



# Family Medicine

Patient Information



**THE OHIO STATE UNIVERSITY**

WEXNER MEDICAL CENTER



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Please call your Family Medicine office before going to Urgent Care or the Emergency Department for care.

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**Talk to your doctor or health care team if you have any questions about your care.**

For more health information, go to [patienteducation.osumc.edu](http://patienteducation.osumc.edu) or contact the Library for Health Information at 614-293-3707 or [health-info@osu.edu](mailto:health-info@osu.edu).

# Welcome to Family Medicine

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## Thanks for choosing our practice

We are pleased that you chose us for your primary care. Our providers and staff will do all we can to work with you to provide the best care to keep you healthy.

Please review this information to help you learn more about our office and how we can help you to address your health needs today and into the future.

We are happy to answer any questions that you have. If there is anything that we say that is not clear to you, please ask us to explain it in another way. We want to be sure you know what you need to do for your care.

As your “medical home”, we will keep your health history up to date. We will help coordinate your care with other providers. Our goal is to provide you with the best care based on the most current guidelines.

We are happy to partner with you to manage your health!



## Recognized for excellence

Our Family Medicine centers take part in Comprehensive Primary Care Plus (CPC+).

We focus on:

- Care coordination
- Population health
- Preventive services
- Expanded access to care

## Benefits to our patients

- **Staying healthy** because of better screening and prevention
- **Better communication** as you have access to health advice and your medical record
- **Better management of lifelong health problems**, such as high blood pressure, diabetes or asthma
- **Better experience** as a partner in your care

# Your Visit

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## Arrival for an appointment

Please come **15 minutes before your scheduled appointment** to register and review your insurance information. If you arrive late, we may need to reschedule your visit for another date and time.

Please **bring these items with you**:

- List of the questions or concerns you want to ask your provider
- Valid driver's license or photo ID
- Current insurance card(s)
- Any copay, if needed
- List of all current medicines, including prescription and over the counter medicines, vitamins and supplements
- Any discharge paperwork, if you were seen by an outside provider

## Your care team

For most of your appointments, you can expect to be seen by:

- A staff member who will check you in for your appointment. This person is called a **patient access coordinator**. He or she will also check that your address and other contact information is correct. If any other appointments are needed, this person may help with that also.
- The **medical assistant (MA)** who will take you back to the exam room. He or she will check your height, weight, temperature, heart rate, breathing rate and blood pressure. You may be asked about your medicines, the reason for your visit and any concerns you have for your provider.

- Your **primary care provider (PCP)**, who may be a doctor (MD or DO) or an advance practice registered nurse (CNP, CNS or CNM), is your primary partner in your health care. Your provider leads your care team to find out about your health problems, determine treatment, and manage your condition, as well as prevent disease. Routine care from your PCP can help you stay healthy and get the right treatment for any health concern. Based on your needs, your provider may connect you with other specialists in the practice or across the health system, as needed.

## Specialists in the practice

If you have an issue or need some additional help, you can request or you may be referred to see one of the specialists in our office, such as:

- **Care coordinator** - This is a registered nurse (RN) or licensed practical nurse (LPN) who will help you navigate your care providers and coordinate your care with all of your specialists to make the best use of resources to meet your needs. They will help you avoid hospital admissions.
- **Clinical pharmacists** - They can provide education about your medicines and help your PCP to select the right medicine for you. The pharmacist may also provide you and your family with education to help you better manage all of your medicines.
- **Dietitians** - These food and nutrition experts can help you understand how to eat to improve your health. They can help you manage the food choices that impact the management of your disease.

- **Behavioral health specialist or psychological counseling** - This specialist may be a licensed social worker or mental health counselor. They can work to help you deal with stress, anxiety, depression, grief, and other emotional or mental health issues that impact your quality of life. Help with smoking cessation and weight management may also be available.

## Specialist referrals, if needed

Your PCP can address most of your health problems. If you need a special procedure or a more involved examination, your PCP may refer you to a specialist.

If you need a service or specialist that is not part of our practice, our **referral coordinator** will work to connect you with those providers.

- For urgent referrals or tests, you will be contacted within 24 hours to schedule an appointment.
- For non-urgent referrals, it may take several days to contact you to schedule an appointment.

Be sure to check your insurance for your coverage.

## Prescriptions and refills

Be sure to **request refills at least 1 week before you need more medicine** to avoid running out of your medicine.

Provide your pharmacy name, phone number and address at your visit. If you have a mail order pharmacy and a local pharmacy for short term prescriptions, be sure that we have both in your record.

Prescriptions are sent electronically to most pharmacies. In some cases, you may be given a printed prescription that you will need to take to a pharmacy.

You can request refills through MyChart, or at least 1 week before you run out of medicine, contact your pharmacy and they will contact your provider.

## Lab, x-ray or test results

We will inform you of all test results, whether normal or not. Your PCP or other provider will review your results before contacting you.

- If you have MyChart, you will be able to review most of your results as soon as they are available.
- If your results are not normal and require action, we will contact you as soon as we are able to review the results to decide next steps.
- If you have not received test results within 2 weeks after completing the test, please call us.

## We value your feedback

Please let your PCP or other staff in the office know if there is anything we can do to make your experience with us better, or if you want to compliment our care.

If you would prefer to talk to the **practice manager** who oversees the day to day operations in the office, please call the office and leave a message and the practice manager will contact you.

You are also welcome to contact **Patient Experience** at 614-293-8944 between 8 AM and 4:30 PM, Monday through Friday to talk to a **patient advocate**.

## Survey by mail or email

We thank you for choosing our practice for your primary care needs.

You may receive a survey by mail or by email following your visit. Your feedback is important to us and we hope that you will take the time to complete and return the survey.

# MyChart and Ohio State myHealth app

## Secure Access to Parts of Your Medical Record

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MyChart is a free service available to you. It can be accessed using any up to date internet browser or by downloading the Ohio State myHealth app. It helps you manage and receive information about your health.

Access to your health information is controlled by your MyChart username and password. After you establish an account, you control your password. Your account cannot be accessed without it.

### Use MyChart to:

- Send and receive messages securely with your health care team
- View and request medical appointments
- View your health record, including test results
- Request prescription refills
- View your billing account summary and pay any amount due

### How do I sign up?

Request a MyChart activation code during an office visit, and then visit <https://mychart.osu.edu/osumc/> or the myHealth app. Click on “Create Your Account” and use your code to log in and create a username and password. The code expires after you set up the account or within 6 months. Ask our staff to help you sign up if needed.

If you do not have an activation code, you may go to the MyChart website or myHealth app and click on “Create Your Account” and then “Create Your Account Online”.

After you establish your account, MyChart will email you when you have messages or to remind you of upcoming appointments.

### MyChart quick links

- **View test results:** Test results are released after your provider has reviewed them, usually within 7 to 10 days. Other tests may be released automatically before your provider reviews them.
- **Ask a question:** Ask a non-urgent medical question of your health care provider, request a medicine refill, or ask for technical support with the MyChart website that does not require immediate response.

**If you have an issue that you feel is more urgent and requires a reply in 24 to 48 hours, call your provider’s office, or call 911 in case of an emergency.**

- **Schedule an appointment:** Set up a follow up visit with a current provider.

### Questions?

Click on “FAQs” at the bottom of the MyChart website login page or call **MyChart Customer Support at 614-366-6975 or toll free at 866-966-6975, Monday through Friday from 9 AM to 6 PM.**

### Ohio State myHealth app

Available as a free download through the Apple App Store or Google Play, the Ohio State myHealth app gives you access to MyChart, plus many other helpful tools.

- Driving directions and real time parking garage information.
- Health tips and expert advice from our doctors, dietitians and others
- Ratings and reviews of our doctors

# To Schedule or Change Appointments or To Get Medical Advice

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## To schedule an appointment

Call the office between 8 AM and 5 PM Monday through Friday, 8 AM to 12 Noon Saturday, or use MyChart to request an appointment anytime.

- If you have an urgent concern, a same day or next day appointment may be offered to you.
- If your provider is not available, we may offer you an appointment with a different provider in the office.
- If no appointments are available for the day and you are seeking urgent care, please refer to the information sheet on Ohio State convenient care options.

## Length of an appointment

Appointments are scheduled for a certain period of time.

- If you have an appointment and you have a complex issue, your most urgent concerns may be dealt with at the appointment. You may need to schedule a return visit to deal with any other issues.
- We will do all we can to keep appointments on time. Some situations may happen that require more of the provider's time, causing a delay in your appointment. We will let you know if there will be a delay.

## To cancel an appointment

Please call the office as soon as possible if you cannot make an appointment. You can also cancel your appointment through MyChart by sending a message 24 hours before your appointment. Recurrent "no shows" may result in dismissal from the practice.

## Advice during office hours

To make an appointment, request a prescription refill, ask a question or check on a test result during office hours:

- Call the office and we will take a message for your provider. You can expect a call back within 24 hours.
- Use MyChart 24 hours a day, 7 days a week to send non-urgent messages or questions to your provider. You can expect a response by the end of the next business day.

## Urgent care needs after office hours

**Call our office and follow the prompts to be connected to the doctor on call.** We recommend this before seeking Urgent or Emergency Room care after hours and on weekends. The doctor on call may be able to adjust your treatment or advise you to go for further treatment as needed.

## Your medical record

You can access parts of your medical record through MyChart.

To request information from your medical record about your care at Ohio State, call Medical Information Management between 8 AM and 7 PM at 800-367-1500. Ask for the Authorization to Release Medical Information form. Complete it and return it to the address listed on the form.

To download the form, please visit <https://wexnermedical.osu.edu/patient-and-visitor-guide/medical-records>.





# Billing and Payment

## Billing, Insurance, and Financial Aid

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### Service costs and billing

- For a list of common fees or charges, please go to <https://wexnermedical.osu.edu/patient-and-visitor-guide/hospital-fees>.
- Call the Patient Billing Customer Service team at 614-293-2100, Monday through Friday, 8 AM to 5 PM for a price quote before you have an appointment or procedure.
- You will receive 1 bill that includes both the provider and facilities charges. If you needed anesthesia services, those would come as another bill.

### Insurance

- Please let our office know of any changes to your health insurance, so our records are up to date for any billing.
- If you do not have health insurance or if you expect that you will not be able to pay your bill in full, please let us know as soon as possible.
- Your health insurance may require that you meet a yearly deductible amount, and require you to pay a percentage of the bill, in addition to your co-pay. If you have any questions about your benefits, contact your insurance provider directly.
- Check with your health insurance before you schedule any appointment or procedure to find out if:
  - You have benefits that will cover part or all of the cost of the appointment or procedure.
  - There are any pre-visit requirements.

If you have any questions about which health insurances we accept in our office, please go to <https://wexnermedical.osu.edu/patient-and-visitor-guide/insurances-we-accept>.

### Financial aid

We provide care to all patients in need, regardless of their ability to pay. Financial aid is available to those who qualify. To apply for financial aid, please contact one of our financial counselors at 614-293-2100 between 8 AM and 5 PM, Monday through Friday.

### Payment plans

Talk to the registration staff or contact one of our financial counselors at 614-293-2100 between 8 AM and 5 PM, Monday through Friday if you would like to set up a payment plan.

# Limiting Use of Controlled Medicines

Such as opioid pain medicines, benzodiazapines and stimulants

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## State laws

- Ohio has laws about when, why, how often, and how much controlled substance medicine can be ordered for a patient.
- The laws are based on national medical guidelines.
- Failure of the provider to follow the laws and guidelines can result in a fine or a loss of license.

## Family Medicine policy

To follow the laws, **Family Medicine will not manage chronic pain that is unrelated to cancer by prescribing ongoing opioid pain medicine.** Other methods of pain control may be used to help manage pain.

- New patients will not be started on or provided opioid prescriptions.
- Existing patients who may be on opioids need to talk with their provider to see if they can be taken off of the opioid medicine, or whether they have a situation that may be an exception.

If you have any other questions about this, please talk to your provider.





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