of the medication, dose, pharmacy name and location, and your phone number.
- Due to government regulations and potential addictive qualities of controlled medications, we make the following request:
  - Refills of controlled medications should be requested **MONDAY** through **THURSDAY**. Some of these medications are: Adderall, Concerta, Ritalin, Vicodin, Percocet, Oxycontin, Lortab, MS Contin, MSIR, Avinza, Valium, Ativan and Xanax. **These prescriptions must be picked up at the office and cannot be faxed or sent electronically. These prescriptions will not be filled on weekends or by the on-call physician.**

## Completion of Forms

- There is a charge for the completion of a form requested outside of an office visit.
- *LVFM reserves the right to determine all fees for forms.*
- If completion of your form requires an exam you will only be charged for the exam. Forms must be presented the day of the exam. Fees will apply to forms brought in after the day of exam.
- If an FMLA form is brought to a visit that does not apply to the visit, there will be a charge to complete the form.
- **Please complete all personal information required on the form BEFORE bringing it to the office.**
- Please allow 1-2 weeks for form completion.

## Insurance/Financial Information

- Always bring your insurance identification card(s) to your appointment. Purposefully withholding insurance information is fraudulent. Please be sure to notify us of any changes to your insurance or personal information.
- Your provider will make decisions for your care based on the best treatment for you, not necessarily based on the coverage of your insurance plan. **It is your responsibility to know what services are covered by your insurance.** This includes laboratory tests, preventive services, prescriptions and deductible and co-payment amounts. *Please be sure to tell your provider if you have insurance/financial concerns.* Although health insurance is intended to help patients meet the cost of medical service, **financial responsibility rests with you.**
- **Co-payments are due at the time of service.**
- We participate with many major insurance companies in addition to Medicare and Medicare Advantage Plans.
- For insurances we do not participate with, the patient is responsible for payment at the time of service. A detailed receipt will be given for you to submit to your insurance company for reimbursement.
- In addition to the regular office visit charge, there may be an additional charge for services provided during regularly scheduled evening or weekend hours and during hours when the office is closed.
- In the event of circumstances that prevent immediate payment of bills, we will work with you to create a payment plan.

## Additional Services

- **Travel Medicine:** LVFM offers pre-planning visits to help you prepare for travel abroad. We routinely stock vaccines that may be recommended for your area of travel. Your physician will review the health risks, prescribe antibiotics and/or prophylactic medications as indicated, and advise on the care of any specific medical conditions you may have. Be sure to schedule your travel visit well in advance of your trip – we suggest at least 6 weeks though several months is even better. Please be aware that travel services are **not covered by insurance** – payment will be requested at the time of service.
- **Cosmetic Services:** We offer Botox, Juvederm Ultra, Juvederm Ultra Plus, and Latisse. Please schedule a consultation with Dr. Lee or Lorri Kercher, CRNP, if you are interested in what these products can do for you. Cosmetic services are **not covered by insurance.**

*LVFM is committed to your visit being a positive experience. We are pleased to provide your medical care and will do our utmost to earn and maintain your trust. If at any time you feel this has not been the case, please ask to speak with a manager or supervisor.*

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