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Phone 315-342-1765 Fax 315-342-1742

IMPORTANT INFORMATION FOR PATIENTS

Thank you for choosing our office for your health care needs. We take your healthcare seriously and look forward to working with you to improve and maintain your health.

• APPOINTMENTS

Normal Office Hours: 9am-5pm MWF, 7am-6pm Tues, 7am-4pm Thur; closed noon-1pm. Our policy is to provide "same-day" appointments whenever possible for sick calls. For your convenience, please call for an appointment. If we receive a request to be seen after 3PM, we may need to schedule you for the following day.

We make every attempt to stay on schedule and see you in a timely fashion. However due to unforeseen patient emergencies we may sometimes have delays. Be assured that our professionals will provide you the necessary time and attention at each visit to address the primary reason for your appointment. Sometimes you may need to schedule a followup visit to address additional concerns.

• SERVICES PROVIDED IN OUR PRACTICE

We provide evidence-based primary care for prevention and treatment of usual and routine medical problems of adult patients, such as high blood pressure, asthma, diabetes, high cholesterol, osteoporosis and many other conditions. Treatment of uncomplicated behavioral health conditions such as anxiety and depression is offered in the office, while more complex issues may be referred to mental health professionals. We offer flu shots (in season), pneumococcal pneumonia shots, tetanus shots and allergy injections. Other services include pelvic exams, Pap smears, EKG's, urinalysis, health counseling, and specialist referrals. We recommend annual wellness visits for each patient, with an initial health assessment when a patient is first established with this practice.

• FEES, PAYMENT AND INSURANCE

Our charges are comparable to those of other local medical practices. Charges are determined by the type of service and treatment provided. We provide equal access to all patients regardless of the source of payment. ***Payment for office visits, including co-pays, is expected at the time of service.*** We accept cash, check, Visa, MasterCard and Discover. There is a \$25.00 fee for any returned check. Please refer to our Financial Agreement for more information.

We participate with most insurance companies. ***It is YOUR responsibility to provide accurate, updated information so that we may properly bill your insurance. For this reason, we request that you present your insurance card at each visit. You are ultimately responsible for payment for services provided by this office.*** Please advise us immediately if you have any questions, financial hardship or lack of insurance so that we can make arrangements with you. Ask for Kristen in the billing office.

- **CANCELLATION POLICY**

Please contact our office at least 24 hours prior to your scheduled appointment if you must cancel or reschedule. If you do not cancel and do not show for an appointment, you will be charged a no-show fee of \$25.00. Patients may be dismissed from the practice for three missed appointments.

- **LAB AND TEST RESULTS**

It is our policy to inform you of all lab and test results. Most reports are back in a day or two. Some special test results may take up to 14 days. You can see your results on your patient portal. IF YOU HAVE NOT RECEIVED YOUR RESULTS IN A TIMELY MANNER, PLEASE CONTACT THE OFFICE.

- **REFERRALS**

If your insurance requires a referral from our office for you to see a specialist, please let us know. We may need to see you for an office visit in order to properly evaluate your problem and communicate it with the specialist. ***It is your responsibility to verify that the specialist participates with your insurance.*** We will work with your insurance to obtain authorization for your specialist visit and will let you know when it has been approved.

- **PATIENT-CENTERED MEDICAL HOME**

Our goal is to be your partner in health care by serving as your medical home. We are committed to make available to you a personal provider who provides for all of your health care needs and coordinates your care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive health care. We coordinate your medical care across multiple settings. We provide a written or electronic visit summary at each office visit. We function most effectively as a medical home if patients and families provide a complete medical history and information about care obtained outside of the Practice, including medications, allergies and recent test results. If you see any provider outside this office such as a specialist, behavioral health provider, urgent care, hospital or emergency room, please request a copy of your records to be forwarded to our office via fax or our secure direct email address:

lmandanas@oswegoprimecare.amazing-direct.com Ask for Lorrie for any questions.

New patients should also provide us with their previous health records either on paper, by fax or electronically via our secure direct email address, after signing a release.

- **PATIENT PORTAL**

A visit summary will be transmitted to each patient's portal account after each visit. You can download your health information from the portal, and communicate with us via secure messaging. Our staff can help you get started with your portal account.

- **PHONE MESSAGES AND PRESCRIPTIONS**

We address messages and refill requests as quickly as possible. If you have an urgent health request requiring a more prompt response, please indicate this to the receptionist.

- **PRESCRIPTIONS AND CONTROLLED SUBSTANCES**

All prescriptions are filled electronically. Please make sure we have up to date information on your preferred pharmacy. ***We refill prescriptions during normal office hours. We require 72 hours advance notice on any chronic medications to avoid interruptions in your medications.*** Under no circumstances will prescriptions be refilled after-hours by the on-call physician. For acute pain, only small amounts of narcotics will be given. For ongoing prescriptions of controlled substances, patients must be seen in person every two months. Our office policy strictly prohibits prescriptions for narcotic pain medications other than during regular office hours.

- **AFTER HOURS CALLS**

For after-hours urgent advice, you may call (315)514-0044. In the case of a true medical emergency, dial 911 or go to the nearest emergency room. Non-urgent issues such as prescription refills and routine care of chronic medical problems should be addressed during normal office hours. ***You MUST leave a phone number that accepts blocked and anonymous calls.*** If you do not, we may not be able to return your call.

- **PRIOR AUTHORIZATIONS**

Certain testing procedures, referrals, treatments and medications require prior authorization by insurance companies. ***You are responsible for ensuring that authorization has occurred prior to your test, referral, treatment or prescription.***

- **ADDITIONAL FEES AND CHARGES**

We charge \$15.00 to fill out forms such as completion of insurance, FMLA, disability or other types of forms. We charge \$0.75 per page for copies of medical records.

