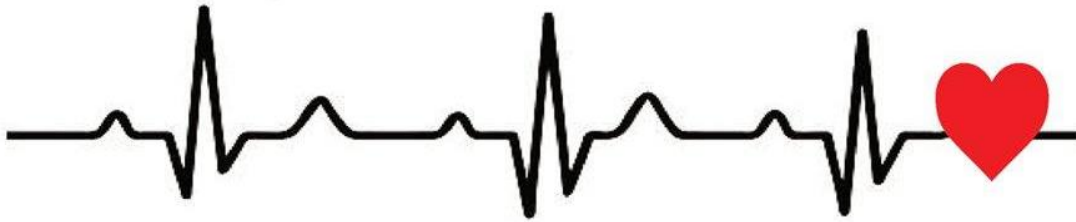


Mayfair Internal Medicine



Welcome to Mayfair Internal Medicine!

We would like to take a moment to personally welcome you to our practice! We are pleased that you have chosen Mayfair Internal Medicine to provide your primary care. Our goal is to provide high quality care for all of our patients in a timely and respectful manner. We are a full spectrum Internal Medicine practice specializing in the care of adult and older adult patients. Find out more about us in the following pages.

Why Mayfair Internal Medicine?

Whether you have been with our practice for 30 minutes or 30 years, you can see some of the important values that we maintain at our practice.

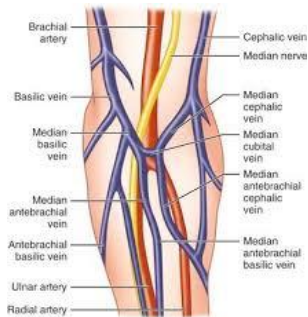
1. **Quality Care:** All of our physicians are Board Certified by the American Board of Internal Medicine. This certification assures you of their commitment to providing you exceptional care. This care is based in evidence and delivered with compassion. 
2. **Timely Access to Care:**
 - a. Our office is open Monday through Friday from 9:00 AM to 5:30 PM.
 - b. We offer many **SAME DAY APPOINTMENTS** for urgent medical needs. We will do our best to provide you with same-day or next-day office visits for urgent care needs when appropriate. Please make us your first call for health concerns.
 - c. Our physicians are on call **AT ALL TIMES** for urgent questions. They may be able to care for you over the phone or help direct you to the correct facility for your urgent or emergency care.
 - d. If you are having a life-threatening emergency -- CALL **911**.

How Can We Serve You?

In addition to chronic care management and urgent evaluation, Mayfair Internal Medicine has a number of laboratory capabilities ON SITE!



We can perform and interpret X-rays!



Our medical assistants are experienced at Blood Draws!

We can test for Genitourinary Infections, Influenza and Strep in our laboratory!

Refilling Medications:

1. For a routine medication refill, PLEASE CALL YOUR PHARMACY. The pharmacy's system has exactly what you have been taking and the refill request will go directly to your physician! Alternatively, you can use HEALOW or the patient portal (**Please see page 7 for information on these tools to communicate with us.**)
2. Requests for new medications (including antibiotics) will not be taken over the phone or over the patient portal during office hours without an appointment and evaluation by the physician.

What Should I Bring to My Appointment?

1. Caregivers and family are ALWAYS welcome. They often provide valuable information and can often help the patient remember important information.
2. You will need to bring your **insurance cards** and a **photo ID** with you for **EVERY APPOINTMENT**. Please let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance card, your appointment may need to be rescheduled. You will be asked to fill out new registration forms annually so we may update your information.
3. A list of questions that you want to ask the physician is always welcome. This can often help you organize your thoughts prior to the visit.
4. MEDICATION LIST: Please bring an ACCURATE list of the medications you are taking. Please include ALL SUPPLEMENTS on this list.
5. Home Glucose logs or Blood pressure logs: If you have hypertension or diabetes, these home numbers are invaluable in your care.

What Happens at My Appointment?

Every appointment with us is a significant event for you and we appreciate that you have chosen Mayfair Internal Medicine for your care. The front office staff prepares for your arrival and will need to spend time with you both at the beginning and at the end of your appointment. **All co-payments and past due account balances are expected at time of your appointment.** The medical assistant staff will perform screening tasks and vitals and then you will meet with the physician. Many appointments will allow for meeting with Amber, our Licensed Clinical Social Worker. Often your visit will end with blood testing drawn by our medical assistants. Please check out with our front office staff to obtain your **VISIT SUMMARY**. This is an important document that contains your NEW medication list, your next appointment, testing that has been done, testing that needs to be done and any specialists you need to see. You can view this on the PORTAL or the front office staff can print this for you. Please ask for it!

The Portal and HEALOW:

What are they?

The portal and the HEALOW application are secure systems that allow us to interact with you but still maintain the strictest federal security safeguards. Let's discuss the portal first! This is simply a secure website that requires both your user name and your password. Your user name is usually your first and last names and your birth year all together without spaces. The front office staff is easily able to **RESET YOUR PASSWORD** anytime. The HEALOW is a web application for your phone which requires a code. Our practice Identification code is **BEJDBA**.

Why do I need them?

The portal and the application help us care for you in many ways. They are the primary way that we communicate with you about your laboratory reports, testing, referrals and follow up.

What else does they do?

The portal can be used to communicate with ANY of the Mayfair staff including the physicians. This is another line of communication we have opened for you to your doctor.

Who is on Our Team?

1. **Physicians**

Larry Plunkett, MD Edith Lovegren, MD, PhD David Bolshoun, MD

2. **Office Manager:** Tiffany Martin joined Mayfair in 2000 and functions in a variety of capacities. She is dedicated to making Mayfair an exceptional primary care practice. Please reach out to her with any questions or concerns.

3. **Behavioral Health:** Amber Ivanova, LCSW, LAC joined Mayfair in 2018 to provide you with counseling services or help you with other resources. She can be an incredible asset for you. Just let the front office or the doctor know if you would like to speak with her.

4. **Medical Assistants:** Our staff has a combined two DECADES of experience!!! They expertly perform screenings, vitals, labs, EKG's, X-rays, referrals, complex care management and many other tasks. They are Mayfair's heart and soul!

Candi

Brittany

Dion

5. **Front Office Staff:** Our staff can help you with appointments, paperwork, check in, check out and fields your phone calls.

Abby

Shirley

6. **Billing Specialist:** Amber M. is our billing specialist. Please reach out to her with any billing questions.

What is Care Coordination?

What is a Medical Neighborhood?

Care Coordination is the complex process of coordinating your medical care with other medical professionals and services. Our medical neighborhood refers to the group of professionals involved in your care. Care coordination includes arranging for tests, referrals or other specialty services for you. It also includes obtaining and reviewing test results and reviewing notes from your specialists.

For the times when your care is beyond our expertise, we will utilize a variety of specialists. We make recommendations for you based on our knowledge of these specialists. Most of our medical neighborhood has traditionally been through the Rose Medical Center but, in the last few years, this has expanded greatly. Please know that we will be happy to work with any physician or hospital that you choose.

What is Transition of Care?

If you are seen in the emergency room or are hospitalized, your transition to outpatient care is a critical opportunity to improve your care. Typically, we will want you to make appropriate and timely follow up with our office if your condition warrants. This is usually within 7 days of your ER visit or the day you get out of the hospital. To accomplish this, we will try to call you about any event about which we are informed. If you are seen in an emergency room or admitted to the hospital, please give our staff a call on the following day to arrange your follow up appointment in the office.

What is the Missed Appointments Policy?

Mayfair requires 24-hour advance notice if you are unable to make your scheduled appointment. We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late.

- a. There is a \$30 fee for each missed appointment and a \$100 fee for each missed complete history and physical without sufficient notice.
- b. The 24-hour notification will allow us to fill your appointment slot with someone who may need care urgently.
- c. Wasted appointments prevent other patients from getting care and harms our practice.

We may choose to terminate our relationship with patients who have missed three or more scheduled appointments. We understand that appointments sometime need to be changed, so we ask that you call in advance if you cannot keep your scheduled appointment.