



**Partners in Family Health**  
1550 Rodney Road  
York, PA 17408  
(717) 846-8791

## **PARTNERS IN FAMILY HEALTH PATIENT-CENTERED MEDICAL HOME**

Visit our web site at: [www.pifhyork.com](http://www.pifhyork.com)



### **As your Medical Home, you can expect that we will:**

- Be committed to providing quality, evidence based medicine and continually strive to improve performance and patient satisfaction.
- Be responsible for providing all of your healthcare needs, or, for appropriately arranging care with other qualified professionals. This includes prevention and wellness, acute and chronic care, and behavioral health needs.
- Coordinate care across all elements of the healthcare system (e.g., specialty care, hospital, home health agencies, and nursing homes).
- Provide enhanced access to care through expanded hours and options for communication between patients, their personal clinician and care team members (e.g. Telephone Triage, Care Coordinator/Health Coach sessions and the Patient Portal).
- Work together with you and your family/caregivers to develop a plan of care that is suited to your individual needs and to actively support you in learning to manage and organize your own care.
- Honor your selection of personal clinician whenever possible for all routine or preventive care visits.
- Provide interpretation or bilingual services when needed.

### **What can you do to help?**

- Select a personal clinician to coordinate your care and schedule routine and preventive care visits with that provider.
- Give a complete medical history including medications, procedures you have had done, self-care information, information from recent hospitalizations, specialty care or ER visits. Be sure your clinician has a list of all healthcare professionals who care for you.
- Bring all of your prescriptions and over-the-counter medications and supplements with you to all regularly scheduled visits and physicals.
- Participate in developing your healthcare plan, and follow the plan you and your clinician have talked about.
- Speak up if you encounter barriers that prevent you from meeting your goals, so that together we can make changes that will work for you.
- Take advantage of the self-management support that Partners in Family Health offers through our "Healthy Partners" program, lead by our L.P.N. Care Coordinator/Health Coach.

### **Obtaining Care and Clinical Advice**

<b>Office Hours:</b>	Monday	8:00 a.m. – 9:00 p.m.	Thursday	9:00 a.m. – 5:00 p.m.
	Tuesday	8:00 a.m. – 9:00 p.m.	Friday	7:30 a.m. – 4:00 p.m.
	Wednesday	7:30 a.m. – 9:00 p.m.	Saturday	8:30 a.m. – 11:30 a.m.

**PIFH Lab:** Specimen collection by appointment Monday through Friday 7:00 a.m. – 11:00 a.m. and the first Saturday of each month 8:00 a.m. – 11:00 a.m.

**After Hours:** We provide “after hours” coverage by one of our physicians, 24/7. You can contact us for **URGENT CARE NEEDS** after hours by calling (717) 846-8791 and choosing the option to leave a message for the doctor. The doctor will return your call within 30 minutes from the time they receive the message.

**Patient Portal:** You can register on our Patient Portal via our web site at [www.pifhyork.com](http://www.pifhyork.com), and communicate with our staff regarding **NON URGENT** matters. **URGENT** concerns are not addressed via the Patient Portal. Messages left on the Patient Portal are routed to the appropriate office department and are **not monitored** by the physician on call after hours. A member of your care team will be happy to assist with portal registration, if needed.

**Telephone Triage:** Our Telephone Triage nurses are available during office hours to address medical concerns, questions about medications, test results, coordination of care with specialists and prescription refills. They make every attempt to return calls of an urgent nature as soon as possible (usually within 4 hours). Routine prescription refill requests may take up to 2 **regular** business days (Monday – Friday) to process.

### Equal Access to Care

- Partners in Family Health provides equal access to **ALL** established patients, regardless of source of payment.
- We participate with most insurance plans, both government and commercial. If you are planning to switch insurance carriers, please check with our front office staff to be sure we participate with that plan.
- The practice is currently closed to any **NEW PA Medical Assistance** plans, but will continue to care for any established patient who may obtain Medical Assistance coverage.
- We offer **Care Credit** as an option for patients needing to establish an installment payment plan.
- If you or a family member are uninsured, we can provide information on the **Healthy York Network** program which provides no or low-cost healthcare to eligible applicants.

### Transferring Medical Records

If you are transferring to our practice from another healthcare provider, please request that your pertinent medical records be transferred to Partners in Family Health. You can obtain the proper form from any member of your clinical team or front office staff or download one from our web site at [www.pifhyork.com](http://www.pifhyork.com). Your previous healthcare provider will also have this form available upon request.

Pertinent records include, but are not limited to:

- Past Medical and Surgical History
- List of current medications and over-the-counter medications
- Immunization History
- Recent lab and imaging results (past 1-5 years as indicated)
- Pertinent specialty consultation reports
- List of all healthcare providers that you see



**Partners in Family Health**  
1550 Rodney Road  
York, PA 17408  
(717) 846-8791  
[www.pifhyork.com](http://www.pifhyork.com)