

Family Medicine Center
Patient Information Booklet

Offices: 1301 Rt. 72 West, Suite 240
Manahawkin, NJ 08050
609-597-7394

279 Mathistown Road
Little Egg Harbor, NJ 08087
609-296-1101

Hours: M-Th: 8:30AM-8:00PM
Fri: 8:30AM-4:00PM
Sat: 8:00AM-12:00PM

Hospital Affiliation: Southern Ocean Medical Center

Providers: John J. Kenny, D.O.
Rosenio Medenilla, M.D.
Toby Tracy, D.O.
Kimberly Hogan, M.D.

William B. Glenn, D.O.
Michael Raguso-Failla, M.D.
Caroline Mastro, M.D.

Services provided: Comprehensive care for the whole family
Same day sick and acute visits available
Male and Female providers available
GYN care including Paps

Care Management Team
FREE Diabetic classes
On Call physician
Minor surgical procedures

Most insurance accepted.

WELCOME TO FAMILY MEDICINE CENTER

Thank you for choosing FMC as your primary care providers. Good health care requires a team. YOU are the most important member of that team and we are glad to be a part of that trusted team. We look forward to working with you to meet your health care needs.

PATIENT CENTERED MEDICAL HOME

Have you heard about Patient Centered Medical Home or PCMH for short?

This is a relatively new concept that puts YOU, the patient, and your primary care provider, or PCP, at the center of health care. Family Medicine Center is proud to be one of the first practices in this area to work as a Patient Centered Medical Home.

Patient Centered Medical Home is your HOME BASE for health care!

Being a PCMH practice means we provide a different type of care. That care is comprehensive, coordinated, and based on current research and evidence. Over the past 4-5 years FMC has been making changes to transform into a PCMH.

As a PCMH, FMC has the following responsibilities:

1. Provide **comprehensive care** that involves you as a 'whole person' not just your cold or your blood pressure. We want to know about all aspects of your health even if you get care from other doctors. Comprehensive care also involves screenings or tests for prevention or early detection of illness.

2. **Coordinate** or follow-up on care you receive with other providers or at the hospital or Emergency Room. The more we know about you and your health, the better care we can provide. Our Care Team will contact you following a hospital stay or ED visit to help you get the care you need. You will notice that our Nurses and Medical Assistants are working very closely with your PCP to manage your care.
3. Provide up-to-date **care and education** that can improve your health and help you take care of yourself. We've improved our education materials and now provide Diabetes classes. You can access the education materials and your medical record on the Patient Portal.

YOUR responsibilities as a member of the PCMH team include:

1. Inform FMC when you see other doctors or go to the hospital or Emergency Room.
2. Tell us when you've had labwork or tests ordered by another doctor.
3. Always ask other doctors or facilities to send a copy of notes or reports to FMC.
4. Schedule a yearly physical. This can help identify issues before they become big problems.
5. Call FMC with questions or concerns, during or after office hours.
6. Call before going to the hospital or emergency room unless you are short of breath, having chest pain, bleeding, or have been injured by an accident or fall.

Contacting Family Medicine Center

1. During office hours- call the office to leave a message for your PCP. You can also send a message to your doctor from the FMC Patient Portal. Every effort is made to answer your call within 24 hours.
2. After office hours- one of the doctors in On Call whenever the office is closed. Please call FMC, you will be prompted to leave a message for the On Call doctor. You can expect a return call within 2 hours.

*** Please go to the local Emergency Room if you are feeling chest pain, shortness of breath, have bleeding that will not stop after a few moments, or have suffered an injury from an accident or fall. ***

Please read the following FMC Policies carefully and keep it for future reference.

Registration

New patients are asked to arrive fifteen minutes before their scheduled appointment to fill out a questionnaire. Registration forms can be obtained on the Patient Portal or at the office. Complete the form as directed, being certain to include the following: middle initial, age, date of birth, home phone, cell phone, and work phone. Minors must include parents' names and work numbers. For emergency purposes, include phone numbers of nearest relatives or another person to contact. Please obtain a copy of your medical records from your previous physician. You may bring them with you or have them mailed directly to our office. Our staff will supply you with a record release form if necessary.

Registration Continued

Patients are required to present their insurance card at every visit and pay their co-payment at the time of check-in; otherwise, your appointment will be rescheduled.

Established patients should inform our staff of any status changes such as name, address, insurance, phone number, or other.

Appointments

Patients are seen by appointment only. Appointments are made by telephone during normal business hours, or requested from the Patient Portal.

Any patient who is unable to keep a scheduled appointment is asked to notify the office at least 4 hours prior to the appointment time. A missed appointment fee will be charged if this procedure is not followed. Knowing in advance allows the staff to schedule another patient for your time slot.

We are aware that your time is valuable and make every effort to be punctual. Occasionally, when emergencies or other unforeseen circumstances cause us to fall behind in our schedule, we appreciate your patience and understanding.

Financial Policy

Office visit co-payments are made payable at the time of your office visit as required by your insurance company. Payment may be made by credit card if the amount due is over \$10.00 Personal checks are accepted, but there is a \$30.00 charge for checks returned by your bank. We ask that you pay your balances promptly. Any accounts over 90 days old will be refunded to our collection agency.

Telephone Calls and Portal Messages

Your questions will be answered by the physician through our office staff within 24 hours. One of our physicians is On Call for **emergencies** after office hours.

Prescriptions & Refills

Please follow this policy carefully to assure that you receive your prescriptions and refills in a timely manner:

- To expedite the process, please bring current medications with you at the time of your visit. The physician will send prescription electronically at that time to the pharmacy of your choice, local or mail away.
- Due to time constraints, our office will no longer be able to authorize prescription refills to local or mail order pharmacies by phone or fax.
- To obtain a prescription refill between visits, please call during normal office hours only. We ask that you request your prescription refills at least one week prior to your prescription renewal date.
- All patients are strongly encouraged to obtain their refills at the time of their office visit. It is the most efficient way to keep your medications current.

Referrals

We require one week's notice for routine referrals except in the case of an emergency. We will fax referrals to specialists or facilities. There is a \$5.00 administrative fee for the duplication of a lost referral. We will back date referrals if needed for emergency visits per insurance guidelines.

Forms/Work & School Notes

Due to increasing administrative and financial demands of providing quality medical care, it is necessary for us to charge a fee for completing forms outside the time of an office visit. Work and school absence notes are only provided at the time of an office visit and will not be issued unless you are seen by a physician in the office.