

Dear Patient:

Welcome to Gettysburg Family Practice! For your convenience, we have prepared the following information for you in an effort to continue to provide quality healthcare services to you. Of course, please feel free to call our office at any time should you have a question about our services. Thank you for choosing Gettysburg Family Practice!

- **Office Hours:** We are open Monday, Tuesday, Thursday and Friday from 8 a.m. – 5:15 p.m. (phones turn off at 5 p.m.) We also have extended hours on Wednesday from 8:00 a.m. – 8:00 p.m. (phones turn off at 6 p.m.) and Saturday hours from 8:30 a.m. – 11 a.m. We do have staff available over the lunch hour (between Noon – 1 p.m.) should you need to talk to us in person. However the phones turn off over the lunch hour so if you are calling over the lunch hour, please leave a message and a staff member will return your call.
- **After Office Hours:** If you need to contact the doctor on call, please call our office number at 717-334-2183 and a recording will tell you how to reach the doctor on call.
- **Your Appointment:** Your visit begins with the nurse. Please arrive at your check-in time so we can begin your examination in a timely manner. You will also receive an automated reminder call two days before your scheduled appointment.
- **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, thus it is important that you become familiar with all the physicians and physician assistant.
- **Form Completion:** If you need to have a form completed by our office, please have your portion of the form completed in its entirety. There is a 7 – 10 day processing time for all form completion.
- **New Patient Appointment:** Your healthcare is extremely important to us. Your new patient appointment with us is critical to getting to know you and manage your healthcare. If you do not show up for your new patient appointment, then we will be unable to manage your healthcare, you will be charged a \$50.00 No Show Fee and you will no longer be a patient of Gettysburg Family Practice.
- **Cancellations:** If you are unable to keep your appointment, we require a 24-hour notice. If a 24-hour notice isn't given, you will be charged a No Show Fee of \$50.00 for the missed appointment.
- **Co-Pays:** Please be prepared to pay your co-pay at time of service. We accept cash, check or credit card (MasterCard, Visa, Discover and American Express). A late fee will be charged if you don't pay your co-pay at time of service.
- **Pay Your Bill Online:** For your convenience you can pay your bill online. Please visit our website at www.gettysburgfamilypractice.com and click on the left-side tab, "Pay Your Bill" and follow the instructions.

- **Referrals:** Some insurances require a referral to see a specialist. We have a referral scheduler on-site to help facilitate this process.
- **Prescriptions:** The providers require that you bring your prescription bottles with you at each visit.

- **Handicapped Parking & Wheelchair Availability:** Handicapped parking is available and is designated with a handicapped sign. In addition, should you need a wheelchair, we do have one available.
- **Website:** Please visit our website at www.gettysburgfamilypractice.com to get more acquainted with our practice and our providers.
- **My WellSpan:** It is a free, secure service offered by WellSpan Health. This service allows you to access your problem lists, medication lists, lab results, discharge instructions and other information from your electronic health record. Please ask a receptionist for further details.
- **Laboratory Services:** Laboratory services are available Monday through Friday by appointment for patients of Gettysburg Family Practice. We also offer laboratory services one Saturday morning every month.
- **Bone Density Testing (Dexascan):** We have a certified radiology technician on-site to perform bone density testing. A bone density test uses X-rays to measure how many grams of calcium and other bone minerals are packed into a segment of bone. A bone density test is a fairly accurate predictor of your risk of fracture.
- **Important Phone Numbers and Address Information:**
Gettysburg Family Practice, Inc.
524 S. Washington Street, Gettysburg, PA 17325
Phone: 717-334-2183 Fax: 717-334-5246

Sincerely,

The Providers and Staff at Gettysburg Family Practice

REV. 3/1/18