



Welcome Letter & Guide for Our Patients

Welcome to the office of Dr. Elizabeth Bryan and thank you for choosing us as your provider for primary care. Our goal is to provide quality medical care which is easily accessible and responsive to you in your time of need.

We are a Patient Centered Medical Home

As a Patient Centered Medical Home, our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall well-being. 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 daily basis by strengthening your relationship with your primary care provider and the team responsible for your care. With a medical home, 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 Team

- You and your family will have an ongoing relationship with the office 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 when needed.
- Your team will have access to all of your health information through electronic records 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 are doing and how we can improve.

Sincerely,

Dr. Elizabeth Bryan



Office Policies and Procedures for Our Patients

Office Hours

Our office is open Monday – Thursday 8:00 am to 5:00 pm and Friday 7:00 am to 12:00 pm, and may be reached at (910)592-8243. If you need an appointment, prescription refill, or test results, please call during regular business hours.

Evening and Weekend Coverage

Telephone access to clinical advice with a physician is provided on the evenings and weekends when the office is closed. This coverage is among between several local physicians including Dr. Howerton, Dr. Verrilli, and Dr. Viser. The on call doctor can be reached by calling Sampson Regional Medical Center and asking for the doctor on call for Dr. Bryan. All calls should be returned within 30 minutes. If you have a more urgent or emergent need, please call 911 or go to the nearest hospital or urgent care.

Appointments

Dr. Bryan is committed to providing quality care to her patients. To ensure timely continued care, we encouraged patients to schedule appointments in advance of follow-up due dates. Same-day appointments are available most days. When calling for an appointment, please give your name, telephone number, 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 try to give all 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, Dr. Bryan does not treat patients she has not seen (i.e., she will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be necessary 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 us 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 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 \$25.00 will be billed to your account. Please note: No-Show charges are patient responsibility and will not be billed to your insurance company.

Insurance & Billing

Dr. Bryan accepts most insurance plans. It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so will 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 card could delay your appointment. Patients are responsible for co-pays at the time of service. If applicable, you will be billed for services not covered by your insurance. We accept cash, personal checks, Visa, and MasterCard. It is our policy to make all reasonable attempts to collect outstanding balances, including convenient payment arrangements. If these attempts are unsuccessful, accounts may be outsourced to a third party for the purpose of collection.

Uninsured/Self-Pay Patients

Dr. Bryan does see patients without insurance. A discounted fee is charged if payment is made at the time of visit. If payment is not made on the day of service, no discount will be applied. More information about health care coverage can be obtained from CoverageforAll.org. It provides a state-by-state directory which can answer many of your insurance questions and provide contact information. Some of the topics it addresses include considerations with COBRA and alternatives better for your circumstances, determination of eligibility in programs based on the Federal Poverty Level, eligibility for Medicaid, application for children's healthcare coverage, and more. To find out more go to: <http://coverageforall.org/resources>.

Prescription Refills

Please inform us of your preferred pharmacy and update us if this should change. All prescription refill requests are filled within one business day of request. We encourage you to review your medications prior to your appointment and to request refills at that time if needed.

Confidentiality & Medical Records

Per HIPAA guidelines, copies of medical records must be requested in writing.

Patient Portal

As a means of ensuring timely communication with our patients and allowing engagement in your own health care, we strongly encourage you to sign up for the Patient Portal. It can provide a quick and easy method for scheduling appointments, entering and updating family and medical history, requesting refills, and directly messaging Dr. Bryan and staff. If interested in the portal, provide us with your email address and a link guiding you through the start up process will be sent by email.

If there are any other questions or concerns about Dr. Bryan's office, please feel free to call our office at 592-8243.

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Elizabeth D. Bryan, MD, PA Welcome Letter and Guide.

Patient name/Guardian name

Patient/Guardian Signature

Date