



Date: _____

Dear _____:

Thank you for your interest in making Fairhope Family Medicine (FFM) your new medical home. Please review, sign and return this letter if you would like us to contact you to schedule an appointment. Please visit our website, fairhopefamilymedicine.com, to review our policies and procedures. Remember to add your phone number below.

Our team approach to providing health care allows us to navigate our country's complex medical system. Our team consists of administrative staff, medical assistants, nurse practitioners and physicians. As a patient of FFM, you will have contact with each of these staff members.

We want your first visit with us to be pleasant and to meet your expectations. Towards that goal, we want you to understand how FFM operates and be aware of the policies and expectations we have for our patients so you can decide if we are a good fit for your healthcare needs.

Our national healthcare system prioritizes the implementation of wellness care to prevent or reduce the severity of disease and thus reduce the overall cost of healthcare. Providers of healthcare are now rated and compensated based on how healthy their patient population is and whether their patients perform the wellness care their insurance companies want them to perform. Accordingly, we expect our patients to: 1) take an active role in their health, 2) perform the health services their health insurance company wants them to perform, and 3) use Fairhope Family Medicine as your medical home for all primary health care needs.

This means that we will become your Primary Care Provider (PCP). A PCP acts as the person you go to whenever you are sick, have chronic conditions such as diabetes or other health concerns or have a question about your health. Your PCP will provide you with all the medical care within the scope of their medical expertise. Your PCP will know when a medical condition requires a referral to a specialist and make that referral. We leave room in our schedule every day for same day urgent needs and we ask that you come to us for acute symptoms of illness and not seek care at another provider such as urgent care.

To follow are some specific policies and expectations we have for patients that you should be aware of:

Some medications require monitoring to track their effects on body and disease. You agree to perform any monitoring tests that are necessary so that we can continue to prescribe that medication without concern of any negative effects they may have. We expect patients to keep regularly scheduled follow up appointments or re-schedule if a conflict arises. We do not write continuous prescriptions for controlled pain medications but rather will refer patients to a pain specialist if needed. Patients who are currently taking controlled medications will be asked to sign a medical release so that we may review your current medical records prior to taking on the responsibility of prescribing and monitoring



those controlled medications. Patients who take controlled medications such as ADD medications will be required to undergo periodic random drug testing.

All patients are expected to perform annual wellness/diagnostic medical services and have a wellness exam each year. Physicians are graded based on whether these services are performed and are penalized when patients do not perform these services. Some examples of required services are: cancer screening tests, immunizations, eye exams and yearly wellness visits. We also ask patients to schedule a follow up visit within 7 days of discharge from a hospital or rehabilitation facility stay. If you prefer not to perform these medical services, we ask that you choose another physician. For questions about whether a medical service is included in this category you can call to ask us.

In addition to the requirements above, we ask that all Medicare age patients have at least one Annual Review visit and one wellness exam with us every year. Additional visits may be required based on your medical conditions.

Patients younger than Medicare age are expected to have at least one visit per year. That visit will be your wellness visit if you do not have chronic conditions. Chronic conditions are medical issues that are with you every day such as high blood pressure, diabetes, heart disease etc. If you have chronic conditions and or take chronic medications you will also need to schedule an annual review in addition to the wellness visit.

Patients who do not have an office visit with us within a 12 month period will be considered inactive. If you have been inactivated in our system, upon request your physician can reactivate you. Other policies you should be aware of and can obtain more information on the website are our credit card policy, and no-show fee for appointments.

As a result of the Covid pandemic we created a sick-bay with three exam rooms where we see patients who have any symptoms that could indicate that an infectious illness is present. The sick-bay is located at the back of the building and has a separate entrance. When you make your appointment, you will be instructed on what to do. We ask that patients with contagious symptoms not enter the front entrance of the building.

I have read the policies and procedures on the FFM website and this patient notice and my signature below indicates that I wish to be a patient of Fairhope Family Medicine.

Signature

Date _____

Phone: _____