

Your physician can usually handle most of your health concerns, but sometimes a referral to a specialist becomes necessary. Your insurance carrier may require you to obtain a referral before you see a specialist. Please let us know at least three business days in advance of your appointment if this is your case. Remember, too, that not all insurance plans allow you to see all specialists. We may have to limit referrals to those specialists who participate with your particular insurance plan. We cannot “back date” referrals, so it is important that you have an approved referral before you see the specialist. If an on-call physician authorizes you to seek specialty services, please notify us on the next business day so we can process the necessary paperwork.

Telephone Calls

We encourage you to call with any questions you might have about your family’s or your own health. A physician is always available for emergencies; for less urgent matters we request you leave a name and contact number. We will make every effort to return telephone calls as soon as we can without disrupting the patient care taking place in the office. Please remember that the telephone is no substitute for a face-to-face encounter and physical examination with a physician. Although it may be possible to arrive at a treatment plan over the telephone, please realize that an office visit may be necessary.

Please visit our web site at www.prohealthmd.com for a host of health-related information. There you will find medical forms to download, links to excellent sites for researching particular issues or conditions, and access to more information about ProHealth and our physicians and staff. You may also contact our billing office, as well as make prescription purchases via our on-line pharmacy, through our web site.

Notes:

Thank you for choosing this ProHealth practice.



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From Appointments to WebVisits: Getting Things Done at the Doctor’s



Welcome! This office is part of **ProHealth Physicians**, Connecticut’s leading group of primary care practitioners. The qualified professionals here are committed to working together—and with you—to maintain your good health.

We’re also committed to good communication. This brochure contains answers to the office-related questions patients ask most often—from “How do I get a referral?” to “Where do I go with a billing question?” The information can make a difference to your health care experience. After all, *your health is our primary care...*



Medical Records

We are committed to maintaining the privacy of your health information. If your physician recommends that you see a specialist, the appropriate records for your visit will be sent so the specialist will have as much background on your case as possible.

If you need copies of your medical record for insurance, legal or personal reasons, we are happy to do this for you, but we will need your written permission. Forms are available at your practitioner's office or online at www.prohealthmd.com. Please allow us at least 30 days to process records requests. There may be a charge for copying and postage.

Office Hours and Policies

Office hours are posted in the reception area. There are additional charges for patients seen outside of regular office hours.

All ProHealth offices are smoke free, reflecting ProHealth's belief that smoking is one of the most dangerous health risks to which you and your family can be exposed.

Online Office

As part of our continuing commitment to patient satisfaction, many of our physicians also have an "online office," yet another way you can communicate with your physician and the office staff. Check with the receptionist to see whether your practitioner participates. If so, go to www.prohealthmd.com, click on Connect With Your Doctor, locate his or her name, click, then follow the directions to register. Once you register, you'll be able to request prescription refills and referrals to specialists and to ask simple medical questions. More complicated issues may be addressed through online WebVisits for a nominal fee (covered by some insurance plans).

Prescriptions

Refill requests should be made during normal office hours; checking your supply of medication before the weekend or a holiday is a good idea. *(Carrying a list of any prescription medications you take on a regular basis—along with the dosages—in your purse or wallet is a good idea, too, for easy reference and in case of an emergency.)* When calling for a refill, please have the following information ready:

- the name of the medication.
- the dosage.
- how often and when you take the medication.
- the pharmacy name, location and phone number.

You can also refill prescriptions by visiting our online office at www.prohealthmd.com and clicking on Connect With Your Doctor. It is our policy NOT to refill narcotic medication prescriptions outside of regular office hours.

Emergency Care

If you are confronting what you feel is a life-threatening emergency, dial 911 immediately. The medical personnel who respond to 911 calls are equipped to handle emergencies and transportation to the nearest hospital. Please call us as soon as you can so that we can begin to coordinate care with the hospital. If your problem is not life-threatening, please call us first so that we can advise you on how to proceed.

Forms

Please allow your practitioner's office five business days to process any health care related forms such as those requested by camps or schools. If you would like us to mail completed forms on your behalf, please provide a stamped, addressed envelope. There may be a charge for this service.

Insurance Issues

If you have health insurance for you and/or your family, please bring the appropriate insurance card each time you visit the office. We participate with most major insurance plans, and we will work with you to ensure you receive your plan's maximum benefits. If your plan requires a co-pay or deductible at the time of service, please be prepared to pay when you arrive and check in.

If we do not participate in your insurance plan, we ask you to pay for your visit at the time of service. We will give you all the information necessary to submit a claim, or we may be able to submit it for you.

We realize that medical care is expensive, and we make every effort to keep your health care costs down. Please review your insurance and its coverage, restrictions, required co-payments and deductibles. Unfortunately, all insurance does not cover all medical care, and you, not your insurance company, are ultimately responsible for the cost of care rendered. If you are having problems paying for medical care, please contact the office manager or our central billing office at once so that appropriate arrangements can be made.

Laboratory Tests Results

Our office will make every effort to let you know the results of any testing you've had as soon as we've heard the outcome. We can let you know by phone, email or during a follow-up visit. Please discuss with your practitioner how you'd like to be notified. On occasion, test results may be delayed; please get in touch if you don't hear from us in a reasonable period of time.

After Hours Care

This ProHealth office provides a physician on-call 24 hours a day, every day of the year. If you have an urgent after hours question or health issue—a problem that can't wait until the next business day—a practitioner may be reached by dialing your doctor's regular office number.

Calling our regular office number will connect you with an answering service or system; you can leave a message and the on-call physician will be paged. Please be aware that very occasionally, and despite the latest technology, a doctor may not receive a page. If you haven't heard from the on-call physician within 60 minutes, please call the answering service back and request that the doctor be paged again.

If you subscribe to a caller ID service that includes Anonymous Call Rejection (ACR), please unblock your telephone before calling the office. This is done by dialing *87 and following the prompts. If you don't do this, the doctor may not be able to get through to you.

We make every effort to return our patients' calls in a timely manner. Remember, though, that the on-call physician is responsible for a number of patients—some of whom may be hospitalized—so an immediate response may be difficult. And please don't use the on-call doctor for routine matters such as refills and referrals; under most circumstances, those can wait until the next day.

Appointments

All patients are seen by appointment except in the case of an emergency. Since illness doesn't always strike at a convenient time, there is always a doctor on-call. Remember, though, that you'll have the best access to your practitioner for minor illnesses if you make a habit of assessing your condition during regular office hours. For example, the best time to wonder whether the stuffy nose you've had for two weeks might, in fact, be a sinus infection is Friday morning, not Saturday night. Calling early gives us all the opportunity to make sure you get the care you need in a timely manner.

Please call as early in the day as you can when seeking an appointment. If you find you cannot keep an appointment, please notify us at once so that the time may be given to another patient. If you don't contact us, you may be charged for the time reserved. These charges are *not* covered by insurance.

We try to see all patients on time. However, occasionally we run late because of acutely ill patients who need immediate attention or because a patient's symptoms prove more complicated than originally thought. We recognize that your time is valuable, and we ask for your patience if your appointment time is delayed.

Billing

When you visit your practitioner, the charges are entered into our centralized billing system located at our corporate headquarters in Farmington. Insurance claims and statements are generated from there, too. Payments are accepted at any ProHealth office or may be sent to P.O. Box 150473, Dept. 295, Hartford, CT 06115-0473.

Please be prepared to pay any co-pays and deductibles at the time of your office visit. If your insurance company does not have a contract with ProHealth Physicians, payment is due at the time of service. We may be able to submit your claim to your insurance company for you as a courtesy.

Accounts past due more than 90 days are automatically sent to our collection agency unless you specifically make other payment arrangements with the office staff or our central billing office.

Billing questions may be directed to your practitioner's office staff or to the customer service team at our central office in Farmington at 860.409.7700 or toll free at 888.547.0200.

Complaints

We sincerely hope that you never have any reason to complain about your care, but if you do have an unresolved issue, the office manager is the person to speak to. If the question is health related, your doctor will always try to help you obtain the care you need.