



## Welcome Letter & Guide for Our Patients

Welcome to Compassionate Family Medicine and thank you for choosing us as your provider for primary medical care. Our mission statement is to provide competent and compassionate medical care to all our patients regardless of their race, cultural or economic backgrounds. Our goal is to provide quality medical care which is easily accessible and responsive to you in your time of need.

### We follow the Patient Centered Medical Home Model

Our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall well-being, including emotional, family and social concerns. Along with your physician and other health care providers, you are the most important person in managing your health.

A “Medical Home” makes it easier and more comfortable for you to access care on a day to day basis by strengthening your relationship with your primary care provider and the team responsible for your care. Following the medical home model, your quality of care will be significantly improved, and it will take less time for you to get the care when you need it.

### Benefits of a Medical Home Model

- ✓ Your team will have an ongoing relationship with you and your family to manage your healthcare needs.
- ✓ You will see the same team each visit and they will assist you in coordinating care with other providers, specialists, and community resources, if needed.
- ✓ Your team will have access to all of your health information through electronic records in order to effectively manage your care.
- ✓ You will have easy access to care through open scheduling, expanded hours and other methods of communication with your team.

### How You Can Help

- ✓ Talk with your primary care provider and team about any questions you have.
- ✓ Keep in touch with your team if further questions arise about your health.
- ✓ Take care of your health by following the plan recommended by your team.
- ✓ Schedule a complete physical exam at least once a year.
- ✓ Always, let us know how we’re doing and how we can improve.

## OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

### **OFFICE HOURS**

All our offices are available Monday – Friday and some locations are open on Saturdays. Please visit our website for the hours of each location – [www.cfmsyracuse.org](http://www.cfmsyracuse.org). Our Physicians are available “after hours” 24 hours per day/365 days per year by calling our phone number and following the prompts. **If you need an appointment, prescription refill or test result, please call during regular business hours and listen to the prompts to direct your call to the appropriate party.**

### **URGENT CARE**

**WALK IN** urgent care is available for all of our locations. Our goal is to provide urgent medical care for acute illness within 24 hours or your request.

### **APPOINTMENTS**

Compassionate Family Medicine is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates. When calling for an appointment, please provide your name, date of birth, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information.

While we strive to schedule appointments appropriately, emergencies *can and do* occur in Primary Care. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, Compassionate Family Medicine does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients *prior* to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together and an effective and appropriate plan for your healthcare can be determined.

### **CANCELLATION OF AN APPOINTMENT**

In order to be respectful of the medical needs of our patients, please be courteous and call Compassionate Family Medicine promptly if you are unable to attend an appointment. This time will be reallocated to another patient who is in need of treatment. This is how we can best serve the needs of all of our patients.

If it is necessary to cancel your scheduled appointment we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.

### **NO SHOW POLICY**

A “no show” is the term we use when a patient misses an appointment without cancelling it within one (1) business day in advance. Unfortunately, “no-shows” inconvenience those patients who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of \$20.00 will be billed to your account. You will be sent a letter alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one (1) business day in advance along with the bill for the administrative fee. A copy of the letter will be placed in your medical record. Three (3) “no-shows” within one (1) calendar year will result in a temporary suspension of services. In order to reinstate services, you

will be required to meet with your Primary Care Physician within 30 days of the third no show letter to evaluate your situation. In the event you do not respond and/or schedule an appointment within 30 days, we will consider your patient status as terminated.

**PLEASE NOTE**

*No-Show charges are the patient's responsibility and will not be billed to your insurance company.*

**OFFICE CLOSINGS DUE TO WEATHER OR OTHER CIRCUMSTANCES**

If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive an automated message by telephone.
- Closings will be displayed on the three major television stations (3, 5, and 9).
- Closings will be displayed on our website – [www.syracusefamilymedicine.com](http://www.syracusefamilymedicine.com).

**INSURANCE**

- Compassionate Family Medicine accepts most insurance plans, including Medicaid and Medicare. If you have specific questions regarding your insurance, please contact our office.
- It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your care could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.
- We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility, whether or not your insurance company pays our claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.
- We offer a Sliding Fee Discount Policy for those patients who are uninsured and have a low income. Please ask the reception team for further details to determine if you qualify.

**PAYMENTS**

- Patients are responsible for all co-payments and deductibles at the *time of service*.
- Please be aware that some – and perhaps all – of the services you receive may not be covered or considered reasonable or necessary by insurers. You must pay for these services in full at the time of the visit.
- Compassionate Family Medicine accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Compassionate Family Medicine.
- If your account is over 90 days past due, you will receive a letter stating that you have 20 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you and your immediate family members may be discharged from this practice, If this is to occur, you will be notified by regular and certified mail that you have 30 days to find alternative medical care. During that 30-day period, our physician will only be able to treat you on an emergency basis.

## **PRESCRIPTION REFILLS & PHARMACY INFORMATION**

- Please inform Compassionate Family Medicine of which Pharmacy you use and update us if this should change. Please allow two to three business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed.
- **For the safety and well-being of our patients,**
  - Requests for new medications (including antibiotics) and medication refills will not be taken over the phone or through the Patient Portal during office hours **without an appointment and evaluation by the physician.**
  - No new medications (including antibiotics) will be called in over the phone after office hours by the on-call physician.
  - We understand that unexpected situations arise, thus a small refill of chronic medications will be granted for one or two days **for established patients ONLY** after office hours on an as-needed basis determined by the on-call physician. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

## **CONFIDENTIALITY & MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. There is a fee attached to completion of some forms requested for Compassionate Family Medicine to complete. Please ask for our Form Completion Policy to be informed if you will be charged a fee. Payment is required prior to the completion of all forms. We will make every effort to complete these forms within 5-7 business days however, we cannot make assurances completion with the patient's timeframe(s).

## **OUR PATIENT PORTAL**

As a means of ensuring timely communication with our patients, we strongly encourage you to sign up for the Patient Portal, which can provide a quick and easy method for scheduling appointments, entering and updating medications, etc. As a Compassionate Family Medicine patient you will receive instructions on how to sign up for the Patient Portal. If you have questions or need assistance, please feel free to speak with a member of our reception team.

## **ADDITIONAL INFORMATION**

If you have further questions or need additional information about our services, please feel free to call one of our offices and/or visit our website at [www.syracusefamilymedicine.com](http://www.syracusefamilymedicine.com).

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# COMPASSIONATE FAMILY MEDICINE

## OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS RECEIPT ACKNOWLEDGEMENT FORM

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Compassionate Family Medicine Office Policies and Procedures for Patients Form.

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Printed Name

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Signed Name

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Date

THANK YOU!  
COMPASSIONATE FAMILY MEDICINE