

Welcome to Lower Merion Family Medicine!

We hope this page will help you enjoy your visit more and help you understand our policies and procedures.

Before your visit:

1. **Past Medical Records**-Try to bring any relevant medical records and all your medication bottles, inhalers and creams to your appointment.
2. **Verify Insurance information**- Please make sure we are listed as your PCP with your insurance, especially if you have Keystone First. Consider reviewing your insurance company information to see what services and medications that it covers, any co-pays and deductibles that you are responsible for, whether you need referrals and any restrictions/preferences in providers and facilities that your insurer stipulates.
3. **Co-pays due at the time of visit**-Please be prepared to pay your co-pay at the time of your visit and consider pre-paying at least part of your deductible if you have a high deductible plan. This prevents receiving a high bill later. We charge at least a \$10 billing fee for payments not made at the time of your office visit.

If you have financial difficulties, remember that our goal is to provide you with the best health care that we can and we will work with you however we can to help with financial arrangements.

Paperwork:

1. Please try to **arrive 10 to 15 minutes before your appointment** time to complete paperwork. Alternatively, you could download the forms from our Website (lmfammed.com), complete them and bring them with you at your visit. We thank you for your efforts to do this accurately and completely. We know this is annoying – believe us, as we have to do the same thing all day, every day. We do the best we can to minimize this, but are subject to the requirements of the government and insurance companies and other regulators who monitor and oversee us.

During your visit:

1. **Verify information**- when you check in at the front desk, **please verify your address, phone numbers, insurance and pharmacy information** with the staff. They will also make a copy of your insurance cards
2. **Patient Portal enrollment and Healow app set up**- Our staff will enroll you on our Patient Portal, which allows you to receive and send information to us electronically. The staff can help you set up the Healow app on a smart phone for even easier access to the Portal. If you are only coming to the office for bloodwork or an immunization or to pick up something, inform the staff when you sign in.

Seeing the doctor:

1. **Office workflow**- after you have signed in, a medical assistant will take you to an exam room, check any necessary vital signs, and do a brief history. The medical assistant may inform you of health maintenance exams like mammogram, colonoscopy, Dexa scan etc. that you are due for and may even give you any immunizations that are due. She will ask to review your medications, verify any allergies, and enter these into your record. The doctor then will visit with you.

If you need something like **an EKG, lung function testing or some other procedure**, the medical assistant may return to do this after the doctor is finished.

If you need **blood work** or an immunization, go back down the hallway to the blue phlebotomy chair.

If you need **urine testing** done, there are cups and a pen to label the cup in the restroom. There are instructions about how to collect a sample to the left of the toilet. Please leave any sample in the tray on the counter to the right of the restroom.

After your visit: The doctor or medical assistant may give you a copy of your discharge summary and orders for any additional testing or any educational information at that time. If you need to make another appointment, go back to the front window in the waiting room.

