



Family Care Clinics

RURAL HEALTH CLINICS OF BATES COUNTY MEMORIAL HOSPITAL

GET TO KNOW OUR PROCEDURES

- CHECK IN**
- Always check in at the front desk when you arrive.
 - We want to keep your information current to better serve you. Be prepared to supply information during your check in like:

- IDENTIFICATION
- INSURANCE CARDS
- ADDRESSES
- PHONE NUMBERS

- READ**
- The information sheets displayed here should fill you in on how we do things at Family Care Clinics.
 - We want you to understand what you can expect from us and what we expect from you.

- ASK**
- If you would like to have copies of any of these information sheets, just ask at the front desk.
 - If you have questions or concerns, ask - we will connect you with the right person to answer your questions.

W E L C O M E



660-200-DOCS (3627)



Adrian, Butler & Rich Hill



www.bcmhospital.com

OUR SERVICES

Family Care Clinics of BCMH are rural health clinics providing services for all ages that address acute illness, chronic diseases, women's health, behavioral counseling, and so much more. Services are provided without regard to race, color, national origin, creed, religion, ancestry, disability, age, gender/ gender identity or source of payment.

Office visits may include but are not limited to:

- | | |
|---|---|
| Collection of medical history | Consult with behavioral health consultant |
| Review of medication list | Emergency care |
| Physical examination | Diagnostic tests or labs |
| Assessment of health status and health care needs | Immunizations |
| Treatment of acute and chronic conditions | Family planning |
| Preventative care | Minor procedures |
| Referrals to specialists and consultants | Care management of chronic conditions |
| Assessment of behavioral needs | Patient education |

What if I have a medical question during business hours?

Central schedulers and front desk staff transfer medical questions to the triage nurse. Triage nurses are available at each location to take patient calls and answer patient portal messages, Monday-Friday 8:00-4:30.

- Voicemails and portal messages received before 3:00 PM will be returned the same business day
- Voicemails and portal messages left after 3:00 PM will be returned the following business day.

What if I have a medical question after hours?

After-hours calls made to the main clinic numbers are forwarded to on-call providers. Please reserve after hours calls for urgent issues only.



Adrian: 816-297-2640
High Street: 660-200-7135
Nursery Street: 660-200-7133
Rich Hill: 417-395-2155

Medication Refills:

Requests for refills should not be called to the clinics. Call your pharmacy or request refills using the Patient Portal.

Your well-being starts here, at Family Care Clinics.

CHOOSING A PRIMARY CARE PROVIDER



A primary care provider (PCP) is a health care practitioner who sees people that have common medical problems. This person is usually a doctor, but may be a physician assistant (PA) or a nurse practitioner (NP). Your PCP is often involved in your care for a long time, so it's important to select someone you feel comfortable with because you will be working as a team. A PCP is your main health care provider in non-emergency situations. Your PCP's role is to:

- Provide preventive care and teach healthy lifestyle choices
- Identify and treat common medical conditions
- Assess the urgency of your medical problems and direct you to the best place for care
- Include a social worker visit to address behavioral needs if indicated
- Provide care management for chronic or poorly managed conditions

It is important that you select a PCP and schedule your appointments with them when possible. Your PCP can make better decisions about your health care if they have information from all the providers you see. To have your records sent from facilities outside BCMH use these fax numbers:

FCC Adrian: 660-679-0691

FCC Nursery Street: 660-679-0675

FCC High Street: 660-679-0693

FCC Rich Hill: 660-679-0690

GET TO KNOW OUR PROVIDERS



Our Family Care Clinic providers are dedicated to high patient satisfaction and positive patient experiences.

COUNSELING SERVICES



ALL CLINICS



Jennifer Eick-Jakiela, LCSW
Behavioral Health Consultant

ADRIAN FAMILY CARE CLINIC

102 E. Main St., Adrian



James Wirkkula, DO
Family Practice /
General Physician



**Laura Thiem, DNP, APRN,
FNP-BC, PMHNP-BC**
Family Nurse Practitioner

HIGH STREET FAMILY CARE CLINIC

706 S. High Street, Butler



James Patterson, DO
Family Practice Physician



**Lori Rapp, MSN,
APRN, FNP-C**
Family Nurse Practitioner

NURSERY STREET FAMILY CARE CLINIC

617 W. Nursery Street, Butler



Megan Reno, PA-C
Physician Assistant



Glenn Gardner, MS, PA-C
Physician Assistant
(Appts. avail. at Adrian FCC)



James L. Miller, DO, FAFAP
Family Practice Physician

RICH HILL FAMILY CARE CLINIC

225 N. 14th Street, Rich Hill



**Misty Tourtillot, MSN, APRN,
AGNP-C, FNP-C**
Family Nurse Practitioner

PATIENT PORTAL



Our easy-to-use Patient Portal allows you to do the following tasks, and more, anywhere you have an Internet connection:

- **Send questions to your Family Care Clinic Provider**
- **View test results ordered by your Family Care Clinics provider**
- **Request an appointment**
- **Request medication refills**
- **View your allergies, vaccinations and health records**
- **Register for access on your portal to manage medical information and/or billing for your children or as a caregiver for an adult (with a signed waiver)**
- **Pay your bill and view statements**
- **Manage your contact information**
- **Self check-in for appointments**
- **Cancel Appointments**
- **Update address and insurance information**
- **Complete health history forms online**
- **Security**

When you sign up for the patient portal, you will receive notices to your personal email account when there is important information awaiting you in your Patient Portal account. This portal uses the latest encryption technology to provide secure communication between patients and their health care team. If you choose to use the Patient Portal, your name and email address will be treated with the same care and privacy given to your medical records.

PORTAL Q&A

Q: How do I sign up for the Patient Portal?

A: Present your ID at any BCMH or Family Care Clinic admissions desk and request a portal invitation to be sent to your email, or a text message to your smartphone.

Q: I have children. Do I need to set up a portal account for each one of them?

A: No. Once you've set up a portal account for yourself, contact admissions staff to enable "family member access" to each child's health information.

Q: I am responsible for another adult's medical bills. Can I see their bills or pay them on the portal?

A: Only if the patient has directed admissions staff to give you billing access to their portal account by signing a Disclosure of Health Information form.

Q: I have made several payments and none are listed.

A: Only payments made on the patient portal will show up under the payment history. For specific payments, contact the hospital billing department for assistance.

Q: I can't find my test results in the portal.

A: If you do not see your results within the time period your FCC provider mentioned, send a message via the portal asking your provider to send your results to your portal. Keep in mind, the portal has a limited view on a smartphone. At this time, only tests ordered by an FCC provider are available to view on the portal. All results from tests performed at BCMH will be available on the portal in a future update.

Q: What if I change my mind and don't want the Patient Portal anymore?

A: Portal accounts can be self-deleted at any time. A BCMH employee can also delete a portal account upon patient request.

SIGN UP TODAY

On your first visit to one of our clinics, you will be asked if you wish to register for the Patient Portal. To get started, you will be asked to provide an email.

FOR ASSISTANCE WITH YOUR EXISTING PATIENT PORTAL account, call 660-200-7063, or talk to any of our registration staff members.

SCHEDULING APPOINTMENTS

When scheduling an appointment it is helpful to let the scheduler know the kind of appointment you need.

Routine Appointments include well child checkups, well adult checkups, sports, work and insurance physicals. These are non-urgent and may be scheduled up to 6 months from time of request.

Follow-up Appointments include return visits and follow-ups to ER or hospital visits. These are scheduled as needed. For your convenience return visits can be scheduled during checkout.

Acute Appointments include visits for new or developing illness, injury, infection, or severe pain. These are scheduled the same day when possible. If your primary care provider has no opening you may be offered a same day appointment with an alternate provider.

Same Day Appointments: A limited number of same day appointments are available any day the clinic is open and can be scheduled by calling Central Scheduling after 8:00 a.m.

Reminder Calls: Make sure we have a valid phone number so you can receive a reminder call for your appointment. Automated reminder calls go out 2 days prior to your appointment. Reminder calls are provided as a convenience to patients.

Minimizing Wait Time: We are working to reduce the time you spend waiting in our clinics. We ask that you arrive 15 minutes before your appointment time. Each patient that needs services from the provider must have an individual appointment. You can be added to a family member's appointment only when there is an opening in the schedule.

Late Arrivals: Patients who arrive 15 minutes beyond the scheduled appointment time without calling or notifying the clinic will be offered the opportunity to reschedule or wait to be seen if there is an opening in the schedule. New patients who arrive 15 minutes beyond the scheduled appointment time will only be able to reschedule with the permission of the Provider or Clinic Supervisor.

Cancellations: Please call Central Scheduling to cancel an appointment: 660-200-3627 - or use the Patient Portal.

Appointments should be cancelled at least 24 hours in advance whenever possible.

No Show/No Call: The No Show/No Call process is when a patient fails to arrive for a scheduled appointment or fails to call to cancel a scheduled appointment. Patients will be charged a \$25.00 fee from 11/1/2019 to 12/31/2019 if they have not called or not shown up for a scheduled appointment two times.

Starting January 1, 2020, patients will be charged a \$25.00 fee per scheduled appointment for which they have not called or shown up on the day of the scheduled appointment. This fee will be collected at the next scheduled appointment and it will be collected just as copayments or coinsurance payments are at the time of registration. This charge is not covered by Medicare/Medicaid or private insurers as this is a charge for a missed business opportunity, not rendered care services. No fees are charged due to missed appointments during inclement weather.

HEALTH INSURANCE

DO YOU HAVE HEALTH INSURANCE? If not, please visit www.healthcare.gov

Open Enrollment happens November through January of each year.

Special Enrollment may be done at any time if you have a baby, get married, lose job-based coverage or have certain other life changes. To find out if you qualify for special enrollment exemption, log on to www.healthcare.gov and answer a few quick questions.

You may apply for Medicaid (MO HealthNet) or the Children's Health Insurance Program (CHIP) at any time and can enroll immediately at www.dss.mo.gov if you meet eligibility requirements. In Missouri, Medicaid for adults is limited to coverage for adults who are pregnant, blind, over 65 and drawing social security benefits or persons deemed disabled by Social Security and are drawing disability benefits. You may also make an appointment with the BCMH Patient Accounts Counselor for assistance with applying for Medicare or Medicaid. Call 660-200-7314.

WHAT IF I DO NOT QUALIFY FOR OR CANNOT AFFORD HEALTH INSURANCE?

You can speak with our financial counselor who will help you determine if you qualify for benefits. Financial assistance forms for Family Care Clinics and Bates County Memorial Hospital are available at the front desk in all clinic locations upon request.

Fill out the financial assistance form and provide copies of required income documentation as stated on the cover page of the application. Then make an appointment with:

Financial Counselor, Bates County Memorial Hospital, 660-200-7314

The Financial Counselor's office is in the hospital lobby near the admissions desk. Family Care Clinics offer discounts and payment plans for those who are uninsured or underinsured.

Resources:

Social Security Office: 120 South Commerce Drive, Nevada, MO 64772 - Phone: 888-808-5441

For information about Medicaid, visit the Missouri Department of Social Services website: www.dss.mo.gov and select the HealthCare tab.

PATIENT RIGHTS AND RESPONSIBILITIES

AS YOUR PRIMARY CARE PROVIDER, I WILL:

- Learn about you and what affects your health
- Suggest treatments that make sense for you
- Take care of short-term illness, chronic disease, and your all-around well-being
- Keep you up-to-date on all your vaccines and health maintenance screening
- Make referrals to specialists and coordinate your care with them as your health needs change
- Use current standards of practice to deliver you the best care possible
- Be available to you during and after hours for your urgent needs
- Notify you of test results in a timely manner
- Listen to your questions and feelings
- Communicate clearly with you so you understand your conditions and all your options
- Help you make the best decisions for your care
- Share information about classes, support groups, or other services that can help you self-manage your health
- Provide you access to your health information including electronic access on the patient portal

WE TRUST YOU, AS OUR PATIENT, TO:

- Know that you are a full partner with us in your care
- Provide a complete medical history and any perti-

- Provide updates on medications, supplements, or over the counter remedies you are using
- Let us know when you see other health care providers including emergency room visits
- Keep scheduled appointments or call to reschedule or cancel in advance of your appointment time
- Ask questions about your care and tell us when you don't understand something
- Learn about your conditions and what you can do to stay as healthy as possible
- Follow the plan that we have agreed is best for your health
- Take medications as prescribed
- Call if you do not receive your test results within two weeks
- Contact us after hours only if your issue cannot wait until the next work day
- When possible, contact us before going to the emergency room, we may be able to help you avoid an ER visit
- Understand that if you need to see another Family Care Clinic provider, they have access to your electronic medical record
- Learn about your health insurance coverage and know who to contact if you have any questions about your benefits
- Pay your share of any fees
- Give us feedback to help us improve our care for you

FOR WRITTEN OR VERBAL COMPLAINTS OR GRIEVANCES CONTACT:

Compliance Officer
Bates County Memorial Hospital
PO Box 370
Butler, MO 64730
660-200-7122
Compliance Hotline: 660-200-7124

Center for Medicare/Medicaid
Regional Office
601 E. 12th Street, Ste. 235
Kansas City, MO 64106
816-426-2011

Missouri Department of
Health and Senior Services
912 Wildwood
Jefferson City, MO 65102
573-751-6400

MEDICARE FRAUD AND ABUSE

Protect the Medicare program, our patients and yourself. Medicare fraud and abuse is a serious problem that needs your attention.

Please contact us with concerns:

Bates County Memorial Hospital

Compliance Hotline: **660-200-7124**

Compliance Officer: **660-200-7122**

Office of Inspector General (OIG) Hotline

1-800-HHS-TIPS (1-800-447-8477)