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Welcome

Welcome to Bray Family Medicine. We are pleased you have chosen us to be your partner in healthcare. Your health is our top priority.

Our medical providers, counselors & staff work together as a team to meet your individual healthcare needs. The most important member of this team is YOU.

An essential part of becoming a successful team is clear communication. This information was developed to help you understand our processes, your rights, what you can expect from us and how to be an advocate in your own healthcare.

Our Commitment to You

We will coordinate your care

One of the many benefits of being a patient at Bray Family Medicine is that you have a team of healthcare professionals working behind the scenes, at no additional cost to you, coordinating your care and maintaining an accurate record of your health between specialists, hospitals, pharmacies & your primary care provider. We help you navigate through a complex healthcare system while keeping you safe and healthy. Your primary care provider is the quarterback of your team making sure everyone is on the same page, has the most up-to-date information about your health and is working together with you to reach your healthcare goals.

We will communicate with you

We believe that quality healthcare should be a partnership, and the only way to have an effective partnership is through communication. Just as we expect you to communicate with us, we promise to communicate with you. We will make sure all of your questions are answered during your appointment, so you clearly know what your next steps are.

We will protect your privacy

Your privacy and the privacy of your health information are very important to us. We will not disclose your medical record information unless you direct us to do so or unless the law authorizes or compels us to do so. Our staff and providers only access patient information as it is necessary to do their jobs and are annually trained and tested to the highest standard of patient privacy. You may read more about our [privacy practices](#).

We will provide quality care

One of our commitments is to provide you and your family with the highest quality care. We focus on *best practice medicine*, which means our care is based on the best available clinical evidence, research, care concepts and techniques known to provide high quality medical care.

We also believe that quality care involves preventive care. We don't wait until you are sick to provide care. We look long term to determine what you can do now to prevent illness down the road. We work toward early prevention of disease, fewer hospitalizations, and improved quality of life. All of these also help reduce your cost of care.

Your Rights and Responsibilities

At Bray Family Medicine, we are dedicated to providing you with the best in healthcare. We strive to provide a positive and healthy patient experience. We respect your rights as a patient and aim to help you understand your responsibilities as a partner in your care.

Your rights as a Bray Family Medicine patient include:

- To be treated with dignity, respect and courtesy.
- To be allowed privacy and confidentiality regarding your medical records. No information will be released from Bray Family Medicine without your written consent.
- To ask questions, discuss and receive clear information regarding your health status and any necessary treatment.
- To expect that a reasonable effort is made to communicate with you.
- To refuse care advised and accept the consequences and outcomes.
- To review and receive an explanation of your billing statement.

As an advocate in your own care, it is your responsibility:

- To be prepared with questions at the time of your office visit.
- To let us know if you do not understand or cannot follow your health care instructions.
- To give your provider a complete list of your medications.
- To follow the plan for your care.
- To provide us, and notify us, of any changes including name, address, phone number, employment, births, deaths or divorce.
- To give us 24-hour notice when you must cancel or reschedule an appointment.
- To know your health plan (insurance) benefits.
- To pay for your health care services or the portion of the bill that you owe, tell us if you need help with your bill, and work with us when financial help is needed.
- To treat clinic providers, staff and other patients with dignity, respect and courtesy.

Your Health Information

Having a medical record helps both you and your provider keep track of any medical conditions, concerns, medications, etc., which all help you to become better partners in improving your overall health. Your medical record belongs to you. You have the right to access it, submit amendments to it, and indicate if anyone else should get access to it. It is important that you become familiar with your health record because it will help you trend your health and make educated decisions about your wellness. You have 24/7 access to your online health record through the Patient Portal. To request a copy of your medical records or to request that another healthcare facility send your medical records to Bray Family Medicine, please submit a [medical release form](#).

Your Healthcare Team

Bray Family Medicine is one of the only independently owned primary care clinics in Arkadelphia, Arkansas providing comprehensive, personalized care to individuals and entire families — adults and children of all ages. We deliver high-quality care using an innovative team-based model led by Shelly Bray, M.D and a team of healthcare & mental health professionals working together to support your

values, healthcare goals and individual needs. Below is a brief summary of the roles of each member of your healthcare team. You can view more information about our providers [here](#).

Physician Leader: Dr. Shelly Bray, a trusted board-certified family medicine physician who has been caring for patients in the community since 2006, leads your healthcare team & ensures you receive the best care possible.

Healthcare Providers: Brittney Shanek, APRN (nurse practitioner) and Casey Jenkins, PA-C (physician assistant) diagnose & treat both acute & chronic medical issues & assist you in meeting your healthcare goals.

Counselors: Maurie Maestas, LPC, Garrett Eller, LPC & Wendy Suttle, LPC are experienced mental health professionals who provide counseling services and link patients with community resources.

Collaborating Psychiatrist: Patrick Rabjohn, MD, PhD is a board-certified psychiatrist who works collaboratively with our counselors and healthcare providers via weekly teleconference meetings to enhance the availability of psychiatric care in this area.

Complex Care Manager: Haley Tugwell, RN is a health educator and advocate linking patients to community resources, financial assistance and individualized medical services to improve health and overall well-being.

Referral Coordinator: Stephanie Bost ensures you receive the services you need (imaging, tests, referrals to specialists) when you need them, and providers receive the health records & results they need to best care for you.

Medical Assistants: Melody Rogers, CMA, Cassie Floriani, MA & Aura Loarca, CMA perform nursing duties during patient visits: taking vitals, obtaining health information, performing in-office testing & administering injections & handle patient care outside of a visit such as responding to clinical questions, refilling medications & notifying patients of lab & imaging results.

Phlebotomist: Shyreeta Johnson draws blood and processes the specimens for transportation to the laboratory.

Operators: Jamie Smith & Baylie Deaver direct incoming calls & schedule appointments.

Receptionists: Michelle Breitenberg & Ashely Clemons are responsible for patient check-in and check-out, registering new patients, collecting payments & scheduling follow-up visits.

Billing Manager: Carolyn Francis submits all insurance claims, handles patient billing & supervises the clerical staff members.

Office Manager: Kristin Cupp, RN manages the office, administers our value-based programs & supervises the clinical staff members.

Contacting Your Healthcare Team

Telephone

If you feel you have an urgent situation, call us at (870) 464 – 1515 and relate the urgency to our operator. In an emergency, dial 9-1-1. If you have a question about your health, one of our clinical staff members can assist you over the phone. If all of our staff is busy assisting others, you may leave a voicemail. Make sure to include your name, date of birth and call back number. Your nurse or provider will return your call by the end of the day.

Text messaging

Download the HIPAA secure texting app [OhMD](#) for IOS or Android to text your provider or healthcare team.

Patient Portal

The Patient Portal, our secure online medical records system, gives you more flexibility and direct access to your healthcare information. When you have a non-urgent question for your healthcare team, you may send a secure message through the [Patient Portal](#). You will generally receive an answer within 1 – 3 business days. If the situation requires urgent attention, call us at (870) 464 – 1515. In an emergency, dial 9-1-1.

Having a Patient Portal account allows you to:

- Schedule an appointment online.
- View your healthcare summary, current health conditions and health history.
- Securely communicate with your healthcare team online.
- View test results.
- View current medications and request prescription refills
- View current allergies, immunizations and preventative care screenings.
- Receive paperless bills and pay your bill online.
- View upcoming and past appointments.
- View your children’s records (proxy access).

[Sign up](#) for a patient portal account. [Login](#) to your Patient Portal account.

Urgent after-hours care

The provider on call can be reached after-hours by calling (870) 464 – 1515. Follow the prompts so that the on-call provider will receive your message and can access important medical information. If you experience a critical situation, go immediately to the emergency department of the hospital nearest you or call 9-1-1 for assistance.

Bray Family Medicine Hours of Operation

	Business Hours	Special Hours	Holidays
Monday	8 AM – 5 PM		New Year’s Day
Tuesday	8 AM – 5 PM		Memorial Day
Wednesday	8 AM – 5 PM		Fourth of July
Thursday	8 AM – 5 PM		Labor Day
Friday	8 AM – 5 PM	Closed: 12 – 1 PM for staff meeting	Thanksgiving
Saturday		9 AM – 12 PM	Christmas

Our Services

We provide comprehensive primary care & mental health services including:

<i>Walk-in visits</i>	<i>Newborn Visits</i>	<i>Counseling services</i>
<i>Telemedicine visits (video / phone)</i>	<i>Pediatric checkups</i>	<i>On-site laboratory testing</i>
<i>Home Telemonitoring</i>	<i>Adult wellness visits</i>	<i>On-site X-ray</i>
<i>Scheduled in-person office visits</i>	<i>Medicare wellness visits</i>	<i>Immunizations</i>
<i>Chronic disease management (diabetes, hypertension, asthma, etc.)</i>		<i>Care coordination & management</i>
<i>Dermatological procedures: wound care & removal of skin cancers, moles, skin tags, cysts, boils, warts, etc.</i>		

Appointments

To schedule an appointment with a medical provider or counselor, call (870) 464-1515. We strive to stay on time, but due to unforeseen circumstances, an appointment may take longer than allotted. You will be informed of any delays. Please notify the front desk if you are still in the waiting room 30 minutes after your scheduled appointment time.

Saturday clinic

We are open every Saturday year-round from 9 AM until 12 PM for anyone in our community and surrounding areas in need of care over the weekend. Call (870) 464 – 1515.

Cancellations / missed appointments

If you cannot keep an appointment, please call within 24 hours of your scheduled appointment time so that we can offer that time to another patient in need of care. If you do not cancel within 24 hours of your appointment time, you will be charged a no-show fee of \$30. This fee must be paid in full before your next office visit. Bray Family Medicine may choose not to see those who repeatedly miss appointments or cancel appointments with sufficient notice. Being hospitalized or providing an explanation regarding an emergent event or circumstance beyond your control will not be considered a no-show.

Laboratory testing

Lab draws are performed during regular business hours Monday – Friday without an appointment. If you have diabetes, your lab should be drawn every 3 – 6 months. It’s best to get your lab drawn 2 – 3 days before your scheduled appointment so the results can be discussed during your visit. If not available during your visit, your results will be sent to your Patient Portal.

Paperwork

Any paperwork for medical equipment, diabetic supplies or handicap parking, FMLA requests or other work-related forms, physical forms, or a request for a written letter from your provider ideally should be discussed & completed during an office visit. Please schedule an appointment and bring all forms and related information. If it is determined after a visit that paperwork is needed, you must provide the appropriate forms and complete a paperwork questionnaire that includes the information necessary to meet your request. Our fee for completing paperwork is \$25. Payment, the appropriate forms and the completed questionnaire must be received before your provider can begin filling out the paperwork and then allow your provider at least one week for completion.

Prescription refills

To request a prescription refill, please contact your pharmacy directly. If you have no refills remaining, your pharmacy will send a refill request to us electronically which allows us to respond quickly. Refill requests are processed during regular business hours usually on the same day we receive the request. If your refill is not ready within 48 hours, call us at (870) 464 – 1515. Please check your medications before all vacations, holidays and weekends to ensure you have an ample supply during these times.

Narcotic pain medications

Appropriately managing chronic, ongoing pain requires a multidisciplinary approach. Therefore, any patients having a continued need for hydrocodone, oxycodone, morphine or other narcotic pain medications will be referred to a pain, spine or joint specialist.

Wellness Visit vs. Regular Visit

A wellness visit is a yearly visit with a member of your healthcare team (usually an RN or other trained clinical staff member) to discuss your risks for developing health issues in the future and ways to reduce your risks. A wellness visit does not include a discussion of new problems or detailed review of chronic conditions. Wellness visits are covered by most health insurance plans at no cost to you. If you have a specific concern or need to discuss a known chronic medical condition, you will need to schedule a separate visit with one of our healthcare providers.

Wellness Visit

Frequency: Yearly
Cost: Typically, no cost to patient if covered by insurance plan
Examples: “Welcome to Medicare”, Annual Medicare Wellness, adult wellness, well-child

Services Covered:

- Review of general health and well-being
- Update of health history
- Health education & counseling on risk factor reduction
- Immunizations
- Screening test recommendations & referrals

Regular Visit

Frequency: As often as needed
Cost: Subject to copay, deductible & coinsurance if applicable
Examples: Check-ups for medication refills or to discuss lab results, visit to discuss a health issue

Services Covered:

- Specific, new or existing health problems
- New prescriptions and refills
- Referral to a specialist
- Lab work or x-ray orders

Differences between screening & diagnostic testing

Depending on your age and risk factors, screening tests may be recommended to catch problems early & are typically covered by health insurance plans at no cost to you. Diagnostic tests are ordered by your provider when you have symptoms and they want to find out why & are subject to copays, deductibles & coinsurance. For example, your provider might want you to have a test because of your age or family history, that's a screening test, but if it's because you're having symptoms of a problem, that's a diagnostic test.

Understanding Your Insurance Plan

Deductible:	Amount you must pay for covered medical services or supplies, such as doctor's visits or prescription drugs, before your insurance begins to pay.
Copay:	The set amount you pay for each covered medical service or prescription drug.
Coinsurance:	Coinsurance is the amount you pay after you have met the deductible. It is typically a percentage of the total cost of the covered medical services or supplies. The most common coinsurance split is 80/20. This means that the insurance company will pay 80% and you are required to pay the other 20%.
Out-of-pocket maximum:	The most you have to spend for covered medical services or supplies in a year. When the total amount you pay, including your deductible, copays & coinsurance, reaches the out-of-pocket maximum, your insurance company covers 100% of any additional covered medical services or supplies until the end of the plan year.
Explanation of Benefits (EOB):	Summary of charges that your insurance company sends you after a claim is filed for a covered medical service. It is not a bill. If you owe more for a covered medical service, you will receive a bill from your provider.

Example

Mary has a \$1200 medical bill. She has a \$200 deductible and 80/20 coinsurance split.
Amount of the medical services (\$1200) less the deductible (\$200) = \$1000 remaining.
For the 80/20 coinsurance split, Mary pays 20% (\$200) and her insurance company pays 80% (\$800).
Mary pays: \$400 (\$200 deductible + \$200 coinsurance)
Insurance company pays: \$800
If Mary has another medical service within the plan year, she has already met her deductible so she would be pay her portion of coinsurance = 20% of the total cost.

Financial Policy

Insurance claims

We charge what is usual and customary for our area. As a courtesy to you, our patient, we accept most insurance plans and submit claims to these plans on your behalf. It is important that we have accurate and complete information on your insurance coverage. We will not become involved in disputes between you and your insurance company regarding deductibles, copays, covered charges, secondary insurance, etc. other than to provide factual information as necessary. Insurance coverage is a contract between you and your insurance company. We are not a party to that contract, but in order to be a participating provider and file claims for services rendered, we are required to enter into a contractual agreement with each insurance company and ensure that all your insurance plan's requirements are met prior to providing services.

It is your responsibility to pay for all services not covered or denied by insurance. We are happy to provide any services you need, but if your insurance plan does not cover certain services, you will be required to pay for the non-covered services. If your insurance plan denies rendered services, in full or part, we will bill the balance to you.

Payment of copays, deductibles, and non-covered services is expected at the time of service. Patients without insurance are expected to make payment prior to service. Bray Family Medicine accepts cash, checks, credit cards and health savings accounts. Checks returned for non-sufficient funds will be charged \$25.

High deductible plans

One of the biggest challenges in healthcare is developing innovative and truly effective methods to help patients live healthier lives at a time when all Americans are struggling to afford ever-increasing health insurance premiums for plans with often such high deductibles that won't ever come close to being met unless catastrophe strikes. A large percentage of Americans are paying a high price for catastrophic coverage but having to forego chronic disease management visits, lab monitoring, and medications refills due to high drug costs, unmet deductibles, and the fear of what these services may cost. Inadequately managing chronic diseases, in turn, greatly increases the risk of a catastrophic event. At Bray Family Medicine, we believe in price transparency. A clear understanding of the costs of your care will enable you to make informed decisions about how your healthcare dollars are spent.

Unmet deductibles

If you want our services filed as a claim and go towards your deductible, we are required to charge you the allowable rate set by your insurance company. There is such a wide variation in rates among the numerous plans offered by all the different insurance companies that it is impossible to obtain an accurate estimate before services are rendered. If your plan has a deductible that has not yet been met, you are required to pay \$75 when you check-in for your visit. This payment will be applied towards your deductible. You will receive a bill for the remaining balance which is dependent upon your insurance allowable rates.

Discounted direct care rates

Those with high-deductible insurance plans which are unlikely to be met in the calendar year may decide it's best NOT to file an insurance claim for services rendered and elect instead to take advantage

of our discounted direct care rates. For uninsured patients or patients who direct us NOT to file an insurance claim, our discounted direct care rate for an in-person office visit is \$75 regardless of complexity or type of visit. Our discounted direct care rate for a telemedicine video or phone visit is \$30. Payment in full must be received at the time of service. If lab, x-rays, procedures, or any other services are indicated, the exact amount of each additional service will be provided for your approval before the service is rendered. A detailed list of all of our discounted direct care rates is available upon request.

Motor vehicle accidents

In the event you are involved in a motor vehicle accident, you are expected to pay for services when rendered. We will gladly provide you with all the necessary paperwork to file your claim with your car insurance.

Workman's Comp

In the event you suffer a work-related injury, you are expected to pay for services when rendered. We will gladly provide you with all the necessary paperwork to file your claim with your employer.

Online bill pay

Bray Family Medicine patients who use the Patient Portal have the option to receive paperless statements rather than printed copies of their Bray Family Medicine statements and pay their bills online from within their Patient Portal account.

Payment plan

We understand that medical bills are often an unplanned expense and can be hard to pay. If your account balance is more than \$200, you may request a payment plan.

Nonpayment

We require timely payment of your bill. All copays, deductibles, and coinsurance amounts are due at check-in before you see your provider. If there is a balance due after your insurance has paid, you will receive adequate notifications via email, regular mail or by telephone call. If the balance remains unpaid, we will refer your account to a collection agency.

What to Expect at Your First Visit

Scheduling your appointment

To schedule an appointment with a medical provider or counselor, call (870) 464 – 1515 to speak to an operator. Be prepared to provide your full name, date of birth, social security number, current address and phone number, and your current insurance information. You will want to let the operator know about all the concerns you would like addressed so that we can schedule the appropriate amount of time to care for your needs.

What to bring to your appointment

For your first appointment with your PCP, you will need to bring:

- A valid government issued driver's license or other photo identification.
- Your health insurance card and your pharmacy benefit card, if applicable.
- Your copay (if you have one) or \$75 if your plan has a deductible that has not yet been met.
- All of the medications you are currently taking (prescription & over the counter).
- Any previous medical records you may have including immunizations.

This is all to ensure your personal security as well as making sure that your medical records are up to date. Our goal is to provide you with the safest care possible and having all your medical information helps us accomplish that goal. If you have a complicated medical history, we recommend completing a [medical release form](#) before your first visit, if possible. You may email your completed medical release form to registration@brayfamilymed.com and we will request your records from your previous primary care provider.