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Welcome to Dublin Internal Medicine

Thank you for choosing Dublin Internal Medicine (DIM) as your primary care provider. Our goal is to make every interaction you have with our office a pleasant experience.

Dublin Internal Medicine is Your Patient Centered Medical Home

A patient-centered medical home is a system of care in which a team of healthcare professionals work together to provide evidence-based care for your health care needs. In a Medical Home, the practice is organized around the patient - communication is based on trust, respect and shared decision-making. Patients have access to personalized, coordinated and comprehensive primary care.

It is essential for all new patients/families to provide a complete medical history when establishing care with us, and to share any information about care received outside of our office (hospitals, specialists, etc.). Please complete the enclosed New Patient Packet and bring it with you to your first visit with us at DIM.

WHO IS PART OF YOUR MEDICAL TEAM:

Your team may include a doctor, nurse practitioner, nurse, medical assistant or health educator, as well as other health professionals. These professionals work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal doctor will arrange for appropriate care with a qualified specialist.

WHAT YOU CAN EXPECT FROM YOUR CARE TEAM AT DIM:

- Your team to be available when you need them
- Easy communication and quick appointment access with your team
- Coordinated care with a trusted specialist, when needed
- Instructions on how to access care outside of regular office hours
- Partnering with you, using shared decision-making, to help manage your health

WHAT YOUR CARE TEAM AT DIM CAN EXPECT FROM YOU:

- Be an active participant on your health care team
- Bring your list of questions and medications to each appointment
- Call our office before going to the emergency room for anything that is not life-threatening - we can get you into the office the same day when appropriate and will always have a physician on-call after hours
- Inform other providers you see that DIM is your primary care provider, and ask them to share with us information regarding the care they provide you
- Set reachable goals; make sure you understand how to follow them; seek advice from your team when you think a change needs to be made

PATIENT-PORTAL:



<https://mre-patientportal.opsuscloud.com>

Our secure patient portal allows patients/families and care teams to interact before, during and after office hours. The portal allows patients/families to check lab and test results. A brochure is attached that provides login and start up information. The brochure is always available upon request at the front desk.

NORMAL OFFICE HOURS:



DIM's normal office hours are Monday thru Thursday 7:30 am to 5:00 pm, Fridays from 7:30 am to 2:00 pm. You may call and schedule an appointment anytime during these hours. If you call to request routine/non-urgent clinical advice during this time, you will be asked to leave a message and a clinical

member of your team will return your call by the end of the business day. If you call with an urgent problem, you will immediately be connected with a clinical team member. You may also send a routine/non-urgent message through the secure patient portal. A clinical staff member will respond to your message before the end of the business day.

DIM is closed for the following holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day. (If the holiday falls on a Saturday, the office will be closed on Friday and if it falls on a Sunday, the office will be closed on Monday).

AFTER HOURS CARE:



DIM provides after hours care for routine and urgent care appointments Monday through Thursday from 5:00 pm to 6:00 pm.

A provider is always available for telephone consultation after normal business hours, on holidays and during the weekend. This provider can be reached by calling DIM at 478-272-1366. The answering service will take a message and phone number. They will call the on-call provider with the information. The on-call provider will call you within 30 minutes of receiving the message. The provider will have access to your medical record and advise you on the steps you need to take. If your condition is life-threatening, call 911 or go to the nearest ER.

SERVICES PROVIDED:



Dublin Internal Medicine's scope of practice is for patients over the age of 18. Some of the services we provide include:

- Annual Wellness Visits
- Routine Physical Exams
- Sick Visits
- Immunizations
- Diabetes Education
- Depression Screenings
- Chronic Care Management

DIM provides low complex behavioral health services. When a provider feels a patient needs services out of his/her realm of expertise, the patient will be referred to a Behavioral Health specialist to be evaluated. Once the evaluation has been completed, DIM receives the evaluation results and the patient is called to make a follow-up appointment to discuss the evaluation. Depending on the diagnosis, the providers at DIM will prescribe the appropriate medication. The patient is required to follow-up within 1 month of the initial prescription and then every 3 months thereafter to monitor the patient on the medication. The patient is also required to have a wellness exam once a year.

REFERRALS:



Your primary care provider may refer you to a specialist for consultation and/or treatment to manage specific medical problems. If you have a special request, such as a particular location or physician, let us know. We will make your referral quickly and ensure the specialist is covered by your insurance. Please allow at least seven

business days to process referrals. If you have not heard from us or your new specialist's office after seven days, please call our office for an update. Be sure you know the requirements of your insurance plan. We will try our best to refer you to an in-network provider but you should know which providers are in-network with your plan.

LABS AND BLOOD WORK:



If your insurance plan requires you to use a particular lab, please tell us every time your labs are drawn. If you do not specify which lab to use, and you receive a bill, you will be responsible for paying it. This includes blood draws and cultures.

TEST RESULTS:



If your provider orders tests during or between visits, we will contact you with the results via letter or phone call. Your provider must review all test results before they can be provided to you. If your provider has concerns about your test results, the office or provider will contact you directly.

MEDICATIONS AND PRESCRIPTIONS:



The best time to request prescription refills is during your visit. Please do not wait until you run out of medication to request a refill. Please have your pharmacy submit an electronic refill request and allow up to 3 days to process the request so it may be reviewed by your provider. Some medications are controlled substances and therefore can't be sent electronically to the pharmacy. These must be monitored on a monthly basis during your office visit.

MEDICAL RECORDS:



Before your appointment, please contact your other physicians (including specialist, hospital and ER visits) and request your medical records be sent to our office. Obtaining a complete medical history is a must to provide the most effective medical care possible. If you have not requested your records, you may sign the HIPPA compliant records release form provided in this packet so that we may obtain your records. If you have questions or need assistance filling out the form please ask to speak with the staff member in charge of medical records at the front desk and they will be glad to assist you.

INSURANCE:



DIM provides equal access to all patients regardless of their source of payment. We accept Medicare, Medicaid, most commercial insurances and self-pay patients. No patient is turned away because of their source of payment. DIM provides a 50% discount to all self-pay patients and payment is due at the time of service.

Overpayments will be refunded or credited to your account. Attached is an information sheet for uninsured patients about how to obtain the best medical coverage. A copy of this sheet is also available at the front desk.

PAYMENTS:



Your account will be reviewed during check-in for any outstanding balances and co-payments. Your insurance plan may require you to pay a co-pay, co-insurance, or deductible amount at the time of service. Occasionally, a service may not be covered by your insurance company. You should be prepared to pay for non-covered services or sign a notice acknowledging your financial responsibility. Self-pay patients will receive an estimate of the charges, at a discounted rate upon check-in. Payment is due at the time of service unless payments arrangements have been made and approved with the office prior to the visit.

OFFICE WAIT TIMES:



We value your time. Our goal is to start your appointment at or before the set appointment time. However, unexpected events happen and your appointment may be delayed. For example, your provider may be treating a patient with an urgent issue, which can cause a delay. We will inform you of any significant delays and give you the option to reschedule at your earliest convenience.