



## Attachment 7: **Patient Expectations**

### **What can I expect as a CPMG member?**

As a member of Coastal Pines Medical Group, you will receive high-quality healthcare services that prioritize your health and wellbeing.

#### **Establishing Care/Initial Appointment:**

- Once new patients turn in a completed New Patient Packet, we require an administrative period to build your chart and request your medical records.
- We recommend scheduling your initial appointment to "Get Established" within 3-4 weeks to allow us sufficient time to retrieve your medical records.
- During this appointment, the provider will perform an annual exam as described below.
- In case of more urgent needs before your "Get Established" appointment, we schedule an appointment within 7-14 days of completing your packet, taking into account the required administrative period.
- Please arrive 15 minutes prior to your appointment and bring all of your medications with you.

#### **Enhanced Annual Exams:**

- We provide and require an Annual Exam for all patients to ensure ongoing safe medical care.
- During your Annual Exam, we:
  - Review and update your medical history.
  - Ensure that you are up to date on all recommended screening and preventative measures.
  - Refill any medications you need.

- Perform a head-to-toe physical exam tailored to your specific medical history.
- Perform any indicated/appropriate additional in-house evaluation, such as EKG or Ultrasound.
- Discuss any necessary labs and imaging, which may vary depending on your individual needs. Please note that we generally do not order routine labs prior to your annual exam as the provider will review your chart and discuss which labs are indicated.
- Coordinate any relevant lifestyle counseling, specialty referrals, supportive care, etc.
- Please arrive 15 minutes prior to your Annual Exam appointment and bring all of your medications with you.

**Routine Appointments:**

- Please arrive 15 minutes prior to your appointment.
- We prepare for your visit ahead of time. Please, notify us if there are any specific results you would like to review at your appointment so we have them available to discuss with you.
- Additionally, if your family member or partner has a concern to address as well, we are happy to schedule appointments for both of you together.

**Telehealth Appointments:**

- Telehealth appointments have become increasingly prevalent in the healthcare industry, particularly in the aftermath of the Covid-19 pandemic. This mode of healthcare delivery offers notable convenience to patients, eliminating the need for in-person visits to clinic while still ensuring scheduled discussions with healthcare providers.
- Telehealth visits are commonly employed for follow-up appointments, or the review of abnormal test results, however, they may occasionally be used for the discussion of more urgent concerns if no in-person appointments are available.
- If you have a scheduled Telehealth appointment, it is important to note that these encounters will be billed similarly to regular in-person visits. These appointments are much like in-person visits in that healthcare providers assess your condition,

provide necessary counseling or education, and employ medical decision-making to recommend the most suitable course of action for your health concern.

**Results (Labs, imaging, special studies):**

- We conduct a daily review of all new results by the end of each business day. If there are any urgent results, such as a bone fracture or a lab that may require immediate attention, we will call you back the same day it is received.
- If the lab results are abnormal and require discussion with a provider, we contact you to schedule an appointment (telehealth, phone or in person).
- For normal lab results, a member of our clinical team notifies you via phone or through our portal.
- If we are unable to reach you regarding abnormal results by phone or portal, we may mail you a request to make an appointment to discuss the abnormal results.
- If you have not heard from us within 7 days of completing your labs or images, please call our office. This allows us time to review the results, but also ensures that we know you had your tests performed as it is not uncommon for testing facilities to fail to send us results.

**Medications:**

- To request a medication refill, please contact your pharmacy and have them send us a formal request.
- High-risk medications such as opioids, benzodiazepines, and ADHD medications are subject to state, federal, and local policies. To ensure proper monitoring and refills, you may need to schedule in-person follow-up appointments every 30-90 days, depending on your prescription. It is recommended that you schedule your follow-up appointment well in advance to avoid any gaps in your medication.
- We will refill your medications for up to 90 days after your annual exam is due and schedule an appointment for your annual exam.

**Communication with CPMG Team:**

- Our office operates from 8:30am to 5:00pm, Monday through Friday. We close for lunch from 11:45am to 12:45pm.

- If we are unable to take your call during regular business hours, we make every effort to return your call on the same day.
- If you leave a non-urgent message after business hours or on the weekend, we return your call on the next business day.
- We encourage you to register for and utilize our Athena Patient Portal.
- For messages sent through the Athena Portal, please allow us up to 72 hours to respond although we make every effort to get back to you sooner.

### **Urgent/Same-day Appointments:**

- We reserve a number of appointments each day for urgent issues.
- While we strive to provide same-day or next-day care to all of our patients, there may be times when this is not possible. Depending upon your symptoms, we may advise you to go to an urgent care center or the emergency room for immediate attention.

### **Urgent calls after hours and on weekends:**

- If you call outside of our business hours or on a weekend and select that you have an urgent issue, our on-call provider is notified.
- Please note that our on-call providers are the same providers caring for our CPMG community during the week, and we do sleep. We do not provide 24/7 access to care. If you have an overnight emergency that cannot wait until morning, please call 911 or visit the nearest emergency room.
- Urgent calls made during the day on weekends will be returned within 2 hours. If you have a concern that requires a sooner response, please call 911 or go to the nearest emergency room.
- When the on-call provider returns your call, they may, depending on the nature of your concern, schedule a telehealth/phone appointment, ask you to come into the clinic for an in-person appointment, or direct you to the nearest emergency room/urgent care.

### **Housecalls:**

- If a CPMG member becomes temporarily homebound (such as in the setting of a broken bone or surgery) and requires an in-person evaluation, we are able to

make a limited number of housecalls while they recover from their acute illness or injury.

- If a member of the practice becomes permanently housebound, we will transition their membership to the “Homebound” level of care.

**Hospice:**

- Our providers are experienced in end of life care and are proud to continue our relationship with and support our patients through the dying process. If a member is admitted to Hospice we would be honored to continue to act as their primary doctor if they choose to keep us on.
- Patients admitted to hospice have the right to choose whether to continue to utilize their current doctor(s), in this case CPMG, or to assign their care completely to the hospice agency. In the latter case their care would be supervised entirely by the hospice Medical Director.
- Our providers feel that our hospice patients benefit from the history and relationship we have with our patients. We usually stay on as PMD with our hospice patients, but it is not required.

**Courteous Behavior:**

- As a healthcare provider, we maintain a high level of professionalism in our interactions with patients and colleagues. We also expect our patients to treat everyone in our office with courtesy and respect.
- In the event that a patient repeatedly displays rude or aggressive behavior towards our staff, we address the issue directly with the patient and discuss whether our office is the best fit for their medical care. If the inappropriate behavior persists, we reserve the right to dismiss the patient from our practice.

*Please, see signature page to follow.*





**Attachment 7: Patient Expectations**

I acknowledge that I have reviewed and comprehended the above statements. I am aware of the expectations set forth for me as a member of CPMG and understand the level of support and services that will be available to me as a member.

Print Patient/Member Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name of Person Signing (if other than the patient/member):

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_