



Total Family Care

Affiliated with Lawrence Memorial Hospital

ABOUT TOTAL FAMILY CARE

The goals of our patient centered practice are to provide you with efficient and quality health care; assisting you toward better health or medical care during times of illness. In order to better assist you we would like to present the following points of information:

- **OFFICE HOURS**

Office hours are Monday-Thursday 8:00 am-6:30 pm and Friday 8 am- 4:30 pm.

Our main telephone line, **785-505-5850** and our office care team staff will answer your calls Monday through Friday, 8 am-5 pm and help coordinate your care.

The answering service will answer your calls at all other times, including weekends and holidays for urgent clinical advice. Should you need to contact the physician on call, call **785-505-5850** and the answering service will page the on-call provider.

- **APPOINTMENT SCHEDULING**

If you have an *urgent* problem, are following up from an emergency room visit or a hospital discharge, please ask to speak with a nurse to discuss an appointment. *Non-urgent* appointments may be requested by phone or secure patient portal. Our practice believes access to care is important therefore we offer same day appointments to our established patients. Non-urgent appointments may be requested by phone or secure patient portal for all primary care providers.

- **PATIENT PORTAL:** www.lmh.org/portal then go to **My Patient Portal**
- **PRACTICE WEB SITE:** <http://www.lmh.org/care-treatment/primary-care/totalfamilycare/>.

COORDINATING YOUR CARE

Please leave any referral requests or information with your provider's care team nurse. If you have a clinical problem and are wanting a referral to a specialist without seeing your primary provider, ask to speak with the nurse. The nurse can help you determine whether you need an office visit with your primary care provider to help facilitate this process.

If your insurance is through an HMO insurer, discuss your health care needs with your physician or his/her nurse prior to seeking care from other providers so as to ensure the best possible coordination of care, information, and meeting the conditions of your insurance coverage. Scheduling an appointment with another doctor or provider prior to

an evaluation by your physician could result in non-payment or reduced payment by your insurance. We request at least 48 hours' advance referral notification so that the appropriate paper work can be exchanged with the provider of referral. **It is the responsibility of the patient to contact their insurance company for verification of precertification of tests such as, CT SCANS, MRI and any other procedures performed.** Our Pre-Certification Coordinator may be reached at **785-505-5850** to assist you with any pre-certification questions. Your physician's nursing staff can be reached at **785-505-5850** may assist you with any questions or care coordination needs related to specialty referrals, admissions or recent discharges.

Please notify our office of any recent hospitalizations, emergency room visits, or self-referrals to other health care providers (such as optometrist, educator, counselor, physical therapy) so that we can assist you with follow-up appointments and obtain the appropriate records for your ongoing care.

- **COMMUNICATION WITH NURSING STAFF**

Our care team nurses try very hard to meet your needs. Our RNs, LPNs, and Certified Medical Assistants are experienced and will help triage your call. When calling, please give your name to our receptionist so they can connect you with the appropriate care team member. Always tell a staff member if the call is *urgent* or an *emergency* for the appropriate triage and instructions. As each physician or providers' care team member may be assisting with other patients, they may not always be available for your immediate phone call. If you leave a message for the nurse to return your call, please indicate when and how you will be available so that they may reach you. Non-urgent calls received after 4 p.m. may not be returned until the next business day otherwise phone calls will be returned the same day.

- **LAB, IMAGING, and OTHER TEST RESULTS**

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Our practice notifies patients of all test results either by phone, mail, portal, or at an office visit. You should expect to be notified in a timely fashion. Timeliness can vary according to what kind of test result was completed. For example, certain blood tests may be available in 1-3 days while others, such as a biopsy may take longer. If at any time you have not been notified, please call our office and speak to a nurse. Patients who have secure portal emails should anticipate being able to communicate and receive certain lab, imaging and office notes via portal.

- **PRESCRIPTION REFILLS**

NO ROUTINE MEDICATIONS WILL BE REFILLED ON WEEK-ENDS, HOLIDAYS OR AFTER HOURS.

Please monitor your prescriptions carefully so that you will not run out of a medication during these times. Call your pharmacist to request refills of prescriptions. The pharmacy will contact our office for approval if it is required. Some prescription labels

indicate "NO REFILL" which may mean you are to take a limited number of doses, but often it means you are to report your response to the medication to our office before a decision to refill the prescription is made.

If you have a prescription that by law requires a hand-written prescription, you or your designated person will be required to do the following: present an ID and you will be asked to sign acknowledgement of the receipt of the prescription. If you have a family or designated person picking up the prescription, that person will be asked to produce their ID then verify if their name is on your patient consent/release form. If their name is on the consent form, they will be asked to sign and date the prescription copy. If their name is not on the consent form, our office representative will make an attempt to call you to get verbal authorization for pick up. Verbal authorization is good for one time only. If we cannot get ahold of you, the prescription may not be released to that person.

We encourage you to bring your prescription bottles or a current medication list to each office visit and request needed refills at that time. Medications include: prescriptions, over the counter medications, herbs, vitamins, and supplements. Certain prescriptions require at least annual or more frequent office visits for refills or have very specific criteria or agreements for these refills. Reviewing your medications, in detail at office visits with your care team and provider, improves patient safety, accuracy and quality of care.

- **BILLING AND INSURANCE**

For patients with insurance we bill most insurance carriers if supporting paperwork is provided to us. Copayments and deductibles are due at the time of service. The agreement between you and your insurance carrier is private therefore we do not routinely research why an insurance carrier has not paid or if it may have paid less than anticipated for medical care. If an insurance carrier has not paid within 60 days of billing, you will be responsible for professional fees. We direct you to call Physician's Billing with any questions: *1-877-767-8477*. If you are uninsured or experiencing financial hardships, we offer financial counselors at *785-505-2922*.

- **Medical Records**

We recommend that if you have received medical care outside of the Lawrence Memorial Hospital system, you request your medical records by sent either electronically or mailed to our office. The main contact person to help facilitate any health information request is located at the front reception area.

- **Patient Centered Medical Home**

Total Family Care (TFC) has adopted the patient centered medical home (PCMH) model of health care that is a team-focused approach to provide comprehensive, coordinated, continuous, accessible, and pro-active care while blending required computer technologies. TFC has always had a commitment to provide the best possible primary care to our patients. This model of care aligns with the American Academy of Family Practitioners (AAFP). We believe your health care should be delivered timely, safely, efficiently, respectfully and with the highest level of quality through a trusting partnership between your physician, nurse practitioner and the TFC care teams. To validate our model of care, Total Family Care received NCQA Level 3 PCMH recognition 12/01/17 to 12/01/20. www.ncqa.org.

A team based approach to patient centered care integrates the following principles:

- Continuous relationship between you and your primary health care provider
- Physician directed practice
- Timely access to care during office hours with same day scheduling
- Timely access to your physician after regular business hours for urgent or emergent needs
- Treating you as a full partner in your health care
- Coordination of care to bring different health care entities together
- Helping you to self-manage your health care goals one step at a time
- Importance of quality and safe

We want you to:

- Actively participate in your care. Describe any needs or concerns every step of the way.
- Learn about your condition and what you can do to stay as healthy as possible
- As best you can, follow the care plan that you and your physician/nurse practitioner have agreed is important for your health.
- If you don't understand something your doctor or other member of your care team says or writes, ask them to explain it in a different way.

If you receive care from other health professionals, always tell your care team so we can help coordinate and record this information for the best possible care.