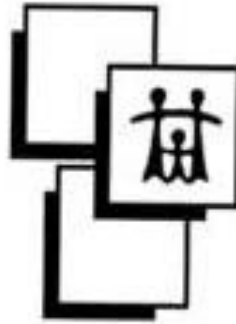


Tri-County Family Medicine Program, Inc.  
**YOUR HOME FOR HEALTH**

## **PATIENT BOOKLET**



**PROUDLY SERVING OUR  
COMMUNITIES FOR OVER  
FOUR DECADES**

THIS BOOKLET HAS BEEN PREPARED TO  
FAMILIARIZE YOU WITH OUR PRACTICE.

PLEASE TAKE A FEW MOMENTS TO READ  
THE INFORMATION CAREFULLY.



*Thank you for choosing us as your primary care provider.  
We are committed to providing you the best health care possible.*

## TRI-COUNTY FAMILY MEDICINE PROGRAM, INC. IS...

...a non-profit corporation overseen by a Board of Directors representing the communities served. The Chief Executive Officer (CEO) manages the organization under the direction of the Board, in collaboration with the Medical Director.

...a group practice that provides primary care to southern Livingston county residents as well as the adjacent Steuben and Allegany counties.

...a combination of Board Certified Physicians, Physician Assistants and Nurse Practitioners specializing in Family Medicine or Pediatrics. Providers are required to take continuing medical education courses throughout the year to maintain their certification.

...Family Medicine is concerned with whole person care, which includes behavioral healthcare for patients from newborns to seniors. Pediatricians are primary care doctors who specialize in providing care for newborns, children and teenagers.

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## VISION

To provide patients and families with quality, cost-effective primary care services that encourage patients to take an active role in their health needs.

*Get Healthy♥Stay Healthy - Tri-County Family Medicine, Your Home for Health!*

## MISSION STATEMENT

To provide quality, cost effective primary medical care to the residents of the Tri-County Family Medicine Program, Inc. service area.

To provide an organization capable of delivering ambulatory, in-patient and emergency care; to participate in planning for local and regional health care delivery; to participate in the education of medical students, residents and allied health care professionals; and to participate in activities designed to promote the general health of the area communities.



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This practice complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

It is our goal to provide access to culturally and linguistically appropriate team based care that meets the needs of the patients, families and caregivers.

To communicate effectively we provide interpretive services and written information in other formats, free of charge.





## CHOOSING A PROVIDER

- At Tri-County Family Medicine we recommend that our patients choose a primary care provider (PCP)/primary care giver (PCG) to help manage your health care needs and who will know you best. Many insurance companies may also request that you have a PCP/PCG.
- We encourage you, and each member of your family to choose a PCP/PCG who is right for you and your family. It is important to feel comfortable with the provider that you will be working closely with for your health care needs.
- For most situations you should be able to see your PCP/PCG, but if your provider is not available you will be seen by one of the other board certified providers. You will be referred back to your PCP/PCG for future appointments.

### REMINDER

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.*

*We will strive to stay on time.* From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule, or stay to be seen and we will make every attempt to keep you informed of how long of a delay you may experience.

## INTEGRATED PRIMARY CARE AND BEHAVIORAL HEALTH

Behavioral health often is used to describe the connection between our behaviors and the health and well-being of the body, mind, and spirit. This includes behaviors such as eating habits, drinking, or exercising that either immediately or over time impact physical or mental health. Frequently, physical health and mental health issues occur together.

TCFM providers are concerned with providing whole person care and being able to receive treatment for both conditions can be especially helpful, but for patients requiring specialized behavioral health interventions referrals to appropriate services are provided.



## PROFESSIONAL RELATIONSHIPS

Tri-County Family Medicine partners with URMC/Noyes Hospital in Dansville for in-patient care. TCFM patients that are admitted to URMC/Noyes Hospital receive care from either a TCFM provider or a URMC/Noyes Hospitalist. TCFM is not affiliated with other surrounding hospitals, but remains an important part of your care. TCFM providers collaborate with admitting hospitals to coordinate your care during your stay and upon discharge, as needed.

Tri-County Family Medicine also provides primary care for Tri-County patients that reside at the Conesus Lake Nursing Home.

Several TCFM providers are faculty members in the Department of Family Medicine for area medical schools. At times we have physician residents, medical students, nurse practitioners, or physician assistant students training in our offices. TCFM believes that allowing students to learn within the offices not only provides valuable learning opportunities for the student but also enhances the providers knowledge.

Tri-County Family Medicine is NCQA Patient Centered Medical Home (PCMH) Level III recognized.

The NCQA Patient-Centered Medical Home standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement.



## APPOINTMENTS

- Patients are seen for acute or routine visits by appointment.
- To schedule, cancel or change an appointment please call the office directly:

TCFM Dansville 585-335-6041

TCFM Cohocton 585-384-5310

TCFM Nunda 585-468-2528

TCFM Wayland 585-728-5131

TCFM Geneseo 585-243-1700

- ***If you are unable to keep a scheduled appointment please call the office at least 24 hours in advance to reschedule.***
- Our offices have early morning and/or evening appointments to meet your needs.
- Our offices intentionally leave openings in the daily schedule for those that are *acutely* ill.
- ***Patients that repeatedly “no show” may be discharged from our practice.***



## SATURDAY APPOINTMENTS

- The TCFM Dansville office has expanded access to care on Saturday morning hours for *all* TCFM office patients. Saturday morning appointments are available for routine and *same day acute, urgent* needs.
  - Please call the TCFM Dansville office at 585-335-6041 to schedule the same day appointment.
- 

## OBTAINING RESULTS OF TESTING

- The method in which patients are notified of testing results, normal or abnormal, varies by provider.
  - Patient results that are within normal limits are not routinely notified between scheduled office visits.
  - You have the right to know any testing results, and can request them at any time.
- 



## MEDICAL RECORDS

- Your medical records are strictly confidential. The Health Information Portability and Accountability Act (HIPAA) restricts us from releasing any information without your written permission or consent.
- There may be times when you request that we provide copies of your medical records to other entities. We do incur an expense to provide this service. If the cost for the copies is not reimbursed by the entity you will be responsible for the cost before the records can be released.



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## PHONE CALLS AND MESSAGES *DURING* OFFICE HOURS

- Routine/non-urgent calls or messages for your provider may be left with the front office staff. You may expect a return call within 2 business days, with the exception of prescription refill requests which will be completed within 3 business days. *When you notice your prescription is getting low, contact the pharmacy to request the refill. The pharmacy will contact your provider directly to obtain the refill orders.*
- High Priority/Urgent calls from patients, families and caregivers for clinical advice or directions may expect a return call within 4 hours of the in-coming call, or by the end of the business day.
- Emergent calls received during office hours will be handled immediately by nursing staff.
- It is important not to wait until a situation becomes an emergency before calling the office.

**FOR LIFE THREATENING EMERGENCIES THAT  
CANNOT WAIT, PLEASE CALL 9-1-1,  
OR GO TO THE NEAREST EMERGENCY ROOM.**

## PHONE CALLS AND MESSAGES *AFTER* REGULAR OFFICE HOURS

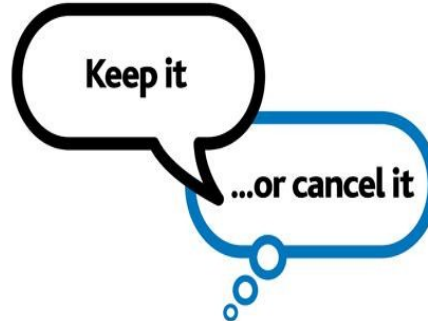


- For urgent needs that cannot wait until the office re-opens, contact URMC/ Noyes ED at 585-335-6001. *All urgent calls outside of regular business hours are handled through URMC/Noyes Memorial Hospital Emergency Department.*
- Request to speak to the Tri-County Family Medicine on-call physician.
- Provide the operator with your name, the name of the patient (if different), a phone number where you can be reached and a brief reason for your call.
- The operator will contact the on-call physician and the on-call physician will call you back personally.



## APPOINTMENT GUIDELINES

If you find that you are unable to keep your appointment we do request that you notify the office as soon as possible, but no later than 24 hours prior to your appointment. This will allow us to utilize the time for another patient who may be ill.



Maintaining good health requires timely medical care and follow-up. It is important to keep your appointments as scheduled in order for your provider to assist you with your health care needs.

Please inform our front desk staff of any change in address, telephone number, e-mail address, insurance coverage or employment. Please inform the nurse of any change in medications, medical history, or family history.



### FORM COMPLETION

There is a standard fee for any form completion including disability, life insurance, or FMLA forms.

This fee will be collected upon completion of the form.

Please allow at least 3 business days for processing.



## PATIENT PORTAL URL:

<https://health.eclinicalworks.com/tcfmedicine>



## PATIENT PORTAL

The patient portal provides a secure communication channel between you and your provider which allows you to be proactive in the management of your own health. You must be 18 years or older to have access to the patient portal application.

### ON THE PATIENT PORTAL YOU CAN ...

- Review your personal health records and visit summaries
- View lab results
- Request refills of your prescriptions
- Request referrals
- Request education material
- Simply ask general questions
- You can access your patient portal account securely and manage your healthcare anytime, anywhere!

## PRACTICE WEBSITE

[www.tcfmedicine.com](http://www.tcfmedicine.com)

PRACTICE BACKGROUND

OFFICE CONTACT INFORMATION

OFFICE HOURS

PROVIDER LIST

HEALTH INFORMATION

# Our Patients Are Important

We want to improve, and you can help.

You may receive a survey asking you about your visit.

Please complete the survey.

We will use your feedback to make improvements.

Getting recommended preventive care services and making healthy lifestyle choices are key steps to good health and well-being!



Providing the highest quality of professional care to our patients is very important to us.

**Therefore, the following guidelines for Prescription Medications have been established:**

- Please bring all of your prescription, over-the-counter medications and supplements or a current list with you at each visit.
- Call your pharmacy to request refills if you notice your prescription is getting low, and the pharmacy will contact your provider directly to obtain the refill orders.
- Ask for routine refills when you are in for your regular appointment. Quantities should be sufficient to last until your next visit.
- **Please keep in mind that requests for prescription refills will be completed within 3 business days. Do not wait until you are almost out before making a refill request.**
- We understand that unexpected situations arise and in those instances we will do our best to accommodate the request on an as-needed basis as determined by the provider

**For the safety and well-being of our patients,:**

Requests for new medications (including antibiotics) will not be taken over the phone, or through the patient portal without an appointment and evaluation by a provider.

**Controlled Substances [Prescription Monitoring Program (PMP) Registry]**

- Prior to prescribing controlled substances you will be asked to review and sign a controlled substance agreement.
- Per NYS regulations we routinely check the PMP/Istop registry prior to ordering or refilling any controlled substance prescriptions.
- PMP provides our providers with a direct, secure access to view their patients' recent controlled substance prescription history to help them better evaluate a patient's treatment as it pertains to controlled substance prescribing and dispensing.

**FEES AND INSURANCE**

- Our providers participate with most major health insurance carriers.
- All co-pays and past due balances are expected at time of service unless a prior agreement has been made with our billing department.
- TCFM offers a sliding-fee scale to all income eligible uninsured or under-insured patients based on annual household income for most of our services. *Please ask for more information.*
- TCFM provides referrals to potential sources of insurance coverage for support and assistance in obtaining insurance



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## CARE MANAGEMENT PROGRAM

Recognizing that there are times when patients and families need extra assistance with their care, TCFM provides Care Managers at all locations. Participating in the Care Management Program is *free* and voluntary.

## CARE MANAGERS OFFER...

- To work closely with you and your provider to identify and develop a plan to meet your health care needs.
- To provide temporary guidance and support to help you manage your health needs.
- To review your medicines and teach you or your family about your current medications.
- To assist you and your family with transitions of care - for example: discharge from the hospital, nursing home or rehabilitation facility.
- To assist with arranging services you may need – for example: home care, physical therapy, medical equipment, Lifeline or Meals on Wheels.

*The Care Managers look forward to working with you for your health!*

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## WHAT IS PREVENTIVE CARE?

- ***Preventive care visits focus on evaluating your current health status when you are symptom free.*** Preventive care allows you to obtain early diagnosis and treatment to help avoid more serious health problems. Through a preventive exam and routine health screenings, your doctor can determine your current health status and may detect early warning signs of more serious problems.
- ***Preventive Care visits are **not** for dealing with new or existing health problems, or a complete “head to toe” physical.*** Preventive care visits are often referred to as an Annual Health Visit or Wellness Visit. During your preventive visit your primary care provider will take a complete health history, determine what tests or health screenings are right for you based on many factors such as your age, gender, overall health status, personal health history and your current health condition.
- Preventive health care can help you stay healthier throughout your life. Many health insurance companies provide certain preventive health care *free*, with no co-pays or deductibles. It is the patient’s responsibility to verify coverage. ***In order for this annual visit to be free preventive care must be the focus.*** It is important to learn about the preventive care that you and your loved ones need.

# TRI-COUNTY FAMILY MEDICINE PROGRAM, INC.

## PATIENT'S BILL OF RIGHTS

As a patient in an Article 28, facility in New York State, you have the right, consistent with Patient Rights Section 751.9 NYS DOH law, to:

- Understand and use these rights. If for any reason you do not understand or you need help, the facility MUST provide assistance.
- Receive treatment without discrimination as to age, race, color, religion, sex, marital status, national origin, disability, sexual orientation, source of payment.
- Receive considerate and respectful care in a clean and safe environment.
- Receive emergency care if you need it.
- Be informed of the name and position of the doctor or provider who will be in charge of your care and what services are available at the facility.
- Know the names, positions and functions of any staff involved in your care and refuse their treatment or examination.
- Receive complete information about your diagnosis, treatment and prognosis.
- Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care – A Guide for Patients and Families."
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in experimental research.
- Privacy and confidentiality of all information and records regarding your care.
- Approve or refuse the release or disclosure of the contents of your medical record to any healthcare practitioner or facility except as required by law or third-party payment contract.
- Participate in all decisions about your treatment.
- Review your medical records without charge. Obtain a copy of your medical records for which the facility can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- Receive an itemized bill and explanation of all charges.
- Complain without fear of reprisal about the care and services you are receiving and to have the facility respond to you and if you request it, a written response. If you are not satisfied, with the facility's response, you can forward your complaint to the New York State Health Department. The facility must provide you with the State Health Department telephone number. (See page 13 Complaint Procedure for Contact Information)
- Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card.

Public Health Law (PHL)2803 (1)(g) Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)



## COMPLAINT PROCEDURE

In one year Tri-County Family Medicine provides office visit care to over 66,000 patients. The entire practice is proud that the vast majority of these visits meet the needs of our patients. In situations where a patient is not satisfied with their visit or has questions regarding their treatment, the following procedure is meant to help resolve any concerns. *Constructive feedback helps us address and identify opportunities for improvement.*

1. Discuss your concern directly with the provider or office manager.
2. If you have questions that have not been answered to your satisfaction, or if you prefer not to discuss your concern with the individuals involved, or you have a complaint about charges, services, or in-attention from the office staff, please contact the Director of Quality Improvement, Performance and Corporate Compliance at (585) 335-3416. Proper explanation usually requires a discussion about the situation with the personnel that provided the service, unless you specify that you do not want your concerns disclosed. We will do our best to correct it. Please help us to help you.
3. In the event of a serious problem, a written description of the circumstances should be sent to the Director of Quality Improvement, Performance and Corporate Compliance (see back page for administration contact information). After an Investigation you will receive a response and if you wish, you may request a meeting to discuss. Please feel free to raise questions at anytime.
4. If you remain dissatisfied after the above measures, you may contact the NYS Department of Health for further guidance at:

NYS Department of Health Office of Professional Medical Conduct  
Riverview Center  
150 Broadway, Suite 355  
Albany, New York 12204-2719  
Phone: 1-800-663-6114 (complaints/ inquiries)  
Web site address: [www.nyhealth.gov/professionals/doctors/conduct/](http://www.nyhealth.gov/professionals/doctors/conduct/)  
E-mail address: [opmc@health.state.ny.us](mailto:opmc@health.state.ny.us)





## CONTACT INFORMATION

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### **Tri-County Administration**

10869 Rt. 36 South  
PO Box 601  
Dansville, NY 14437  
Phone ~ 585-335-3416  
Fax ~ 585-335-8695

### **Billing Department**

10869 Rt. 36 South  
PO Box 601  
Dansville, NY 14437  
Phone ~ 585-335-3100  
Fax ~ 585-335-8695

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### **Dansville Center**

Brae Burn Professional Building  
60 Red Jacket St., Suite 1  
PO Box 339  
Dansville, NY 14437  
Phone ~ 585-335-6041  
Fax ~ 585-335-6764

Geoffrey Wittig, MD  
Anthony Witte, MD  
Ayesha Tasaddaq, MD  
Norman Wetterau, MD  
Martha Yanda, PA-C  
Bridget Quibell, PA-C  
Jill Matzek, PA-C  
Lauren LaFrance, PA-C  
Margaret Schuyler, PA-C



### **Cohocton Center**

25 Park Avenue  
PO Box 112  
Cohocton, NY 14836  
Phone ~ 585-384-5310  
Fax ~ 585-384-9864

Richard Parker, MD  
Nadine Bailey, PA-C

### **Geneseo Center**

50 E. South St., Suite 700  
Geneseo, NY 14454  
Phone ~ 585-243-1700  
Fax ~ 585-243-5355

Bernard Sweeney, MD  
Deb Reifenrath, PA-C  
Melinda Tellier, FNP-BC

### **Nunda Center**

61 State St.  
PO Box 729  
Nunda, NY 14517  
Phone ~ 585-468-2528  
Fax ~ 585-468-5424

Christian Wightman, MD  
Norman Wetterau, MD  
Carly Hart, PA-C

### **Wayland Center**

200 N. Main Street  
Wayland, NY 14572  
Phone ~ 585-728-5131  
Fax ~ 585-728-9305

Joseph Depra, MD  
Gayle Mosher, MD  
Anita Eck, PA-C  
Margaret Schuyler, PA-C

