



## THE SPECIALTY OF FAMILY MEDICINE

Family Medicine is a modern concept of medicine which stresses understanding of each patient and comprehensive medical care for the entire family, regardless of age or sex. Unlike previous concepts of general practice, the family physician is not only trained to deal with acute illness, but is uniquely qualified to provide health maintenance to prevent disease.

## SERVICES PROVIDED

We as family physicians are trained to provide a wide range of services; these services include newborn infant care, pediatrics, internal medicine, geriatrics, sports medicine, nutritional counseling, office gynecology, insurance and school physical exams, as well as minor surgery. We are also on the active staff at Gettysburg Hospital.

Laboratory testing is often a key component of healthcare, providing the physicians with an answer or helping guide the direction of treatment.

Proving that big things come in small packages, the Gettysburg Family Practice Laboratory offers a limited testing menu that caters to our physicians' needs in providing quality care to you, our patients. Ninety-five percent (95%) of the tests your doctor orders are performed in-house on instruments that are the most technologically sound in the market.

Blood draws/Protime check appointments are available Monday through Friday by appointment, unless otherwise noted on our telephone answering system.

## TELEPHONE CALLS

All patients are encouraged to call with any questions they have on medical problems. However, it would be most unfair to the doctor to leave the exam room to answer every telephone call. The office staff has been trained to answer most of your questions. They will also relay your information to the doctor and your call will be returned or otherwise answered at the earliest opportunity.

## IN SUMMARY

To serve as your family physicians is a great privilege and responsibility for us. We will strive to provide you with the best medical care available. We feel strongly that the patient should be actively involved in the treatment of medical problems, and we endeavor to fully explain our diagnosis and treatment. If you have any questions about our recommendations, please do not hesitate to ask. If more specialized care is required or a second opinion desired, referral will be made to another appropriate physician.

It is our desire that each patient consider one of us as their personal physician for continuity of care. However, when your primary care physician is not available, another member of our group will be pleased to provide you and your family with any needed care.



# GETTYSBURG FAMILY PRACTICE, INC.

## PATIENT INFORMATION BROCHURE



## GETTYSBURG FAMILY PRACTICE, INC.

524 South Washington Street  
Gettysburg, PA 17325

Phone: (717) 334-2183

Fax: (717) 334-5246

[www.gettysburgfamilypractice.com](http://www.gettysburgfamilypractice.com)

Adam I. Wasserman, M.D.

Douglas E. Eyer, M.D.

William J. Adair, M.D.

Kristi L. Allen, CRNP

Melissa C. Kaminski, MPAS, PA-C

# WELCOME TO OUR OFFICE!

We are pleased that you have selected us for your medical care. Please read this pamphlet carefully and retain it for future reference. If any information needs clarification, our office staff will be pleased to answer your questions.



## YOUR PHYSICIANS

Adam I. Wasserman, M.D., Douglas E. Eyer, M.D., and William J. Adair, M.D. are board certified family physicians. Each doctor maintains board certification by participating in continuing medical education courses each year as well as by completion of a comprehensive examination given by the American Board of Family Practice.

We also have two physician extenders – Melissa C. Kaminski, MPAS, PA-C and Kristi L. Allen, CRNP. Melissa is our Certified Physician Assistant and Kristi is our Certified Registered Nurse Practitioner. Both physician extenders perform routine patient care and treatment of a wide variety of acute illnesses or problems.

## CHOICE OF DOCTOR

We try to accommodate your request to schedule with a certain physician. This is easily accomplished for routine visits and is best for continuity of care. However, patient problems that require a more acute appointment may present difficulties with your choice of physician. We ask that you be flexible under such circumstances and accept an appointment with the most readily available provider. We prefer to feel that you are a patient of our practice and not of a particular doctor and in that regard we feel that it is important that you become familiar with all the physicians and physician extenders.

## EMERGENCIES

In order to reach a physician for problems outside of regular office hours, PLEASE ALWAYS CALL THE OFFICE and follow the instructions on the recorded phone message. Some emergency numbers you should keep on hand are as follows:

**Gettysburg Family Practice:** (717) 334-2183

**Physician On Call:** (717) 638-8352  
(During non-business hours)

Please do not call the physician at home and leave a message on his home answering machine as he may be out of town or unavailable to respond to your message.

## HOURS AND APPOINTMENTS

Appointments are scheduled in advance to best serve the needs of our patients so please let the receptionist know what you are being seen for so you can be scheduled appropriately. Every effort will be made to see those patients on short notice who develop an acute illness or another emergency problem. These situations will sometimes put us “behind schedule”, and we appreciate your understanding at such times.

If you cannot keep your appointment, we require a 24-hour notice so that your time slot can be made available for other patients. If more than one member of your family needs to be seen, please schedule accordingly.

## OFFICE HOURS

Mon., Tues., Thurs., Fri. 8:00 a.m. – 5:15 p.m.  
(phones turn off at 5:00 p.m.)  
Wed. 8:00 a.m. – 8:00 p.m.  
(phones turn off at 6:00 p.m.)  
Sat.\* 8:30 a.m. – 11:00 a.m.

*\*Saturday appointments are reserved for illnesses and emergency visits only.*

## LABORATORY HOURS

Mon.–Thurs. 7:00 a.m. – 4:30 p.m.  
Fri. 7:00 a.m. – 3:00 p.m.  
Sat.\* Once per month

*\*Open one Saturday per month by appointment only.*

## FEES AND PAYMENTS

Payment is due and expected at the time of service. Payment can be made by either cash, check or credit card. We accept Visa, MasterCard, Discover and American Express. We also accept payments online. Please visit our website at [www.gettysburgfamilypractice.com](http://www.gettysburgfamilypractice.com), select "Pay your Bill" and follow the prompts.

Our office will submit primary and secondary insurance claims for covered services to all insurance companies with which we participate. A complete listing is available upon request. In such cases in which the insurance company is not billed by our office, an itemized encounter form will be given to you for submission to your insurance company. You are responsible for all deductibles, co-payments, and any services not covered by insurance at the time of the service. Some insurance plans require a referral for all services provided outside of the office. It is your responsibility to obtain any necessary referral forms.

## PRESCRIPTION REFILLS

Please make every effort to get prescriptions for chronic ailments at your regular office visits. However, if you run out of medication before your next scheduled visit, please contact your pharmacy and they will send a request to our office.