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We welcome you to Evergreen Family Health! Thank you for choosing us for your health care needs. Before your first scheduled appointment please take a few minutes to read and complete the enclosed forms. **If you have previous medical records with another health care provider please fill out the enclosed records release form and return it to our office.** We will make every effort to obtain your medical records prior to your first visit. You will also find enclosed a healthcare database. Please fill this out completely and bring it with you to your appointment.

**Cancellation Policy:**

We understand that circumstances may occur that require rescheduling or cause you to miss your appointment. We ask that you call in advance if you cannot make it to your scheduled appointment time so that it can be offered to another patient. **Please note, as a new patient, if you are unable to keep your appointment with us, you must call to let us know 24 hours prior to your appointment time. A missed initial appointment will result in an immediate discharge from our Practice.** Help us serve you better by keeping all scheduled appointments.

**Services:**

Our office provides a wide range of primary care services for children and adults. Medical care is available for Women's Health, Men's Health, and Pediatrics. Our clinicians have special interest in: sports medicine, tobacco cessation, preventive medicine, cholesterol management, minor surgery including dermatologic procedures and vasectomy, cancer screening, diabetes, and evaluation and treatment of depression.

**Referrals and Transitions of Care:**

If you require additional care, we, as your Primary Care Practitioners, will refer you to specialists or other community resources as necessary. In addition to referring you to such

services, we will be your “Medical Home” and will coordinate your care across multiple settings. We will work with specialists to schedule appointments for you; we will review their recommendations; and we will coordinate care between facilities, such as the hospital or nursing home.

#### **Medication Refills:**

If you are taking a prescription medication you have a condition that requires periodic evaluation. We strive to prescribe enough medication at each office visit to last until your next recommended visit. For this reason, if you are running out of medication, please schedule an office visit so that we can be sure to review and evaluate your condition(s) and prescribe safely.

Please note, Pharmacies can have outdated and or inaccurate information, for that reason we do not respond to pharmacy requests for refills.

#### **Office hours:**

Monday through Thursday: 8 am – 6 pm; Friday: 8 am - 5 pm; Saturday 9 am – 2 pm

Office Telephones: 8:30 am – 5:30pm (Mon-Thurs); 8:30am – 5pm (Friday); 9am – 2pm (Sat)

#### **Urgent Needs and After-hours Care:**

We provide many services in the office that might help you avoid the long waits and hassles at the emergency room. We suture lacerations, treat minor burns, and evaluate and treat injuries such as sprains and fractures. If you are ill and need to be seen, we have urgent care appointments available every day including weekends. Also, **a physician is on-call seven days a week, 24 hours a day**. Call 878-1008 to reach the office and if the office is closed, you’ll be given the option to press 6 and be put in touch with the physician on call.

#### **Choosing your PCP:**

All new patients are required to choose a Primary Care Practitioner (PCP), if you do not have a preference, one will be assigned to you. A PCP is necessary for every patient so that patients have a clinician to coordinate all aspects of care including providing health maintenance and acute visit care; and managing all incoming records, test results, consultant notes, and other documents.

#### **Paying for Your Visit:**

We participate with most insurance companies, and bill them for you. We will be happy to discuss our billing procedures with you. **Please be prepared to present your Insurance Card at your initial visit.** Co-pays are due at time of service, even if you have an HSA. There is a \$10 charge for late payment of co-pays. Common insurances accepted are: Cigna, Blue Cross, MVP and Medicare.

If you have health insurance we don’t accept, or you have no insurance, we welcome you to use our services and ask that you pay at the time of your visit. We offer a 20% discount if you are “self-pay” and pay in full at the time of services. Accepted payment forms include: Debit cards,

HSA cards, MasterCard, Visa, Discover, American Express, personal checks and cash. You may also pay your balance by credit card online on your patient portal.

**Hospitalization:**

If you are admitted to the hospital, your medical care will be provided by the hospital employed physicians, otherwise known as “Hospitalists”. Please let them know you are a patient of Evergreen and they should notify us so that we can help coordinate your care. We will not be visiting you in the hospital but we are always available by phone.

**Test Results:**

We encourage you to sign up for our Patient Portal. If you do, your results will be posted to your portal as soon as we review them. We will call you if your results are abnormal and require discussion. If you do not sign up for the patient portal, we will send you a letter with your results.

Again, thank you for choosing us for your health care needs; we look forward to meeting you.