

Patient Information Booklet



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HOURS

8:30 a.m. – 8:30 p.m. Monday through Thursday

8:30 a.m. – 5:00 p.m. Friday

8:30 a.m. – Noon Saturdays

24-Hour Phone Coverage – Please call **754-3863**

Expanded Services:

The Walk-in

Daily 9 a.m. – 9 p.m.

754-4433

Billing Department: 785-6532

Research: 754-3863 Option 8

EMERGENCY INFORMATION

Ambulance Service: _____

Nearest Emergency Room (Our office uses UHS/
Wilson site Emergency Room):

Poison Control Center: _____

Pharmacist: _____

Police: _____

Fire Department: _____

Family member to contact: _____

INFORMATION TO HAVE BEFORE CALLING THE OFFICE

Regarding a Patient's Illness:

A list of symptoms:

Approximate age and weight (especially important in
children).

Temperature:

Names and dosages of any medicines being taken:

Pharmacy's telephone number:

TO OUR PATIENTS...

This group practice has been established to meet the health needs of you and the members of your family, by treating you not only when you are ill, but also assisting you in maintaining the best possible state of health.

Our services include adult medicine, well and sick child care, geriatric care, minor surgery, minor orthopedics, women's health care, nutrition, diet counseling, acupuncture and hypnosis. Available to you as well are laboratory services.

We are trained to meet most of your health needs, but when special needs arise, we will assist you in contacting the appropriate specialist. We will remain as your primary health care provider working in conjunction with any specialist needed.

What is the purpose of a Group Practice?

Endwell Family Physicians, L.L.P. is a primary care group practice composed of physicians, nurse practitioners and other trained health care personnel to provide you with the best possible care. We are committed to having you, the patient, and your family, feel that you have “your provider.” With this in mind, appointments will be scheduled with that person, whenever possible. One of the advantages of utilizing a group practice is that you will be able to have medical coverage 24 hours a day, even though your health care provider may not be available.

How do I contact the office?

Office Number 754-3863
Call *any time*, day or night.

Business calls and calls for routine appointments are best handled during the following hours: 10:30 a.m. – noon or 2:30 p.m. – 4 p.m.

Certain daytime hours are very busy in terms of telephone call load. Our receptionists will either take care of your call or transfer the call as promptly and as courteously as possible. Please be patient with us.

Urgent and emergency calls will be taken at *any time* by calling the office. When we are not in the office, the answering service will contact the doctor on call. Please remain where you are or inform the answering service where you can be reached. The doctor will call you as soon as possible.

How are appointments scheduled?

Our hours are by appointment to provide the most efficient service possible; even in emergencies. Please call ahead. Please do not drop in as this is unfair to those people who are scheduled to be seen.

The allotted time for your appointment is determined by your needs. Complete physicals, minor surgery, certain office procedures or counseling will take more time than routine office calls. At the time you make your appointment, you will be asked the nature of your problem. We do our best to adhere to scheduled time, but may be delayed by emergencies or patients with unexpected problems. We understand your time is as important and valuable as ours.

In making appointments, please schedule as far ahead as possible. Generally, appointments can be made up to 6 months in advance. We always leave a number of appointments available each day for acute or emergency visits. If you are unable to keep an appointment, please notify us as soon as possible, so that someone else may be scheduled.

If you have an urgent problem, please call the office. As your providers, we will do our best to take care of it for you, without using Emergency Rooms unless it is indicated. Our services have been expanded to include a walk-in. If you feel you must go to the Emergency Room, let us know (or have someone else call). We may have one of our doctors at the hospital or may be able to advise the Emergency Room staff to better service your needs.

Can home visits be made?

Home visits will be made on a selective basis when necessary. We encourage office visits because it makes possible to serve you more thoroughly and efficiently. There is additional charge for home visits.

When are consultations with other health care providers indicated?

The majority of the time we will be able to provide the medical care required. If you need the services of a specialist, we will be glad to arrange for this via consultation or referral.

Anytime you feel the need for another opinion, we are happy to recommend an appropriate person.

Laboratory Services

We have an on-site lab available for our patients. Our lab is open daily, Monday through Friday. We are able to run many lab tests here; however, some may need to be sent to an outside laboratory. There will be additional charges for this service. It is the patient's responsibility to inform us if their insurance company requires use of a specific lab.

Phone Referral Line

If you need an insurance referral to a specialist, we have a phone option for you to leave your referral information. Call the office phone at 754-3863 and press option #6. The following information is needed:

- 1) Your provider's name
- 2) Patient name
- 3) Patient date of birth
- 4) Phone number
- 5) Insurance company
- 6) Specialist you will be seeing
- 7) Appointment date
- 8) Reason for the referral (diagnosis or problem)

We will take care of your referral request and will only call you if there is a problem with your referral request.

What is important about medications and refills?

If you are taking medication regularly, please follow these guidelines:

1) Know the name of each medication. It is on the prescription bottle or sample package.

2) Understand how and when to take the medication. Ask questions if you don't.

3) Bring a list or the medication itself to each appointment. We will update your medication list at each visit. This includes non prescription medications as well.

4) Medication refills should be discussed at your visits. If you have to call for refills, please call during regular office hours, not nights or weekends. Do not wait until you are out of medication to call. Refill information must include the name of medication, strength, directions, and pharmacy.

5) If you have questions or think you are experiencing side effects, call the office to discuss. Make sure you have medication information available.

6) If you send away for your medications, please allow enough time for them to arrive by mail.

7) Medications are limited for good reasons. Patients taking medications regularly, must be periodically examined. Patients must be seen at least once yearly for refills to be given.

Phone Refill Line

If you have a medication that needs to be refilled, we have a phone option for you to leave your refill information. Call the office phone at 754-3863 and press option #5. The following information is needed.

- 1) Your provider's name
- 2) Patient name
- 3) Patient date of birth
- 4) Phone number
- 5) Name of medication

- 6) Strength of medication
- 7) Number of times per day medication is taken
- 8) Pharmacy name

Medications that are controlled substances need to be picked up at the office. We will take care of your request and will only call you if there is a problem with your refill request.

What if hospitalization is required?

In general, the doctors admit their patients to UHS/ Wilson site. During your stay, one of our doctors will see you most days of your hospitalization. If for some reason, you prefer to be admitted elsewhere, discuss this with your doctor and we will make other arrangements.

What about billing and insurance?

It is our policy to receive payment at the time of service. Billing is expensive (anywhere from \$.75 to \$1.30 per bill), and can significantly contribute to the escalating costs of health care. For your convenience payments can be made by cash, check, Visa, MasterCard, or Discover.

Direct billing for “covered” services will be done by our office for the following insurance plans.

Aetna*	HMO BLUE
Blue Point	Loomis/ UNY Health
Blue Shield of CNY/Excellus	Medicare
CDPHP	MVP
GHI	North American Preferred
GHI-HMO	RMSCO

For other insurance carriers, you will be provided with the appropriate forms for reimbursement. If you have questions about the forms, we will be happy to assist you. You are considered responsible for paying the total amount of the bill. For all balances over 60 days, you will be assessed a \$12.00 service charge.

* *Special Group Plans – Inquire with the Billing Department.*

What Are The Guidelines For Routine Health Care

Well Child Care

For the first year, your child's growth and development is carefully evaluated through frequent exams. These visits focus on the child's nutritional and developmental needs as well as the physical aspects of his/her health care. Appropriate immunizations are also given at certain check ups. During these visits, as well as in future physical exams, we encourage discussion of current developmental changes and future issues related to your child's well being.

Once your child reaches school age his/her health care needs differ. Although physical exams are still necessary, they need not be as frequent. Physicals requested for school, sports, or camp can serve as a guideline for determining the frequency of these exams. Physical exams available at school in order to meet the above requirements may suffice for your child's routine exam. However, a more comprehensive examination is always available at our office.

Adolescents, as a population, are generally very healthy physically. Often there are other issues that face these young people. We frequently utilize the physical exam time to discuss these issues. Therefore, we encourage regular physical exams for this age group as well. This keeps channels of communication open at a vital time in a young persons' life.

It is important that a responsible adult accompany any minor under the age of 18 to Endwell Family Physicians, L.L.P. for examination or treatment.

Recommended Schedule for Physical Exams

Birth to 18 months: 1 week, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 18 months.

Age 2-6: Annually

Age 7-19: Every 2-3 years or as required by school, sport activities or camp (unless otherwise indicated).

Plan ahead when making your physical appointment. Call at least 1 month in advance.

At 15 months a nurse visit is recommended for the MMR.

Immunizations

Endwell Family Physicians follows CDC/ACIP guidelines for vaccine administration. By staying up-to-date on the latest recommendations, you or your loved one will receive the most current immunizations available. During well baby, well child and physical appointments, immunizations are routinely discussed and updated. Feel free to discuss any questions you might have at that time.

FLU SHOTS: Endwell Family Physicians follows CDC guidelines for flu vaccines. The CDC has identified the following group of individuals who should be vaccinated:

- All children aged 6-23 months.
- Adults aged 65 years and older.
- Persons aged 2-64 years with underlying chronic medical conditions.
- All women who will be pregnant during influenza season.
- Residents of nursing homes and long-term care facilities.
- Children 6 months-18 years of age on chronic aspirin therapy.
- Health care workers with direct patient care.
- Out-of-home caregivers and household contacts of children aged <6 months.

Pneumococcal Vaccine

We recommend Pneumococcal Vaccine for anyone age 65 and over, as well as those of any age with certain medical conditions or with a chronic illness. Consult your health care provider.

Well Adult Care

We recommend a complete physical exam for adults at regular intervals (see below). This includes an overall exam including hearing testing, vision screening, blood work and cancer screening. A partial physical exam is recommended at alternative intervals, when not having a complete physical exam (see below). However, under certain circumstances more frequent complete examinations may be recommended by your provider. The following should serve as a guideline:

Complete Physical Exams:

Age 20-50 — Approximately every 5 years.

Age 51-60 — Approximately every 2-3 years.

Age 61/over — Every 1-2 years.

Partial Physical Exam

Partial physical exams are indicated primarily for cancer screening purposes. Most of the following recommendations are from the American Cancer Society.

WOMEN

Age 20-40

BREAST:

- Exam by provider at least every 3 years.
- Baseline mammogram between 35-40.
- * *Higher risk for breast cancer: Personal or family history of breast cancer, never had children, first child after 30.*

PELVIC:

- Exam by provider annually after becoming sexually active including examination of uterus and ovaries.
- * *Higher risk for reproductive cancer: Personal or family history of uterine, ovarian or cervical cancer.*

PAP TEST:

- After three initial normal pap smears one year apart — at least every three years. This includes women under 20 and sexually active.
- * *Higher risk of cervical cancer: Early age at first intercourse, multiple sex partners.*

Age 40 and over

BREAST:

- Exam by provider every year.
- Self exam every month.
- Breast mammogram every year after 40.
- * *Higher risk for breast cancer: Personal or family history of breast cancer, never had children, first child after age 30.*

PELVIC:

- Exam by provider every year including exam of the uterus and ovaries.
- * *Higher risk for reproductive cancer: Personal or family history of breast cancer, never had children, first child after 30.*

PAP SMEAR:

- After three initial normal pap smears one year apart — at least every three years.
- * *Higher risk for cervical cancer: Early age at first intercourse, multiple sex partners.*

COLON & RECTUM:

- Digital rectal exam every year.
- Stool slide every year.

After age 50

Colonoscopy:

- Starting at age 50.
- * *Higher risk for colorectal cancer: Personal or family history of colon or rectal cancer, personal or family history or polyps in the colon or rectum, ulcerative colitis.*

MEN

Age 20 and over

TESTICLES:

- Self testicular exam every month.
- Exam by provider at complete physical exams.
- * *Higher risk for testicular cancer: Personal or family history.*

After age 50

COLON, RECTUM AND PROSTATE:

- At time of periodic health exam.
- Stool slide every year after 50.
- Colonoscopy every 10 years.
- * *Higher risk for colorectal cancer: Personal or family history of polyps in the colon or rectum, ulcerative colitis.*
- * *Prostate evaluation is individually recommended by your provider.*

Remember these guidelines are not rules and only apply to people without symptoms. Those who qualify as high risk need to discuss the frequency of specific examinations with their provider. If you have any questions regarding these guidelines call your health care provider.

Additional Services

Endwell Family Physicians now offers these services:

- *Acupuncture*
- *Laser Hair Removal*
- *OBAGI Skin Care System*
- *Sclerotherapy for Varicose Veins*
- *Therapeutic Massage*
- *ETPS for Pain Control*

Gift Certificates Available

The Health Care Team of Doctors, Nurse Practitioners and Physician Assistants of Endwell Family Physicians, L.L.P. have been a part of this community for 29 years, and have enjoyed meeting the health care needs of the community. Every effort is made to be available to our patients when needed. We hope to continue to provide the best possible care in a pleasant, respectful and friendly atmosphere. In keeping with this philosophy, we encourage patient feedback. This continues to help us provide the high quality medical care that belongs in a family practice setting.

— Handicap Accessible —

View Us On Channel 989

ENDWELL FAMILY PHYSICIANS, L.L.P.

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