

Welcome to our practice! We would like to introduce ourselves, our services, and our policies:

## ***Your New Medical Home:***

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Family Care Associates is a patient-centered, family-focused medical practice dedicated to the health and wellness of the patients and communities we serve. Our certification as a Patient-Centered Medical Home (PCMH) means our physicians and staff are committed to comprehensive, personal healthcare centered around you; partnering with you to ensure all of you and your family's medical and non-medical needs are met.

### **Your Personal Physician**

The relationship between you, your physician, and the care team (clinic staff) is the driving force behind a Patient-Centered Medical Home. Your physician will provide medical care that is right for you based on clinical guidelines shown to improve health.

### **Your Care Team**

Your physician will direct the care team to coordinate your care based on your wants and needs. To improve efficiency, the team will plan for your appointment by reviewing your medical chart for up-to-date forms, check for resent testing, and ensure you are notified of results in a timely manner. The care team will also follow up on your referrals; making sure your appointment is timely, providing the specialists with your care summary before your appointment, and obtaining the specialists recommendations after your appointment. If you are admitted to the hospital, you will receive care from a Family Care physician who is familiar with your health history. Upon discharge, our care team will review your hospital stay, make sure you return for follow-up care, and discuss any questions or concerns you may have about your treatment or medications.

### **Your Health**

In return, we ask that you continue to be an active participant in your health care. We ask you to take charge of your health by responsibly managing and monitoring aspects of your care. In addition, you can help by being prepared and on time for your appointment and bringing a list of your medications and questions, following the care plan your physician has developed for you, and letting your physician know when you can't. We are here when you need us; you can call our office, or follow the guidelines for reaching us during non-business hours for advice before going to the Emergency Room in a non-emergent situation.

### **Quality for You**

Our PCMH is committed to providing same day appointments and offering expanded hours to meet your needs. We will use our electronic medical record, eClinicalWorks, to support the best care, quality, and safety by helping us to identify and provide for your needs and the needs of our entire patient population. Additionally, we are able to contact you via electronic reminders for appointments, preventative, and chronic care services.

## ***Physicians:***

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**Michael Brummer, M.D.** has been a family physician since 1988. He graduated from the University Of Illinois College Of Medicine in 1985 and from Southern Illinois University Family Practice Residency in 1988. He is board certified in Family Practice. He also has special interest in Womens Health Care and Pediatrics.

**Colleen Bingham, M.D.** is Board Certified in Pediatrics. She graduated from St. Louis University in 1990. She completed her residency at Indiana University Hospital.

**Thomas Heischmidt, M.D.** specializes in Pediatrics and Internal Medicine. He was raised in Altamont. He attended Eastern Illinois University and the University Of Illinois College Of Medicine in Peoria at Saint Francis Medical Center where he graduated in 1995. He completed the Residency program at the U of I College of Medicine at Peoria.

**Jeffrey Crowell, M.D.** is a Family Practitioner. He graduated from West Virginia University School of Medicine in 1996. He was in Georgia from 1996-1999 doing his Family Practice Residency at Dwight David Eisenhower Army Medical Center. He is a board certified Family Practitioner. He has special interest in Pediatrics, Sports Medicine and Vasectomies.

**Jeffrey Brummer, D.O.** joined our practice in August 2005. Dr. Brummer is a Family Practitioner. He graduated from Des Moines University in 2002. He completed the Residency program at Iowa Lutheran Family Medicine Residency at Des Moines. He has special interests in Family Practice and Pediatrics. He was born in Effingham and raised in Neoga and Illiopolis.

**Amanda Bierman, M.D.** joined our practice in August 2011. Dr. Bierman specializes in Pediatrics. She graduated from the University of Illinois college of Medicine in 2008 and completed her residency at the Indiana University School of Medicine.

## ***Nurse Practitioners:***

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**Lenora Drees, APN, FNP** is a Family Practice Nurse Practitioner. She received her Masters of Science in Nursing in August of 1992 at the University of Illinois.

**Dorothy (Dot) Behrns, APN, FNP** is a graduate of the University of Illinois Nurse Practitioner Program and received her nursing degree from St. Johns School of Nursing in Springfield. Dot specializes as a Family Nurse Practitioner.

**Jamie Niemerg, APN, CPNP** is a 2012 graduate of the St. Louis University College of Nursing where she earned her Masters of Science in Nursing degree. Jamie specializes as a Certified Pediatric Nurse Practitioner.

**Richelle Dillon, APN, FNP** is a graduate of the St. Louis University College of Nursing program and holds a Masters of Science in Nursing. Richelle specializes as a Family Nurse Practitioner.

We practice together to provide a wide range of health care services for children and adults.

## ***SERVICES:***

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### **Physicians**

- Preventative healthcare for all ages
- Physical exams
  - *Well Child*
  - *School/Sports*
  - *D.O.T.*
  - *Women's Health*
- ADD/ADHD check-ups
- Illness care
- Acute illness management
- Chronic illness follow-up
- Geriatric care
- Sports medicine
- Lesion removals
- Vasectomies
- IUD insertion/removal

### **Lab**

- Various lab testing
- Finger-stick INR
- Urine testing

### **Nurses**

- EKG
- Ear wash
- Routine injections, including:
  - *Allergy*
  - *B12*
  - *Depo Provera*
- Medical injections, including:
  - *Kenalog*
  - *Penicillin*
  - *Rocephin*
  - *Toradol*
- Flu shot/mist
- Pneumonia shots
- Zostavax injections
- Immunizations
- Suture/staple removal
- Dressing changes
- Pulmonary Function Testing
- 6 minute walk stress testing
- Throat cultures/Quick Streps
- Infant weight check
- Weight check for Weight Loss Program
- DNCB (wart treatment)
- Thrush evaluation and treatment
- Blood pressure checks
- Pregnancy tests
- D.O.T. hearing/vision/urine testing
- Injection Administration Education (Insulin)
- Education for checking blood sugars

## ***Registration***

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During your first visit to our office, registration information will be collected. This information and any other information given to our office will be kept in the strictest confidence. At each visit, you will be asked present your insurance card and photo identification. Additionally, you will need to verify:

- Address
- Phone Number
- Insurance
- Preferred Pharmacy

This is not an all-inclusive listing of each identifier captured and verified in the registration process. Please be prepared to provide additional information beyond the examples listed above.

## Payment

At check-in, your account will be reviewed for any outstanding balances, and any relevant co-payments. Payment in full is expected at the time of service. You can pay by check, credit/debit card, or cash. Please make checks payable to Family Care Associates of Effingham, S.C. You will receive a receipt for each paid office visit. Charges for laboratory tests done by our reference laboratory will be included in our office charge. There is a charge for blood pressure checks. Laboratory work and x-rays obtained at St. Anthony Hospital, Effingham Medical Center or other facilities will be billed to you separately.

If you are unable to provide payment at the time of service, please make arrangements with our Credit Counselor BEFORE leaving the office. A statement will be mailed at the end of the month. We expect prompt payment. Patients whose accounts are 30 days past due will be contacted so that payment arrangements can be made. We realize that special situations arise that requires alternative payment plans. In these circumstances, we offer individualized, structured payment plans, as well Family Assistance. Please discuss these with our Collections Department before your account is overdue.

## Insurance

We are preferred providers for:

- Blue Cross and Blue Shield
- Healthlink
- MultiPlan
- Health Alliance PPO (only)
- Aetna
- First Health
- Tricare Standard
- Cigna
- Medicare
- Medicaid

Any other insurance, regardless of listed co-pays, is to be paid in full at time of service.

If you have insurance that covers office charges, you will be given a receipt upon payment to file for reimbursement to yourself. Any overpayment can be credited to your account or refunded to you; in either case you will receive a monthly statement.

If you are on Medicare or Medicaid, please notify our office staff when you arrive for each appointment. **We need a copy of your Medicare/Medicaid card and a signed authorization (for Medicare) at each visit.** If you fail to provide us with this information, you will be responsible for any fees incurred during your visit. We accept Medicare assignment. Our staff is available to answer any questions.

## ***Office Processes***

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### Hours of Operation

Our office is open Monday through Thursday from 7 a.m. to 7 p.m. until 5 p.m. on Friday. Our telephone system is turned off at 5 p.m. every day. Additionally, we offer an acute care, walk-in only clinic on Saturday mornings from 8 a.m. to 10:30 a.m. for Family Care patients only. No

phone services are available on Saturdays. On-call staff is available for urgent situations, see additional details below.

### **Days Off**

If your primary care provider is out of the office, you may be scheduled with one of our nurse practitioners or another primary physician. Our healthcare providers collaborate daily, as part of a care team, and are fully prepared to manage each patient’s individual care needs. It is important to become familiar not only with your primary care provider, but also with each health care provider on staff at Family Care Associates.

### **Appointments**

Appointments are **required** for all care including nursing and lab visits. You can arrange an appointment by calling our office at 217-342-7000 and choosing Option 1. For any non-urgent visits, including acute care/sick needs, we encourage you to log in to your Patient Portal to request an appointment.

Well child exams will be rotated between the doctor and a nurse practitioner and are scheduled as follows:

- 1 week (if breast fed)
- 2 week (if bottle fed)
- 1 month
- 2 months- Immunizations
- 4 months- Immunizations
- 6 months- Immunizations
- 9 months
- 12 months- Immunizations
- 15 months- Immunizations
- 18 months
- 2 years
- 3 years
- 4 years- Immunizations
- 5 years

#### **School Physicals: Kindergarten, 6<sup>th</sup> Grade, and 9<sup>th</sup> Grade**

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*Please refer to Immunization schedule below. Our website, [familycareassociates.com](http://familycareassociates.com), offers detailed information on each vaccine we provide.*

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Age	Scheduled Immunizations
<b>2 months</b>	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (optional)
<b>4 months</b>	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (optional)
<b>6 months</b>	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (optional)
<b>12 months</b>	MMR, Varicella (1 dose required before kindergarten)
<b>15-18 months</b>	Dtap, Hib, Prevnar 13
<b>4-5 years</b>	Dtap, Polio, MMR (1 dose required), Varicella (1 dose required before kindergarten)
<b>11 years</b>	Tdap, Meningococcal I (optional), HPV (optional)

*\* The combination vaccines will depend on manufacture availability (Pediarix/Hib or Pentacel/Hep B)*

**If your child receives immunizations at the Health Department, please bring a copy of their current shot record to each school physical and/or Well Baby visit.**

For your convenience, we recommend that you request appointments for physical examinations and routine checkups at least 8 – 12 weeks in advance. Other appointments are scheduled as available and necessary. Some appointments are set aside each day for sudden illnesses; however, these fill quickly each morning. Please call early.

### **Cancellations**

If you are unable to keep a scheduled appointment, we ask that you notify our office as much in advance as possible. Early notification allows someone else to use that appointment time and you to reschedule as soon as possible. Failure to notify our office at least 24 hours in advance, more than once a year, may result in an office charge.

If you arrive more than 10 minutes late for an appointment, you may be asked to reschedule or to wait until other scheduled patients have been seen. This avoids long waits for you and other patients, and provides adequate time for a thorough visit.

### **After Hours**

If you or your family need emergency care or information outside of office hours, contact St. Anthony Memorial Hospital at 217-342-2121 and leave a message with the operator. The on call nurse will return your call and contact the physician when necessary.

### **Telephone Calls**

When you call our office, our automated attendant will give you options. We encourage you to choose appropriately so that your call can be routed efficiently. The options are as follows:

- Press 1- Scheduling
- Press 2- Nursing
- Press 3- (for outside facilities calling Family Care)
- Press 4- Refill or Referral
- Press 5- Billing/Insurance
- Press 6- Hours and Clinic Information
- Press 8- Patient Portal
- Press 0- Operator

Calls regarding laboratory tests or x-ray results, when done at another facility will not be returned until results are available. Any abnormal results will be reported to you as soon as the physician has reviewed them. A letter will be sent to you if all test results are normal. These results can be reviewed at your next appointment. If you have activated your Patient Portal account, these results may also be posted to your account for your review.

If you call outside regular office hours, you will reach a recorded message. This is not an answering machine; you cannot leave a message for us. Please call back during office hours or Dial 911 in case of an emergency.

## **Medication Refills and Samples**

**Contact your pharmacy** when you are low on medication. Your pharmacist will check to see if you have any remaining refills on your prescription. If you do not, then your pharmacist will contact us for approval. If you are calling our office regarding a medication, please make sure you have the medication available and can read the label information directly from the bottle. While medication refills should always be initiated at the pharmacy, we understand there may be special circumstances that arise. If you need to contact us directly for your refill, please do so while you have at least 2-3 days' worth of medication remaining.

## ***Summary***

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Family Care Associates strives to provide each patient with the highest quality of care and services possible. We will work with you, as part of your care team, to meet our mutual goals of health and wellness. If you have any questions or concerns regarding the information contained in this letter, please let us know as mutual cooperation and understanding is necessary to achieve the best health care possible for you and your family.

Thank you,

Family Care Associates of Effingham