

YELLOW SPRINGS PRIMARY CARE
888 DAYTON STREET, SUITE 106 YELLOW SPRINGS, OH 45387
(937) 767-1088 OFFICE / FAX (937) 767-1022

NEW PATIENT WELCOME LETTER AND PRACTICE POLICIES

Dear Patient:

Thank you for scheduling an appointment with Yellow Springs Primary Care (YSPC). The office of Donald Gronbeck, MD and Sarah Teegarden, CNP. We offer comprehensive primary care for women, men, adolescents and children including preventative medicine, health maintenance and chronic disease management. It is our pleasure to welcome you in advance of your first visit.

Please bring the following information to your visit:

- Insurance card(s)
- Driver's license or other photo identification
- Completed Patient Registration Packet
- Current Medication Bottles

We are located at 888 Dayton St., Suite 106, Yellow Springs, Ohio 45432. Our office faces Dayton Street in Yellow Springs, Ohio. Our office number is (937) 767-1088.

The following is some information that will help familiarize you with our practice.

Business Hours

Monday	9am to 4pm	<i>Lunch 12-1pm</i>	
Tuesday	9am to 5pm	<i>Lunch 12-1pm</i>	
Wednesday	12pm to 6pm		
Thursday	9am to 5pm	<i>Lunch 12-1pm</i>	
Friday*	9am to 5pm	<i>Lunch 12-1pm</i>	<i>*Closed the last Friday of the month</i>
Saturday**	9am to 12pm		<i>**Open the first Saturday of the month with exception to holidays.</i>

Medication Refills:

Please let us know at the time of your appointment if you will need medication refills. If you need refills before your next scheduled appointment, please have your pharmacy request your refills by phone at (937) 767-1088 or by fax at (937) 767-1022. Please allow 1-2 business days for processing of refill requests. An appointment will be required for any new prescription and for refills on controlled substances.

Appointments:

Please be on time as late arrivals can delay other patient appointments. While our healthcare provider is sometimes delayed with a given patient, they do their best to stay on schedule. We ask that you give us at least 24-hour notice if you need to cancel your appointment. As a medical office we understand that emergencies happen, and we ask that you notify us of as soon as possible of cancellations or being late for your appointment. We will reschedule for the soonest appointment available that works for you. We have a 15-minute grace period for appointment times. If you are more than 15 minutes late for your appointment, you will need to reschedule your appointment. Please note a continuing pattern of No Calls/No Shows or late cancellations may result in the dismissal from the practice.

Emergencies/Urgent Needs:

Note that if your question or concern involves symptoms that need to be evaluated, you should schedule an appointment. Your provider cannot diagnose over the phone. We will do our best to try and get you in as soon as possible, but you may be directed to the nearest urgent care for treatment. If you have a life-threatening emergency, please call 911 or go to the nearest emergency room.

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After Hour Calls:

For urgent (but not life-threatening) needs after hours, call the office to be connected to the on-call provider. The covering provider will get back to you as quickly as possible. Be sure to leave your name, a number where you can be reached, the nature of the problem, your date of birth, and your provider's name. Please do not leave messages regarding non-urgent matters or prescription refills as these messages can be left in the appropriate general voicemail boxes and will be addressed the following business day.

Prior Authorizations:

For medications prior authorizations it generally takes 24-48 hours for approval; however, Due to back and forth correspondence required by your insurance company, it can sometimes take longer depending on the insurance company and the medication. Procedures and visits can take up to 7-21 business days for approval. Please keep in mind that even when all required paperwork is sent in, our office has a limited ability to make your insurance company process the request faster.

Authorized Contacts:/Medical Records

If you have not updated your emergency contacts and persons authorized to receive medical information about you in some time. please do so at the check-in desk. We ask that you list at least one person. This person should be the closest person in your life whom you trust and whom we may contact to discuss your health should the need arise.

Records will be released only with your permission, signature, and the signature of your provider. If you are referred to a specialist, only those records required for your care by that provider will be released. If you would like your records released, please allow 10 to 14 days for processing. There is a fee for your medical records based on current Ohio state guidelines.

Payment Policy:

In accordance with our contracts with your insurance company, it is our policy to collect the appropriate payment due from the patient at the time the service is rendered. Co-payments and previous balances are due at time of service. If you are unable to pay the full amount, please speak with our billing office to discuss payment options. Legal arrangements for minor patients due to custody agreements are solely between the parents or guardian. We will send patient statements to only one financial guarantor listed on the new patient paperwork. If you need to change this, please submit this in writing to our billing office. We accept cash, check, and all major credit cards. There is a \$35 insufficient fund fee for returned payments.

- **Co-payment** – The cost-sharing part of your bill that is a fixed dollar amount designated by your insurance company that is your responsibility to pay at each visit (also known as “co-pay”).
- **Deductible** – The amount of cost sharing that you must pay for medical services usually before your health insurance company starts to pay. This amount varies by plan.
- **Co-insurance** – The part of your bill, in addition to a co-pay, that you must pay. Co-insurance is usually a percentage of the total medical bill such as 20%.

Minor Patients:

For patients 18 years and younger, please bring his or her most recent immunization records. If you do not have the records with you, you will need to fill out a Release of Information form so we obtain these records. For patients under temporary custody such as foster care, please provide proof of legal guardianship for our records. For the safety of our minor patients, patients under 12 years of age are not permitted in the lobby unattended. We do provide toys and books for them to play with while waiting. Additionally, children under 8 are welcomed to take a treasure out of our treasure chest after his or her visit with the provider.

If you have any questions or concerns about this letter or our policies, please contact our office at (937) 767-1088 or speak to the receptionist at the time of check-in. Please keep this letter for your records. We appreciate your selecting **Yellow Springs Primary Care (YSPC)** for your medical care and will work hard to serve your needs as best we can.

Thank you for choosing **Yellow Springs Primary Care (YSPC)**.