



# **New Patient Brochure**

# Welcome

Welcome to Allcare Family and Urgent care Clinics, PA. We are pleased you have chosen us to be your partner in healthcare, and are confident that you have made the right decision. This medical home Family and Urgent care clinic providers have focused on healthcare and healing in our community since May 08, 2009. As we innovate and grow, we keep one thing at the forefront of all we do, and that is what is best for our patient – what is best for you. One thing we know is essential in being partners in your health is communication. This information was developed to help you understand our processes, your rights, what you can expect from us and how to be an advocate in your own healthcare. We take our work very seriously and are honored that you trust us with your care.

A photograph of the exterior of an Allcare Clinic building. The building features a mix of brick and stone masonry. A large, three-dimensional red sign with white lettering reads "ALLCARE CLINIC". The sign is mounted on a stone pillar. Below the sign is a large window reflecting the sky. The sky is a clear, bright blue. The building's roofline is visible, showing a dark gutter and a light-colored fascia.

**ALLCARE CLINIC**

## Opening hours

Monday-Thursday: 9:00am-6:00pm

Friday: 9:00am-1:00pm

Saturday: 10:00am-2:00pm

Phone: 214.515.9646

Fax: 214.515.9654

<http://allcareclinicsdallas.com/>

# Our Commitment to You

## We Will Coordinate Your Care

One of the many benefits of being a patient with a physician-led patient centered medical home practice is that your care is coordinated throughout our system. Whether you are being seen in primary care, having lab work or an imaging test, or even surgery or allergy testing, all of your care is coordinated. Through your shared medical record and shared values of our providers, your entire care team will be on the same page, have the same information and be working together with you on common goals. Every provider you see at our Clinic will know what occurred at your last appointment and what your health goals are. Your primary care provider is the quarterback of your team, making sure everyone works together for your health.

## We Will Communicate With You

We believe that quality healthcare should be a partnership, and the only way to have an effective partnership is through communication. Just as we expect you to communicate with us, we promise to communicate with you. We will make sure all of your questions are answered during your appointment, so you clearly know what your next steps are. We will have your visit summary ready so that it will be handed to you at the end of the visit, and available on your electronic medical record. And, we will communicate test results to you through the patient portal or by mail.

## You are Assured Privacy

Your privacy and the privacy of your health information are very important to us. We will not disclose your medical record information unless you direct us to do so, or unless the law authorizes or compels us to do so. Our staff and providers only access patient information as it is necessary to do their jobs, and are annually trained and tested to the highest standard of patient privacy. If you ever feel like your privacy has been violated, please call the Compliance Officer at 214.515.9646.

## You Will Receive Quality Care

One of our commitments is to provide you and your family with the highest level of quality care. We focus on “best practice” medicine, which means our care is based on the best available clinical evidence, research, care concepts and techniques known to provide high quality medical care. We strive to provide the same consistent care based on best practice and your personal medical history. We also believe that quality care involves preventive care. We don’t wait until you are sick to treat you and assist you to health. We look long term to determine what you can do now to prevent illness down the road. We work toward early prevention of disease, fewer hospitalizations, and improved quality of life. All of these also help reduce the cost of care for our patients. One of the most important aspects of our quality of care is for you to be recognized as part of your medical team. If you are concerned about the quality or safety of care you or a family member is receiving, please tell us. We welcome your input because you are the most important person in this care team.

# Your Rights and Responsibilities

At Allcare Family and Urgent Care Clinics, PA, we are dedicated to providing you with the best in healthcare. We strive to provide a positive and healthy patient experience through quality and technical expertise. We respect your rights as a patient and aim to help you understand your responsibilities as a partner in your care. Your rights as a patient at our Patient Centered Medical Home includes:

- To be treated with dignity, respect and courtesy
- To be allowed privacy and confidentiality regarding your medical records. No information will be released from Clinic without the patient's written consent.
- To ask questions, discuss and to receive clear information from your physician regarding your health status and any necessary treatment.
- To review and receive an explanation of your billing statement.
- To participate in the selection of your Primary Care Provider (PCP)
- To express concerns through our online feedback form.
- The right to be informed of any human experiment/research affecting your healthcare.
- To include advance directives in your medical record.
- To expect that a reasonable effort is made to communicate with patients.
- To inform you regarding withdrawal of care or treatment.
- To have your guardian, next of kin or legal designee exercise these rights if you are unable.
- The right, within legal limits, to privacy and confidentiality regarding treatment and consultation.

- The right to information regarding services and providers available within our Clinic.
- The right to information concerning fees for services provided.
- The right to be informed as soon as it is discovered of any significant error in their healthcare with possible short and long term consequences.
- If you have a complaint, you have the right to contact the Texas State Department of Health • Filing Inquiries or Complaints: Mail: Patrice Kennemer, Customer Service Coordinator, PO Box 149347, MC-1913, Austin, Texas 78714-9347. Phone: (512) 776-2150 or 1-888-963-7111, ext. 2150; TDD 1-800-735-2989.

# Your Responsibilities as a Patient at Allcare Family and Urgent Care Clinics, PA

As an advocate in your own care, it is your responsibility:

- To know your health plan (insurance) benefits.
- To be prepared with questions at the time of your office visit.
- To let us know if you do not understand, or cannot follow your health care instructions.
- To give your doctor a complete list of your prescriptions.
- To provide us, and notify us, of any changes including name, address, phone number, employment, births, deaths or divorce.
- To call us as far in advance as possible to schedule an appointment.
- To give us 24-hour notice when you must cancel or reschedule an appointment.
- To let us know how we are doing.
- To treat clinic providers, staff and other patients with dignity, respect and courtesy.
- To refrain from taking photographs or video on Clinic property in order to protect the privacy of others.
- To follow the plan for your care.
- To pay for your health care services or the portion of the bill that you owe, tell us if you need help with your bill, and work with The Clinic to seek financial help when needed.



# Financial Policy

As a courtesy to you, our patient, we accept most insurance plans and submit claims to these plans on your behalf. It is important that we have accurate and complete information on your insurance coverage. It is important that all your insurance plan's requirements are met prior to providing services. This may include your payment of copays and deductibles and non-covered services at the time of service, and that preauthorization or referrals are obtained prior to service. It is your responsibility to pay for all services provided not covered by insurance. That includes amounts denied or not covered by your insurance plan. We are happy to provide any services you need, but if your insurance plan does not cover any of the services, you will be required to self-pay for these non-covered services. If we have not received your payment from your insurance plan by 30 days after the date of service or the insurance plan has denied in full or part, we will bill the balance to you. If you are unable to make your appointment we do require a 24 hours' notice in order to avoid a cancellation fee. Payment of copay's, deductibles, and non-covered services is expected at the time of service. Patients without insurance are expected to make payment or make other payment arrangements prior to service (subject to approval). The Clinic accepts cash, credit cards and health savings accounts.

## Expectations for Cancellations/No Show Policies

If you have to cancel an appointment, it is important to call the Clinic at least 24 hours in advance or you may be charged for the time scheduled. The Clinic may choose not to see those who repeatedly cancel appointments without notice. We want to honor our patients' time (both yours and the other patients seeing us that day) and because our providers have many other patients they need to see, if you are 10 minutes late for an appointment, you may be asked to reschedule. [Give Feedback on How We Can Improve](#) - The Clinic wants to hear your feedback and how we can continue to improve and do what is right for you and your family. You can voice your concerns or offer your comments here on our [website](#).

# How We Communicate with Each Other

## Patient Web Portal

The patient web portal is our secure online medical records system. It gives you more flexibility and direct access to your healthcare information. It is accessible on the internet via your computer, and as an app for your smartphone. The more you know about your healthcare, the greater our partnership can be. Call 214.515.9646 to get started or sign up during your next appointment.

Having a “Patient Web Portal” account allows you to:

- Schedule your primary care appointments online
- View your healthcare summary, current health conditions and health history
- Securely communicate with our office online
- View test results
- View current medications and request prescription renewals
- View current allergies, immunizations and preventative care screenings
- Receive paperless bills and pay your bill online
- View upcoming and past appointments.
- Contacting our Office when you have a non-urgent question for your provider, you may send a secure message through the web portal. You will generally receive an answer within 1 – 2 business days. Please contact our office by phone if the situation requires immediate attention. If you need a refill of a medication, please contact your pharmacy directly and they will contact us.

## The Resource

Our team of Medical Assistants and other clinic staff works with our providers to ensure your needs are met. For more information about how we can help expedite your concern(s) please, call us at 214.515.9646 and ask for the office manager.

## After Hours Service

For urgent needs after hours, the nurse or provider on-call can be reached by calling our after hours phone number at 972.693.4745. The on call doctor does not process refill requests for medication with the exception of emergent medication, such as insulin, inhalers, or cardiac medications. For most medical problems you should call during normal business hours.

You should visit us for:

- Routine care: regular and sports physicals, prescription refills, immunizations, surgical clearance
- Common illnesses: colds, flu, ear pain, sore throat, asthma, headaches, fever, rashes, and behavior and school concerns, abdominal pain, chest pain, SOB, COPD exacerbation, nausea
- Chronic and complex conditions: diabetes, high blood pressure, thyroid, high cholesterol
- Minor injuries: sprains, back pain, cuts and burns, broken bones or eye injuries, lacerations, contusions and more. Call the office at 214.515.9646 if you have any questions about your care
- Others: Medical laboratory orders, radiography orders, Spirometry, EKG, Audiometry, ETC.

## Hours of Operation

Generally our office is open 9am to 6pm Monday through Thursday and 9am to 4pm on Fridays. Saturday 10am to 2pm. It is the policy of the Practice, that appointments are available when the office is open- from 9:00am to 6:00pm. Monday to Thursday, 9:00a.m to 4:00p.m on Friday and the office is open from 10:00am to 2:00pm on Saturday in order to offer extended hours to meet our patients' needs. Support employees are also scheduled accordingly.

It is the policy of the Practice to accommodate same-day appointment requests for routine and urgent needs whenever possible. The goal of the Practice is to turn no patients away.

It is the goal of the Practice to accommodate established patients with routine needs within five days, new patients within one week, and established patients with urgent needs on a same-day or next-day basis, depending on urgency. Same day access appointments are scheduled for 12am to 1pm Monday to Friday and 5pm to 6pm Monday to Thursday. Patients who communicate with the Practice after 3:00pm will be accommodated the following day if not able to accommodate same day. Otherwise, patient are seen on walk-in basis on Saturday from 10am to 2pm.

Call 911 and seek emergency care for sudden or unexpected medical conditions that could cause significant harm or death without prompt attention such as chest pain, stroke, severe trauma.

# What to expect at a visit

## How to make your first appointment

As a new patient of our Clinic, there are some things you should know when making that first appointment. First, call 214.515.96 to speak to our patient specialists about scheduling your first appointment.

Be sure to have your full name (including middle initial), date of birth, current address and phone number, your current insurance information and your current employer's name and phone number. You will want to let the scheduler know about all the concerns you would like addressed so that we can schedule the appropriate amount of time to care for your needs.

## How do you choose your PCP?

You should choose a PCP based on your personal preferences. Before deciding, think about if you would want to see a physician or is an Advanced Care Practitioner (ACP) the best fit? Do you prefer a female or male provider? Do you prefer a more formal communication style or a casual one? Do you prefer a provider focused on treatment or a preventive approach? We find that it is often helpful to learn a little about the provider before you select him or her. You can view information about our providers on [allcareclinicsdallas.com](http://allcareclinicsdallas.com).

## What to bring to your appointment

For your first appointment with your PCP, you will need to bring:

- A valid government issued driver's license or other photo identification.
- Your copay (if you have one).
- All your medication bottles (prescribed or over the counter) that you are currently taking.
- All previous records including immunizations in your possession.
- Change of address or phone numbers if you have recently moved.

# Important Policies

## No Weapons:

In order to keep The Clinic a safe place for us to deliver quality care, there are no weapons allowed at any time. This includes, but is not limited to firearms, electric weapons (like Tasers), knives with a blade in excess of three inches, and fighting sticks. Law enforcement personnel and on-duty security guards are exempt.

## No Animals:

Only service animals are allowed in The Clinic building.

## Management of Chronic Controlled Substances:

In order to better manage provider and patient expectations and/or requirements when controlled substances (such as narcotics and pain medication) are prescribed for the management of chronic non-cancer pain/conditions, standards have been put in place. This is to promote your safety, decrease misuse and diversion. Our controlled substances policy is in accordance with Texas State law and requires healthcare providers to follow a certain protocol to ensure patient safety. This policy is also to ensure compliance with state and federal laws.

In order to get a prescription or refill of a controlled substance for a chronic condition, we are required to provide:

- Appropriate evaluation
- A contract to identify responsibilities
- Random urine drug screenings
- A consistent approach to medication refills
- A review of controlled substance prescription history on the Texas Prescription Drug Monitoring database.



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