



## PATIENT GUIDE



# PinnacleHealth Medical Group

UPMC in Central Pa.



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# WELCOME

Thank you for choosing UPMC for your primary and specialty health care needs. We provide wellness services to help you live well with conditions like diabetes or asthma. When you are feeling sick, we have people who can see you the same day. The relationship you build with us can benefit you for years to come. We look forward to getting to know you and working with you!



## About This Guide

This guide will provide you with information about your visit and getting the care you need. Separate forms will be provided for you to fill out before your first appointment. Getting to know you and your health history helps us to give you the best care.

## Your First Appointment

- You will meet your primary care provider (PCP) and go over the forms you have filled out.
- You will also talk with your provider about any blood work, tests, or other appointments you might need.

### To prepare for your first appointment:

- Plan to arrive 20 minutes early.
- Bring a photo ID with you, such as a driver's license or a work/school badge.
- Bring your insurance card(s) with you (have your insurance company list your new PCP on your card).
- Bring all your medicine bottles (including prescription, over-the-counter, eye and ear drops, and creams).
- Ask for your health records to be sent to your new PCP office. See page 9.
- Bring any other medical information you have.
- If you have a friend or family member who helps you with your daily activities, health, and medical care, we would be happy to meet them.

**Thank you again for choosing us. We look forward to caring for you!**



## Our Mission

We are committed to providing clinically excellent, coordinated, timely, and comprehensive care in a compassionate and caring setting to all patients and families. We deliver the highest quality of care to the communities we serve in a spirit of service that reflects our core values of listening, caring, and leading.

## Our Vision

UPMC is the provider of choice in Central Pa. Our goal is to build a healthier community through the partnership of our primary care network across our 10-county system. This partnership offers patients access to excellent coordinated care — blending routine and preventive medicine with advanced specialty care.

We achieve this vision by:

- Understanding and responding to the needs of your community.
- Continuously improving our standards of service.
- Listening to you and addressing your questions and concerns.
- Encouraging you to be a key partner in your health care.
- Treating you with respect and honoring your wishes for your care.
- Advocating for you within the health care system.
- Providing you with continuity of care.
- Providing a safe environment for employees and patients.
- Promoting professional growth of our employees through education, teamwork, and support.
- Providing you with the resources and information you need to stay healthy or manage your medical conditions.
- Partnering with service organizations.
- Embracing current and emerging technology to improve your care.

Our practice provides care in the following UPMC Central Pa. Hospitals:

- UPMC Carlisle
- UPMC Community Osteopathic
- UPMC Hanover
- UPMC Harrisburg
- UPMC Lititz
- UPMC Memorial
- UPMC West Shore





## How to Contact Us

### When the Office is Open

Call if you:

- Feel sick. We can usually see you on the same day. If we cannot find a time that works with your schedule, we have many walk-in locations to help you feel better, fast.
- Have a medical care question
- Need to talk to someone about prescriptions, test results, etc.
- Want to talk to the Nurse Advice Center

### When the Office is Closed

Call if you have an important health care need. The Nurse Advice Center will talk with you and guide you through the next steps.

### When You Have a Medical Emergency

- Go to the nearest hospital Emergency Department or call **911**.
  - UPMC Hospital Emergency Departments (UPMC Carlisle, UPMC Community Osteopathic, UPMC Hanover, UPMC Harrisburg, UPMC Memorial, UPMC Lititz, and UPMC West Shore) will already have access to your medical records when you arrive.
- Contact your PCP after your emergency has been taken care of. Your PCP might want to see you to make sure you are doing okay.

### UPMC Central PA Portal

Our patient portal offers convenient and secure access to your health information, 24/7. Message your doctor, schedule appointments, view test results, and more. The portal includes information about the care you receive in any UPMC in Central Pa. hospitals and outpatient centers, emergency and urgent care centers, primary care offices, specialists, imaging centers, and laboratories.

With UPMC Central PA Portal, you can:

- Schedule appointments and see your upcoming appointments
- View your health summary and notes from previous appointments
- View lab and imaging test results and upcoming tests you need
- Access trusted health information resources
- Receive important health reminders and notifications
- Request prescription refills
- Communicate electronically and securely with your medical care team
- Request an E-Visit (an online visit with a PCP that can be used instead of an in-person office visit for some non-emergency conditions)

## UPMC Urgent Care and UPMC Express Care

When you feel sick and cannot see your PCP, our UPMC Urgent Care and UPMC Express Care centers can help you feel better fast. No appointments are needed — just walk in! A list of our locations and hours can be found at [UPMC.com/services/south-central-pa/walk-in](https://www.upmc.com/services/south-central-pa/walk-in). You can also call **717-231-8900**.

## How to Sign Up for the UPMC Central PA Portal

- Go to [UPMCCentralPAPortal.com](http://UPMCCentralPAPortal.com) or download the free UPMC Central PA Portal mobile app from the Apple App Store or Google Play.
- You may also receive an activation code at your office visit. You can use this code to create an account.
- You can also register yourself online at any time without a code at [UPMCCentralPAPortal.com](http://UPMCCentralPAPortal.com).

## Visiting Your PCP

### Office Hours

Our normal business hours are from 8 a.m. to 5 p.m., Monday through Friday. Many of our offices have early morning, evening, and weekend hours as well.

### How to Make or Cancel an Appointment

#### Making an Appointment

- During your visit, you will make your next appointment.
- If you need to be seen before your next appointment, call the office. We will help get you the appointment you need.
- You can also use the UPMC Central PA Portal to schedule an appointment or send a message to your PCP.

#### Canceling an Appointment

- Three days before your appointment, we will send you a reminder.
- If you cannot make it to your appointment, please call us at least 24 hours before your scheduled appointment. Our staff can help you reschedule for another time or date that works best for you.
- Please let us know if you have a hard time getting to or keeping your appointments. We can connect you with someone who may be able to help.
- Not showing up for appointments (without letting us know 6 business hours ahead of time) or regularly canceling your appointments may result in us not being able to care for you at our office.

Sometimes we may ask to reschedule your appointment. It may be because the weather is bad or your PCP has a change in their schedule. If this happens, we will call you. Together we will find another day and time that works for you.

## Your Electronic Health Record

UPMC keeps track of your health information in a computer system. This is called an electronic health record (EHR). It is a safe way for your team to save and look at your health information.

EHRs are built to be shared with other health care providers who all use the same system. So, with an EHR system, your PCP can instantly send medical records to your specialists, your hospital, the lab, your drugstore, and your computer at home.

The goal of EHRs is to improve the coordination of your care by giving providers accurate, up-to-date information so they can give you the right care.

If you have doctors or services that are not part of UPMC, let your PCP know.

## When to Arrive

- Please plan to get to your PCP office 15 minutes early. For example, if your appointment time is 10 a.m., please be at the office at 9:45 a.m.
- Every time you see us, we will make sure your information is up-to-date and get you ready for your visit.

## When You Need a Specialist

- Sometimes you may need extra care for your health. For example, some people see a cardiologist for heart problems, or an endocrinologist if they have diabetes.
- If you need to see a specialist, our referral team can help you make an appointment. They can also help you to find out if your insurance company will cover the cost.
- Our referral team will share your health information with your specialist, so they can be prepared for your upcoming appointment.

## When You Are in the Hospital

If you go to the Emergency Department or stay in the hospital, it is important to have a follow-up with your PCP once you get home. If you stay in a UPMC hospital, you may get a call from us to ask how you are feeling and help you make an appointment with your PCP.

## Medicine Refills

Here are a few ways to make sure you always have the medicine you need:

- Go to all of your appointments. At your appointments, we make sure your medicine is safe and helping you.
- Ask your PCP about your medicine refills during your appointments.
- Call your pharmacy 3 business days before you run out of medicine. This gives the pharmacy time to call your PCP and/or insurance company if there are questions. Sometimes medicines are not stored in the pharmacy and must be ordered.

## Controlled Substances

If you are using a controlled substance, such as opioids, prescription pain medicines, ADD/ADHD medicines, your PCP will talk with you during your first appointment. A controlled substance is tightly controlled by the government because it may be abused or cause addiction. Your PCP may or may not write a new prescription for you.

Before you get a prescription, you might be asked to try treatments other than medicine. If medicine is needed, something that is not a controlled substance may be tried first.

UPMC uses the Prescription Drug Monitoring Program (PDMP). The Pennsylvania Department of Health tracks every controlled substance prescription with this program. It is the law to check this program every time we write a prescription for a controlled substance.



To make sure you stay healthy and safe while you are taking a controlled substance, your PCP might:

- Talk with you about your medicines. If a medicine is not safe, you might be asked to take less of it or stop taking it.
- Ask you to sign a contract and want to see you more often. If you choose not to sign the contract or violate any of the signed contract terms, your PCP may not prescribe the medicine or may no longer provide your medical care at our office.
- Require a random urine drug test before your prescription can be refilled.



## How to Transfer Your Medical Records

If you have seen other providers in the past, your new PCP may want to review your records. It is important for us to know who has treated you and how you have been cared for before so we can provide the best care possible for you. Having your health information sent to your new PCP is called transferring your records.

How to get your records transferred:

- Call the health care provider who has cared for you before.
- Fill out a form that gives them approval to send your health care records to your new PCP.
- If you cannot get a form from your previous provider, our office can give you a form to send them.

## About Your Insurance

### Medicare

If you have Medicare, you can have 1 free wellness visit each year. An annual wellness visit is different from a yearly physical or checkup. A wellness visit focuses on your medical and family history, health risks, how you are feeling, and how you are managing your everyday life and activities. It allows your provider to develop or update a personalized prevention plan. Your PCP might also talk with you about our Chronic Care Management (CCM) program. A CCM nurse is part of your health care team and gives you that extra support that can keep you feeling your best.

### Private Insurance

There are many types of insurance companies. Each company offers different plans to help you pay for the cost of health care.

It is important for you to know what insurance plan you have and how your plan pays for your health care.

Please talk to us if you have questions or are worried about the cost of your care. If your insurance changes, let us know as soon as possible. If you do not have insurance, we can help you find insurance that is right for you.



## Common Insurance Terms

Below are some common insurance words. This will help you understand any bills you get and how your insurance company pays for your health care.

Coverage	Premium	Copay
<ul style="list-style-type: none"> <li>The types of health care an insurance plan will allow and pay for</li> <li>A plan might pay for some or all of the cost of covered care</li> </ul>	<ul style="list-style-type: none"> <li>Money paid every month to have insurance</li> <li>Some employers pay for part or all of a premium for their employees</li> </ul>	<ul style="list-style-type: none"> <li>The amount of money or percentage of charges for health services that you have to pay</li> <li>Usually applies to things like a doctor visit, physical therapy, or medicine</li> </ul>
Deductible	Co-Insurance	Out of Pocket Maximum
<ul style="list-style-type: none"> <li>The minimum amount you must pay before the insurance carrier will pay anything toward the charges</li> <li>Usually applies to things like hospital visits, tests, x-rays, and surgeries</li> </ul>	<ul style="list-style-type: none"> <li>The percent of the insurance approved amount that you must pay after the deductible has been met</li> <li>Usually applies to things like hospital visits, tests, x-rays, and surgeries</li> </ul>	<ul style="list-style-type: none"> <li>Health care costs that are not covered by insurance and you have to pay</li> <li>Copays and medicines are usually separate from this</li> <li>The amount might include the deductibles</li> </ul>

## Paying for Your Care

- Most insurance companies will pay for visits to a PCP.
- Depending on your insurance plan, you might have to pay some of the cost for your visit. If you have a copay, you will be asked to pay it when you are at our office for your appointment. You can pay with cash, check, or a credit card.
- For costs beyond your office copay, you will receive a bill for the uncovered costs for other health care. Blood work, tests, x-rays, hospital visits, and surgeries are all examples of other health care.
- If you have trouble paying for your health care, please let us know. Our team may be able to help you find programs that can help you pay for your care.
- If you have questions about your bill or need to make a payment, call **877-499-3899**.



## Patient-Centered Medical Home

A patient-centered medical home (PCMH) is sometimes called a “medical home.” This means your PCP works with you and others to help keep you safe and healthy. This team is called your health care team. Your team wants you to have the best possible care when you need it.

### Your Health Care Team

You are the most important member of your health care team, and we are here to help you feel your best. Other important members of your care team may include:

- Doctors
- Nurses
- Medical assistants
- Physician assistants
- Patient service representatives
- Nurse practitioners
- Office managers

When you have special health needs, other health providers might become part of your team. They are called specialists. Specialists can include people such as a physical therapist, a counselor, or a dietitian. Family members or friends who help take care of you are also part of your team.

### Your Health Care Team:

- Is there for you when you are feeling well or sick.
- May find a health problem before you realize something is wrong.
- Will help you manage any health conditions you have.
- Is available for you 24/7. All you have to do is call your PCP’s office. They will connect you to people who can help.
- Knows you and your health history. This is why we take the time to get to know you and those important to you.
- Keeps your health information in your electronic health record. It is a safe way to look at your health information and help provide you with the best care.
- Coordinates your health care needs. Your team can help you make appointments, share your health information with all of your providers, and see you after you are home from the Emergency Department or the hospital.

### **How You Can Help Your Health Care Team:**

- Learn about your team and be their partner
- Understand what your team needs to help keep you healthy
- Provide your health history and medicines you take, even over-the-counter ones
- Provide a list of health problems in your family
- Ask questions and share ideas
- Tell your team when you do not understand something
- Tell your team if you get care somewhere else
- Tell your team if you are having a hard time (for example, if you do not feel safe or feel sad)
- Learn about your health and the medicines you take
- Ask people who are important to you for help when you need it

Our commitment to evidence-based care: Your health care team uses current research and equipment to help care for you. It is one of the many ways we provide the best care.

Please review and follow UPMC's Patient Rights and Responsibilities. It is posted in your PCP's office waiting room.



## Notes

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UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.