

# WYOMING FAMILY PRACTICE

## Patient Packet

2017



307-234-6161 | [www.uwfmrpcasper.com](http://www.uwfmrpcasper.com)

1522 East A Street | Casper, WY 82601

## **A MESSAGE TO OUR PATIENTS**

Established in 1977 as the University of Wyoming Family Medicine Residency Program in Casper (UWFMRP), our providers and staff are dedicated to serving our patients. In order to respond to the healthcare needs of our community and promote the health and wellbeing of our patients, we provide comprehensive family medicine to people of all ages.

Most commonly known as Wyoming Family Practice (WFP), our residency is a three-year program that gives physicians specialized family medicine training before they establish their own practices.

## **OUR MISSION**



We envision a health system that provides both universal access to excellent primary care medicine and the highest quality education for Family Medicine Physicians and staff. We value honesty, respect, integrity, teamwork, and personal responsibility. We support an environment of learning, exploration and accomplishment, while maintaining our belief in the fundamental value of those personal relationships between doctor, nurse and patient.

## **YOUR PATIENT CENTERED MEDICAL HOME**

A Patient Centered Medical Home supports partnerships between individual patients, their personal physicians, ancillary healthcare services and patient families. This care delivery model is also supported by health information technology, comprehensive patient registries, and culturally and linguistically appropriate resources.

As a Patient Centered Medical Home, your WFP primary care provider team coordinates your treatment through multiple settings—specialty care, mental health services, pharmacy services, rehabilitation services, etc.—to ensure you receive the most comprehensive health care available.



## OUR SERVICES

Our services include prenatal care, pediatric care, women's health, osteopathic medicine, sports medicine, chronic disease management, onsite behavioral health, x-ray and lab. We also provide nursing home care and palliative care, geriatric care, internal medicine, anticoagulation clinic, case management, procedure clinics, patient education and inpatient hospital care and translation services when needed.



## APPOINTMENT INFORMATION

**The clinic is open Monday-Thursday from 8 a.m. – 7 p.m. and Fridays 8 a.m. – 5 p.m. (there are no lab or x-ray services after 5 p.m.). Family Pharmacy (Geneva Woods) is now open until 6 p.m. Monday-Thursday. We offer same day appointments for urgent care cases.**

- ◆ Check in 20 minutes prior to your scheduled appointment
- ◆ Bring a list of your current medications or your prescription bottles
- ◆ Call in 3 hours in advance to cancel or reschedule an appointment
- ◆ Bring current insurance card
- ◆ Bring your current pay stubs or tax returns if you plan to apply for the Sliding Fee Scale

## YOUR HEALTHCARE TEAM

WFP works with four healthcare teams that consist of faculty physicians, resident physicians, physician assistants, nurses, medical assistants, and YOU! Other members of the teams include lab and x-ray staff, case management, medical records and front office staff.

Once you are assigned a provider, your care team will provide you with comprehensive, quality healthcare services, and work with you and your family to ensure you receive the best individualized treatment and care. When possible, schedule your appointments in advance with your assigned provider; if that provider is not available, request another provider from your healthcare team. **It is important that you provide the healthcare team with your complete medical history and any information about care you receive outside of the WFP.**



## 24-HOUR ANSWERING SERVICE

For your convenience, WFP providers are on call 24 hours a day, seven days a week. Call (307) 234-6161 for medical assistance after clinic hours, on weekends and during holidays.

## PROTECTING YOUR MEDICAL RECORDS

Your privacy is of the utmost importance to the WFP. Please speak with our Medical Records staff for valuable information about our record transfer process and record maintenance.



## **PRESCRIPTION REFILL POLICY**

Contact your pharmacist to request a medication refill.

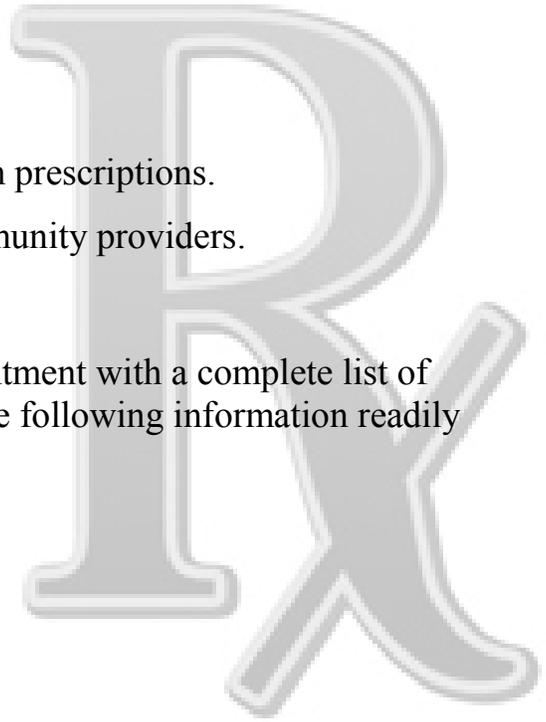
You must come to the clinic in person to pick up written prescriptions.

WFP does not refill prescriptions written by other community providers.

Allow 5 business days for prescription refills.

You can also request refills during your provider appointment with a complete list of medications or your prescription bottles. Please have the following information readily available:

- ⇒ Name of medication(s)
- ⇒ Dosage of medication(s)
- ⇒ How often medication(s) is taken every day
- ⇒ Any problems associated with medication(s)



## **CONTROLLED SUBSTANCE INITIATIVE (CSI) POLICY**

**WFP providers and staff follow strict guidelines when prescribing and/or refilling controlled substances such as narcotics, stimulants and benzodiazepines. WFP providers reserve the right to request a state pharmacy report on patients who receive controlled substances.**

New patients who fail to attend their first scheduled CSI appointment will be automatically restricted from controlled substance prescriptions.

Established patients being treated with controlled substances for chronic conditions will be referred to the CSI team for evaluation.

Established patients who miss one CSI appointment can schedule one more appointment with the CSI team; failure to attend the second appointment will result in automatic restriction of controlled substance prescriptions.

All CSI patients must sign a CSI contract and are subject to periodic drug testing. Failure to follow this contract will result in restriction of controlled substance prescriptions.

All prescriptions for controlled substances are hand-signed by the provider and the patient must come to the clinic in person to pick up that prescription.



## SLIDING FEE SCALE (SFS)

The SFS is offered to qualifying individuals and families based on family income. The SFS applies to office visits, procedures, lab, x-ray and ultrasound. SFS does not apply to medical supplies or devices. Proof of accurate financial information is expected before SFS is applied to services.

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Fee	40%	50%	60%	70%	80%	Posted Charge
Income Per Year						
Percent of FPL (a)	0-100%	100% - 125%	126% - 150%	151% - 175%	176% - 200%	>200%
Family Size						
<b>1</b>	0	11,881	14,851	17,821	20,791	23,761
	11,880	14,850	17,820	20,790	23,760	
<b>2</b>	0	16,021	20,026	24,031	28,036	32,041
	16,020	20,025	24,030	28,035	32,040	
<b>3</b>	0	20,161	25,201	30,241	35,281	40,321
	20,160	25,200	30,240	35,280	40,320	
<b>4</b>	0	24,301	30,376	36,451	42,526	48,601
	24,300	30,375	36,450	42,525	48,600	
<b>5</b>	0	28,441	35,551	42,661	49,771	56,881
	28,440	35,550	42,660	49,770	56,880	
<b>6</b>	0	32,581	40,726	48,871	57,016	65,161
	32,580	40,725	48,870	57,015	65,160	
<b>7</b>	0	36,731	45,914	55,096	64,279	73,461
	36,730	45,913	55,095	64,278	73,460	
<b>8</b>	0	40,891	51,114	61,336	71,559	81,781
	40,890	51,113	61,335	71,558	81,780	

For families with more than 8 persons, for each additional person add:

**\$4,160**

## INSURANCE FILING

WFP will submit claims to health insurance plans, including commercial, Medicaid, Medicare and Worker's Compensation. We do not submit claims for MVA insurance.

Co-payments and deductibles are due on date of service.

Insurance balances are billed to patient/guarantor as patient responsibility.

Our Front Office Staff and Case Management team work daily with patients who are underinsured and uninsured to help them register for the Sliding Fee Scale if they are unable to find an insurance plan that works for them.



## PATIENT RIGHTS AND RESPONSIBILITIES

### YOUR RIGHTS

1. To receive treatment that is respectful and recognizes a person's dignity, and provides for personal privacy to the extent possible during the course of treatment.
2. To receive quality of care free from discrimination.
3. To participate in the development and revision of a plan of service to best meet your individual needs.
4. To receive complete medical information to participate in your health care, including diagnosis, treatment and prognosis.
5. To refuse service, including medical and mental health care, to the extent allowed by law.
6. To receive confidential service, including the information you provide while receiving services, to the extent allowed by law.
7. To receive necessary information before agreeing to consent to the release of information to outside agencies.
8. To review the record of services you have received at WFP when requested by you in writing.
9. To know the names, professional status and experience of the staff that is providing your care and treatment.
10. To request reassignment to another healthcare provider with approval of the receiving provider.
11. To be informed of the facility's rules and regulations as they apply to you.
12. To file a complaint for violation of these rights.

### YOUR RESPONSIBILITIES

1. To keep all appointments or cancel any appointments that you cannot keep with WFP or any other facility WFP has referred you to.
2. To provide accurate and complete information about your present and past medical conditions including care received outside the practice, and to report any unexpected changes in your condition to your healthcare team.
3. To follow the treatment plan that you and your provider agree upon, to take medications as prescribed and to inform staff when you do not understand the service being provided to you.
4. To provide accurate proof of your financial status.
5. To pay your portion of charges at the time of service.
6. To recognize the effect that your lifestyle choices may have had on your health.
7. To respect the confidentiality of other patients receiving services at WFP.
8. To inform WFP staff or your provider of your intentions not to follow the treatment plan or of your decision to discontinue service at WFP.
9. To treat all staff and other patients at WFP with dignity and respect and to abide by clinic policies.
10. To report any complaint to the Patient Relations Committee by following procedures that will be explained to you upon request.



## WFP RIGHTS AND RESPONSIBILITIES

### WFP RIGHTS

1. To change the time of patient appointments for scheduling efficiency and prioritization based on patient needs, but only when necessary.
2. To remove any patients or visitor from any clinic area if that patient or visitor physically or verbally abuses any WFP employee.
3. To review a patient's financial records if the patient is applying for discounted services (Sliding Fee Scale).
4. To receive an accurate health history of all patients.
5. To request any medical records from any physician or medical facility regarding a patient's health history, with the written authorization of the patient.
6. To collect payment for services at WFP.
7. To change a patient's health care provider at the request of the current health care provider when a non-therapeutic relationship is determined.
8. To revise any policy regarding Patient or WFP Rights and Responsibilities by approval of the WFP Program Director.

### WFP RESPONSIBILITIES

1. To have the patient seen by their health care provider as close to the preferred time of the appointment as possible.
2. To provide the patient with evidence-based care.
3. To provide the patient access to self-management support.
4. To allow the patient, parent or legal guardian to examine his or her billing account and offer the explanation of charges to that patient or third-party payer.
5. To forward all requested patient medical records to any provider or health care facility upon receiving written authorization from the patient, parent or legal guardian.
6. To fully explain to the patient, parent or legal guardian any diagnosis, prognosis, or test result and to explain the risk associated with any test, treatment or medication involved in a patient's health care program.
7. To offer the patient helpful guidelines pertaining to Advance Directives or the POLST form.





## COMMUNITY RESOURCE LIST

Wyoming Medical Center: [www.wyomingmedicalcenter.org](http://www.wyomingmedicalcenter.org) / 307-577-7201

Community Action Partnership of Natrona County: [www.capnc.org](http://www.capnc.org) / 307-232-0124

Casper Housing Authority: [www.chaoffice.org](http://www.chaoffice.org) / 307-266-1388

Central Wyoming Senior Services: [www.casperseniorcenter.com](http://www.casperseniorcenter.com) / 307-265-2481

WIC Program: [www.health.wyo.gov/familyhealth/wic/index.html](http://www.health.wyo.gov/familyhealth/wic/index.html) / 307-265-6408

Wyoming Independent Living Rehabilitation: [www.wilr.org](http://www.wilr.org) / 307-232-9365

Wyoming Health Fairs: [www.wyominghealthfairs.com](http://www.wyominghealthfairs.com) / 307-268-8332

Casper-Natrona County Health Department: [www.casperhealth.com](http://www.casperhealth.com) / 307-235-9340

Children Advocacy Project: [www.childrensadvocacyproject.org](http://www.childrensadvocacyproject.org) / 307-232-0159

Joshua's Storehouse: [www.joshuasstorehouse.org](http://www.joshuasstorehouse.org) / 307-265-0242

Mercer House: [www.mercercasper.com](http://www.mercercasper.com) / 307-265-7366

United Way of Natrona County: [www.unitedwaync.com](http://www.unitedwaync.com) / 307-234-6715

Central Wyoming Rescue Mission: [www.cwrm.org](http://www.cwrm.org) / 307-268-4422

Interfaith of Natrona County: 307-235-8043

Wyoming Medicaid: [www.wyequalitycare.acs-inc.com](http://www.wyequalitycare.acs-inc.com)

Boys and Girls Club of Central Wyoming: [www.bgccw.org](http://www.bgccw.org) / 307-234-2456

Life Steps Campus: 307-235-4703

Health Care for the Homeless: 307-232-8665

Child Development Center of Natrona County: [www.cdccasper.org](http://www.cdccasper.org) / 307-235-5097

