

**Welcome Guide for Our Patients**

**LIMA is an Independent Multispecialty Practice**

LIMA has been caring for the Lebanon community for more than 50 years. We provide strong communication, care coordination, and convenient services within our practice. Our group offers medical expertise in primary care, rheumatology, nephrology, and endocrinology. In a true “one-stop-shop”, our practice provides physical therapy, a full independent laboratory, radiology, bone density, and infusion services for our patients to make care both accessible and convenient.

**LIMA is a Patient-Centered Medical Home**

As a Patient-Centered Medical Home (PCMH), we create a strong relationship between our healthcare team, the patient, and the family with a focus on overall well-being, emotional, social, and cultural concerns. Improving the coordination of care helps to develop self-management tools that allow you to be a full partner in your health!

**PCMH Benefits**

 ○ Develop a strong collaborative relationship with a primary healthcare team

 ○ Care coordination and communication throughout your care continuum

 ○ Shared access of our providers through the electronic medical record

 ○ Conveniently accessible appointments for your scheduling needs, including expanded evening hours for primary care

**How You can Help**

 **○** Provide open and honest feedback with the team

 ○ Keep a strong line of communication with your healthcare team

 ○ Ask questions-you need to clearly understand your care to improve your health

 ○ Develop mutual collaborative health goals with your care team

 ○ Be compliant with appointments and testing

 ○ Bring someone along if needed to help understand or remember your plan, or assist with

 interpretation

 ○ Tell us how we’re doing and how we can improve



**OFFICE POLICIES AND GUIDELINES FOR OUR PATIENTS**

**OFFICE HOURS**

Our office is available Monday-Friday 6:30am-5:00pm, and may be reached by calling 717.273.6706 after 8:00am.

Our primary care patients also have extended hours on Wednesday until 8:00pm for scheduled appointments. On-call physicians are available after hours for urgent matters by calling our main number. Emergency issues should call 911 for appropriate care.

We try to make our automated line as user-friendly as possible. An operator is available to assist you in directing your calls until you become an expert at prompting our phone system.

**CONTACTING THE OFFICE**

You will be given a list of direct phone extensions when you arrive for your initial visit. We make every attempt to return all (non-urgent) voice messages within 24-48 business hours.

 ○ It is best to have your list of questions or concerns ready when you call the office. This

 prevents coordinating multiple calls and will improve our ability to deliver the best care.

 ○ We do not have walk-in services available. We ask that you always call first to get the best

 instructions. We are willing to do our best to help in any circumstance.

**APPOINTMENTS**

Our providers schedule patients in timeframes that allow the best care possible. We strive to give all of our patients the time they require, and we do kindly request your patience and understanding if a delay should occur.

Late arrivals can easily impact the care of those patients who have arrived on time, and you may be asked to reschedule your appointment. The front desk will check with the provider before asking you to reschedule the appointment. It is always best to arrive at least 10 minutes prior to your scheduled appointment time.

Please be courteous and notify our practice if you need to cancel or reschedule your appointment. This time can be reallocated to another patient needing care if we are aware of the change. We ask that you cancel at least 24 hours prior to the scheduled appointment time. We understand emergencies can arise, and we will do our best to accommodate your needs as well.

A “no show” is a term we use when a patient misses an appointment without canceling. “No-shows” inconvenience those patients who need access to medical care in a timely manner.



Frequent “no show” or cancellation of appointments lead to gaps in patient care and impact medical outcomes. Our practice will notify you if frequency of missed appointments has caused a health concern. If the behavior does not change after the notification, you may be asked to find another medical provider for your care.

To ensure quality care and patient safety, we cannot refill prescriptions or order treatment until after your initial visit.

**APPOINTMENT REMINDERS**

LIMA utilizes an automatic service called “Talksoft” for our appointment reminders, You will receive an automated reminder 48 hours prior to your scheduled appointment. The system will deliver the message only when prompted by a voice or message signal tone. Options will be given on the reminder call to reschedule at that time if needed.

**OFFICE CLOSINGS (Inclement Weather)**

If our office hours are altered or the office is closed due to weather circumstances beyond our control, we will notify you as quickly as we can so that you can make safe traveling decisions. These closings are also posted on our website (www.limaonline.net) , Facebook page, and local news and radio stations.

**INSURANCE**

We accept many insurance plans. If you have specific questions regarding your plan, you may call our billing department at 717.273.6706, ext. 214.

 ○ We ask that you bring your most recent insurance cards with you at every visit. Failure to

 notify us of insurance changes can lead to delay or denial of payment from the insurance

 company. We understand that providing proof of coverage is cumbersome but it is necessary

 ○ Patients are responsible for co-pay at time of service.

 ○ LIMA accepts cash, personal checks, MasterCard, Discover, Visa, and American Express (debit

 or credit cards)

 ○ If applicable, you will be billed for services not covered by your insurance plan (uncovered

 services, deductible amounts, or coinsurance). LIMA makes all attempts to collect

 outstanding balances should they accrue, including convenient payment arrangements. If

 attempts are unsuccessful, LIMA will utilize a third party collection service.

 ○ Late or missed payments are expected prior to your future provider appointment.

**HIPAA, CONFIDENTIALITY & MEDICAL RECORDS**

Maintaining confidentiality is essential to our practice. We take all necessary precautions to secure your personal health information. You will be asked to provide names and contact information for anyone you wish to designate to have access to your health information. If there is ever a time you cannot pick up forms, medications, or supplies, the person you send MUST currently be listed on your HIPAA



contacts in our electronic record. We cannot add contacts without the patient being here to sign for authorization of that addition to your record. It is essential for your security.

Release of records forms can be signed at our Medical records department. There may be times when fees are assigned for records to be copied. The medical records team member will notify you if that is needed at the time of the inquiry.

**Completion of forms:**

We understand that at times, various forms or letters may be needed to assist with your healthcare needs. LIMA will provide the completed forms within 7-10 business days of the request. Charges for the forms are listed below and payment is needed at the time the forms are received:

* Worker’s Compensation Forms $50.00 per form
* Disability Forms $15.00 per form
* Medication Authorization Forms $5.00 - $25.00
* Letters $10
* FMLA Forms $25.00 fee.

**PRESCRIPTION REFILLS AND PHARMACY INFORMATION**

We will confirm your choice in pharmacy with each visit. You may access our automated prescription line for refills at 717.273.6671. To be sure we prescribe correctly and safely, please be sure to leave all the information the automatic prompt requests on the voice mail.

Prescription refills may also be requested through the Patient Portal.

Please allow a minimum of 72 hours for the completion of your refill request. If your prescription requires authorization-please allow an additional 5 business days to complete.

Narcotic prescriptions must be printed and picked up *by the patient or valid HIPAA designee*.

**PATIENT PORTAL**

To ensure timely communication with the healthcare team, we strongly encourage the use of our Patient Portal. This provides an easy method for requesting schedule changes, prescription refills, updating medications, documents, or communicating with the healthcare team.

As a new patient, you will be given instructions on how to access and sign into the Patient Portal.

**ADDITIONAL INFORMATION**

For any additional information or questions, please feel free to visit our website at www.limaonline.net or call our office at 717.273.6706.