

FAMILY CARE



Black Mountain/Old Fort

Welcome to Family Care of Black Mountain/Old Fort (FCBM), the office of Drew David Schnyder MD, Christy McCall DNP, Betsy Murhpy GNP, Kim Vinzant FNP and Randy Dobbins PA-C. We are pleased that you have chosen our office for your healthcare services. Our providers and staff are devoted to making your visit here as pleasant as possible. This letter and all items included in this welcome packet are designed to help you make a smooth transition into being a patient in our office.

At Family Care of Black Mountain/Old Fort, you can expect to receive care that is based on the Patient Centered Medical Home model of care. This means that you will receive care that is carefully designed around evidence-based practice guidelines to assist you in reaching your best possible health status. It also means that we are committed to providing you with the health education and support needed to help you manage any chronic conditions that you have on a daily basis. At FCBM, you will be a partner in your health care and will be involved in every decision regarding your plan of care.

The selection of a primary care provider is a very important part of Patient Centered Medical Home and is one of the keys to providing you with the most coordinated care possible. Your provider and the health care team that surrounds them will work hard to know you as a person and to coordinate all aspects of the care that you receive both at our offices and through other health care providers. If you have not selected a primary care provider, you will be asked to let us know which provider you would like to choose as your primary care provider.

In a Medical Home your primary care provider is the hub of your medical care. We strive to be available to serve you at all times. We encourage you to call us at any time you need medical advice before going to an urgent care or emergency room. All calls to our office are answered based on urgency of the call and all calls will be answered within 24 hours. Any non-urgent requests for information can also be made through our patient portal. All portal messages are answered within 24 hours. Please do not utilize the portal for urgent or emergent messages. During hours that our office is closed, you can reach one of our providers through our after-hours on-call system by telephoning the regular office number and leaving a message with the telephone service. You will receive a call from a provider within 15 minutes.

We are concerned for your overall health. Any care that you receive at other locations should be incorporated into your overall plan for health and well-being. In order to provide you with the best care possible it is important for us to understand all aspects of your care. Sharing information about visits to other providers will allow us to coordinate your care across sites and specialties. Please let us know at each visit if you have had a visit to a hospital, emergency room, urgent care or specialty provider. If possible, please bring information about this care to your visit so that we can incorporate the information into your record and your treatment plan. Please also bring the results of any testing that is completed outside of our office, to include eye exams and podiatry exams if you have diabetes, so that we can include this information in your complete medical record.

As a patient you will receive a Clinical Summary containing information about your visit each time you leave our offices after a visit. The Clinical Summary will provide you with a record of the care that you received at that visit.

Depending on your healthcare needs, it may also contain a copy of the care plan that you have developed with your provider. We urge you to create a folder in which to store these Clinical Summaries and other important papers that you will receive from your health care team such as copies of your lab results and your current medication list. This will allow you to store all of your personal medical information in one place. Bring this folder with you to your appointments with your providers here at FCBM so that you can add your current information and keep it up to date. If you ever have the need to see a provider outside of Family Care of Black Mountain/Old Fort, this folder can provide important information about your health care that the outside physician may not otherwise have access to.

At FCBM we realize that your healthcare does not stop when you leave our office. For this reason we have created a patient portal to help you manage your care in between visits to our office. We ask all patients to sign up for their portal at the end of their first visit. The portal is featured on our website and provides a way for you to access your information at all times. *FOLLOW MY HEALTH* will allow you to access your lab results more quickly, see historical information, and have access to all of your visit information in one place from anywhere that you have an internet connection, including your smartphone. You can also utilize *FOLLOW MY HEALTH* to request appointments and to ask your provider routine questions through email. At your initial visit to FCBM you will automatically be given access codes to set up your personal page in *FOLLOW MY HEALTH*. Detailed instructions are included in this packet. If you have questions about how to set up access to your *FOLLOW MY HEALTH* page, we will be happy to assist you to sign up.

If you must be seen in an emergency room/urgent care center, or if you are hospitalized for any reason, please call us immediately afterward to schedule a primary care follow-up visit so that we may update your plan of care with any new information about your health.

Coordination of care is very important in a medical home model of care. Included in this packet you will find a specialist agreement. We ask that you share this agreement with any specialty care providers that you receive care from so that records can be shared between our offices. We have also partnered with certain behavioral health care providers in the community to ensure that care planning is coordinated for our patients receiving services. If you currently receive care from a behavioral health provider please let us know so that we can connect to coordinate your care.

If you take medications, please bring a written list or your bottles so that we can accurately record your medications. Please include any over-the-counter or herbal medications or supplements that you take. When you need a medication refill please call your pharmacy to request a prescription refill. The pharmacy will then contact our office and we will approve your refill within 2 business days of receiving the request from your pharmacy. Prescriptions are sent electronically (with the exception of controlled substances) to the pharmacy of your choice.

Thank you for choosing Family Care of Black Mountain/Old Fort for your healthcare, we look forward to partnering with you to help you achieve your greatest health status possible.