

To Our New Patient,

Thank you for choosing Family Medical Associates of Raleigh! You are scheduled for a New Patient appointment on _____ at _____ with _____. **Please arrive 20-30 minutes prior to your appointment time.**

As a new patient you will have the opportunity to schedule an appointment for a physical at a later date.

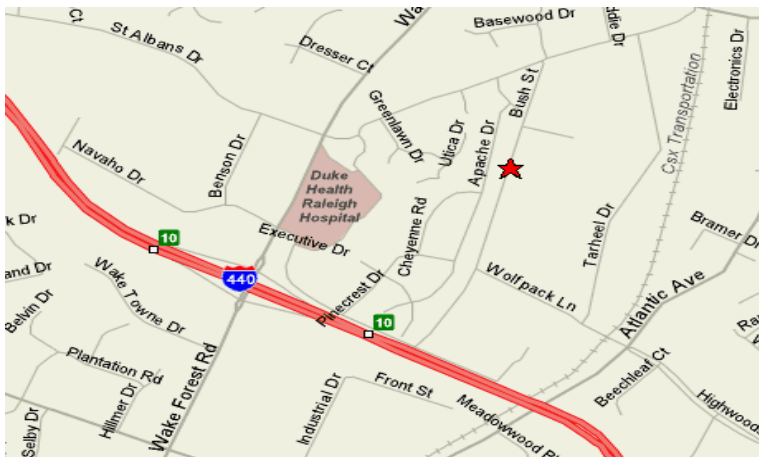
Enclosed you will find:

Patient Information:	Patient Forms to Return:
• A Welcome Letter • A List of Insurances Accepted • A List of our Providers • Instructions for our Patient Portal • Our Patient Centered Medical Home Brochure	• Medical Records Request Form • Patient Responsibilities • Patient Registration Form • Patient Acknowledgement and Consent Form • Comprehensive Health Assessment Form • Release of PHI Form

Please bring the completed forms from this packet to your appointment. **You will also need to bring all your insurance cards, photo ID, and all your medications (prescription and non-prescription) to your appointment.** We have a 24-hour cancellation policy. Please notify us if you cannot keep your appointment. Co-pays, deductibles, co-insurances and any patient due balance will be collected at check in for all visits.

Please visit our website at www.fmaraleigh.com for more information about our practice and to print, complete and bring with you forms required for subsequent visits. A map of our location is included below.

We look forward to serving you!
The Staff and Providers at Family Medical Associates of Raleigh



Andrew J. Drabick, MD Conrad L. Flick, MD Josiah M. Carr II, MD Jennifer M. Jo, MD
Cheryl Y. Proctor, APRN, FNP-BC Cameron S. Hardee, APRN, ANP-BC Joan D. Britt, APRN, FNP-BC
M. Ryan Johnston, APRN, FNP-C Angela M. Glass, FNP-BC Mary Jane Satre, FNP-C



3500 Bush Street
Raleigh, NC 27609
F: 919.875.9577
P: 919.875.8150
www.fmaraleigh.com

Updated 7/13/2018

PATIENT PORTAL

Would you like to make your life easier when it comes to your health care needs?

Sign up today for our patient portal!

www.MyHealthRecord.com

- ❖ View a snapshot of your patient profile, including your vital signs, medications, appointment history, and download your information to share with other medical offices.
- ❖ Receive your lab results quickly (up to a week faster than without the portal)
- ❖ Request non-urgent appointments, prescription refills and medical records
- ❖ Ask questions and send messages to your provider and support staff
- ❖ Pay your bill online or ask question about your bill
- ❖ No hold times or playing phone tag with our staff to get answers to your health care needs!

Registration for the portal requires that we send you an invitation with a link to set up your account. In order to complete your registration and to secure your file, the following demographic items must exactly match what we have in our system:

- ✓ Your email address
- ✓ Your first name
- ✓ Last name
- ✓ Date of birth
- ✓ Zip code

****If you have trouble registering it could be because this information is not entirely accurate so please confirm the above requirements with our staff. Contact our office at (919) 875-8150 and one of our staff will be glad to verify this for you and help you set up your account.**

Once you have received the registration email, follow the link to the new portal, complete the required fields and set your username and password.

And for those of you on the go, our patient portal automatically scales to any size mobile device without the need for a separate app! Just visit our website using your mobile browser and log in just as you would on any desktop!



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Welcome to Family Medical Associates of Raleigh!

Updated 7/13/2018

**We are glad that you have chosen us as your primary care provider and patient centered medical home.
Here is some important information for you:**

Contact Information

Our Address:	3500 Bush Street Raleigh, NC 27609	Our Phone:	(919) 875-8150
		Our Fax:	(919) 875-9577
		Our Website:	www.fmaraleigh.com

Office Hours

Our hours of operation are: Mondays – Fridays 7:00 am – 6:00 pm.

We are closed on the 2nd and 4th Wednesdays and 1st Thursdays from 12:00 pm - 2 pm.

After Hours

Our answering service receives calls daily from 12:00-1:30 pm and from 5:00 pm – 8:00 am, as well as on holidays. We share after-hours emergency coverage with Dr. Richard Adelman. You may call our main number and follow the prompts. The answering service is responsible for paging the physician on call.

Appointment Scheduling and No-Show Policy

We will try our best to schedule your appointment at the most convenient time possible. If you need to be seen the same day, we will work you in with an available provider and, if possible, your primary provider. It is the patient's responsibility to arrive early enough before the appointment time with their provider, to allow for check in and form(s) completion. At Family Medical Associates of Raleigh, we value our patients' time, and working late patients into the schedule can affect fellow patients and cause providers to run late. Patients who arrive late; or have not allowed ample time to check in and complete form(s); or are unable to present their current health insurance card(s) with photo I.D.; or are unable to pay time of service copay, deductible, coinsurance and/or the patient's prior due balance, may be asked to reschedule their appointment with the provider. That is why, as a courtesy, we attempt to contact every patient by their preferred method of phone, email, or text, to remind them of their upcoming appointment and early arrival time. We also require that cancellations be made at least 24 hours in advance. Patients who do not contact us prior to their appointment will receive a no-show charge. This fee can range from \$30-\$50, depending on the appointment type. Patients with frequently missed appointments will be provided with only same-day appointments.

Insurance and Demographic Information

We must verify your insurance(s), photo I.D. and demographic information at each visit. This ensures that we process accurate billing for you and your insurance company. If you do not have your insurance card available at the time of the visit, we may ask that you reschedule your appointment until you can present your card. Please refer to our list of accepted insurances.

Copays and Collections

Copays, coinsurances, and deductibles are due at the time of service. Payment is required of past-due balances prior to your next visit. You may be asked to reschedule your appointment if you are unable to make payment. We accept cash, checks, and credit/debit cards. There is a \$30 fee for returned checks. Accounts that are unpaid after 90 days are turned over to a collections agency. An additional \$30 fee is added to account balances once they are turned to collections.

Policy to Treat Minors

We abide by North Carolina law regarding the treatment of minors. Please ask for a copy of our policy.



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Prescription Refills

Refills must be requested through your pharmacy. Refill and sample requests will be completed within 48 business hours. All other clinical calls will be handled by your provider or their clinical support staff within 24 business hours. In order to expedite your requests, it is important that you provide complete information when leaving a message.

Laboratory Services

We contract with LabCorp Laboratory for some of our lab services. You may receive a bill from us, as well as a bill from LabCorp Laboratory. If you have a question regarding your bill, please call the number listed on your bill. Please communicate with your provider if you have any questions about your lab tests. Laboratory and all other test results may take up to one week. Your provider will contact you by telephone or by mail with your results once we receive them.

Clinical Research

Our physicians participate in several clinical research studies in which you may be eligible to participate. Please ask for our research coordinator if you are interested in learning more.

Requests for Medical Records

We will release copies of a patient's medical records with written patient authorization. We outsource record copying to ProviderFlow. They charge the standard legal fee for copies. You will not be charged a fee for records requested by a physician to whom you have been referred.

Referrals

A referral from your provider may be made to an outside specialist. Most referral requests must be approved by your primary care provider, and may require a scheduled office visit. If your insurance does not require an authorization for your referral, you should contact the specialty office directly for an appointment. If your insurance does require approval, we will coordinate the appointment for you within 48 business hours.

Completion of Forms

Disability, employer, FMLA, insurance forms, or any other paperwork that requires your provider's input, can be very time consuming for both you and your provider. Please be sure to complete all required information prior to submission to your provider. You may be asked to schedule an appointment with your provider to review the requested information or charged \$50.00 for completion of forms.

HIPAA

The federal government requires us to share our Privacy Notice, which is posted at the front desk and throughout our practice. Please review the Privacy Notice, which explains the policy on sharing patient information for treatment and billing issues.

Termination from our Practice

Our office values its patient relationships and wants to protect patients' rights. We will only terminate patient relationships with cause and after careful consideration. Reasons for termination include: repeatedly not showing for scheduled appointments; not complying with recommended medical care; being hostile or abusive to staff; or not paying bills in a timely manner.



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MEET THE PROVIDERS OF FAMILY MEDICAL ASSOCIATES OF RALEIGH

Andrew J. Drabick, MD

Dr. Andrew Drabick is Board Certified by the American Board of Family Physicians and is a Member of the American Academy of Family Physicians. He is licensed to practice medicine in North Carolina. Dr. Drabick received his undergraduate degree from Villanova University and his Medical degree from Temple University in Philadelphia, PA. He completed a Residency in Family Medicine at Memorial Hospital of Burlington County in Mt. Holly, NJ, and is working to become an accredited bariatrician.

In 1998, Dr. Drabick joined Family Medical Associates of Raleigh. In addition to Family Medicine, Dr. Drabick specializes in the treatment of Obesity as the Medical Director for the Center for Medical Weight Loss in Raleigh, which you can learn about at www.HealthyRaleigh.com. He previously worked for Kaiser Permanente and in private practice.

Dr. Drabick is originally from Phoenixville, Pennsylvania and enjoys spending time with his family, traveling, playing the piano, and gardening.

Conrad L. Flick, MD

Dr. Conrad Flick is Board Certified by the American Board of Family Physicians and is a Member and Fellow of the American Academy of Family Physicians. He is licensed to practice medicine in North Carolina. Dr. Flick received his undergraduate degree from North Carolina State University, his Medical degree from Duke University, and completed his Residency in Family Medicine at Wake Forest University. Dr. Flick is a past President of the North Carolina Academy of Family Physicians and has also served on the American Academy of Family Physicians Board of Directors.

After working for Rex Hospital and in a private practice, Dr. Flick joined Family Medical Associates in 2000. He specializes in women's and adolescent health, as well as sports medicine.

Dr. Flick is very active in several local and state medical organizations. He is originally from western Maryland and enjoys spending time with family, church activities, running, and playing golf.

Josiah M. Carr II, MD

Dr. Josiah Carr is Board Certified by the American Board of Family Physicians and is a Member of the American Academy of Family Physicians. He is licensed to practice Medicine in North Carolina. Dr. Carr completed his undergraduate studies at Duke University in 1984. He then attended the Medical University of South Carolina and received his Doctorate of Medicine in 1989. He completed a Residency in Family Medicine at Greenville Hospital Systems in Greenville, SC.

In 1992, Dr. Carr and his wife, Melinda, returned to the Triangle and joined Piedmont Medical Associates, which merged with Family Medical Associates in 2014. He likes providing care for adults of all ages, including management of chronic diseases.

Dr. Carr enjoys spending time with his wife and two boys, traveling the world, sports, and all things DUKE.



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Jennifer M. Jo, MD

Dr. Jennifer Jo is a Family Physician licensed to practice medicine in North Carolina and Board Certified by the American Board of Family Physicians. She is a Member of the American Academy of Family Physicians. Dr. Jo received her undergraduate degree from The State University of Ohio and her Medical degree from Northwestern University Medical School (now known as the Feinberg School of Medicine) in Chicago, IL. She completed her residency in Family Medicine at the Hinsdale Family Practice Residence Program in Hinsdale, IL.

Dr. Jo joined Family Medical Associates of Raleigh in 2010 and previously worked at Duke University. She specializes in women's health, pediatric medicine, sports medicine, and cosmetic dermatology.

Dr. Jo enjoys spending time with her family, playing golf, playing the piano, gardening, and reading.

Cheryl Y. Proctor, RN, FNP-BC

Cheryl Proctor is a Registered Nurse and a Family Nurse Practitioner, Board Certified by the American Nurses Credentialing Center. She is also a member of the American Academy of Nurse Practitioners. She received her undergraduate degree from UNC-Greensboro and Masters of Nursing degree from UNC Chapel Hill. She has practiced as a Nurse Practitioner in North Carolina since 1983 and is a native North Carolinian.

Cheryl joined Family Medical Associates in 2002 after working for Kaiser Permanente and in private practice. Cheryl specializes in diabetes and chronic disease management and also enjoys women's health and pediatrics. She also oversees quality and regulatory programs for the practice.

Cheryl enjoys spending her free time with her dogs, Bella and Campbell, cooking, and spending time with family and friends.

Joan D. Britt, RN, FNP-BC

Joan Britt is a Registered Nurse and Family Nurse Practitioner. She is Board Certified as a Family Nurse Practitioner by the American Nurses Credentialing Center. She is also a member of the American Academy of Nurse Practitioners. Joan received her Bachelor's degree in Nursing in 1995 from State University of New York at Brockport. She then relocated to the Triangle and worked in adult internal medicine at Duke University for five years, while working on her Master's degree in Nursing. She received her MS from Duke University in May of 2000.

Joan joined Piedmont Medical Associates in 2001, which merged with Family Medical Associates in 2014. She enjoys chronic disease management, adolescent care, and women's health.

Joan spends her free time with her two teenage children. She also enjoys being involved in activities at her church and reading.

Cameron S. Hardee, RN, ANP-BC

Cameron Hardee is a Registered Nurse and an Adult Nurse Practitioner, Board Certified by the American Nurses Credentialing Center. She is also a member of the American Academy of Nurse Practitioners. Cameron completed both her undergraduate and Master's degrees at University of North Carolina at Chapel Hill.

Cameron joined Family Medical Associates of Raleigh and the Center for Medical Weight Loss in 2011. She treats patients 14 years of age and above and enjoys women's health, dermatology, and adolescent care.

Cameron is a North Carolina native and currently lives in downtown Raleigh with her husband and three children. She enjoys cooking, running, CrossFit, and spending time at the beach every chance she gets.



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M. Ryan Johnston, RN, FNP-C

Ryan Johnston is a Registered Nurse and a Family Nurse Practitioner and is certified by the American Academy of Nurse Practitioners. She is also a member of the American Academy of Nurse Practitioners. She received her Bachelor's degree from George Washington University, Masters of Nursing Education from East Carolina University, and Family Nurse Practitioner Post Masters at UNC Chapel Hill.

Ryan joined Family Medical Associates in 2015. Previously, she worked as a cardiac nurse at Rex Hospital and as a nurse practitioner for a chronic disease management practice. She enjoys women's health, chronic disease management, and pediatric medicine.

A Tar Heel by birth, Ryan is proud to be providing healthcare for her fellow North Carolinians. She lives in downtown Raleigh with her husband and two young daughters. In her free time, Ryan has a love/hate relationship with running, enjoys reading a good historical fiction novel, and looks forward to Sunday Brunch all week long.

Angela M. Glass, APRN, FNP-BC

Angela Glass is a Registered Nurse and Family Nurse Practitioner. She is board certified by the American Nurses Credentialing Center.

Angela received her Bachelor of Science in Nursing from the State University of New York at Brockport in 1986. She received her Masters of Nursing degree from University of North Carolina at Chapel Hill in 1994. She has practiced as a Family Nurse Practitioner in North Carolina since 1995.

Angela has worked in women's health, family practice, mental health, and endocrinology. Her interests are management of diabetes, polycystic ovary syndrome, thyroid disease, women's and adolescent health. She has had extensive training in use of insulin pumps and continuous glucose meters. She has attended the Johnson and Johnson Diabetes Institute and served on the board of Diabetes Sisters, a non-profit organization aimed at empowering women with diabetes.

Angela is a native of the Hudson River Valley region of New York. She loves being outdoors whenever possible and has recently discovered kayaking. She enjoys travel, cooking, gardening, reading, anything related to art, and most of all spending time with her 2 teenage daughters.

Mary Jane Satre, RN, FNP-C

Ms. Satre is a Registered Nurse and a Family Nurse Practitioner, board certified through and a member of the American Academy of Nurse Practitioners. She received her Nursing Diploma from De Paul Hospital, School of Nursing, her Bachelor's degree from Elmira College, and her Masters of Science and Family Health from Binghamton University. Mary Jane enjoys seeing patients for women's health, acute issues, and chronic disease management.

Mary Jane hails from Northern Virginia, where she began her nursing career. She served in the US Navy for three years on active duty, and subsequently served five years as a reservist. She lived in Upstate New York for 23 years where she raised her now two grown daughters, who live in Wisconsin. Mary Jane enjoys reading, movies, golfing, doing yoga, and skiing.

Insurances that FMAR participates with, please verify that your plan has our provider listed as in-network:

- o BCBS – plans including Medicare Advantage, Blue Select and Blue Local. FMAR does not participate with Blue Value or Blue Local outside Duke Medicine and WakeMed Network
- o Aetna, including Medicare Advantage Plans (FMAR does not participate with Aetna Medicare PRIME Plan)
- o Coventry – (FMAR does not participate with Coventry Medicare Advantage ADVANTRA Plan)
- o Medicare and Medicare Railroad
- o Humana - FMAR participates only with Gold Plus (HMO) and Humana Medicare Advantage PPO Plans (such as “Choice” PPO, Etc.)
- o First Medicare Direct – only Preferred Plus (HMO) and Direct Smart (HMO) plans
- o Cigna – FMAR does not participate with Cigna Connect Network
- o Medcost
- o Medicaid, including Carolina ACCESS
 - ** Our provider must be listed on card as PCP (Primary Care Provider) to be seen
- o UHC – all PPO plans – FMAR does not participate with UHC Medicare Advantage Dual Complete (HMO SNP) Plan 2016. ** For Compass Plans: Our provider must be listed on card as PCP (Primary Care Provider) to be seen

Insurances that FMAR does NOT participate with:

Tricare or Tricare North as a primary insurance, Tricare for Life is accepted as a secondary.

- | | | |
|---|--|------------------------------|
| -PHCS | -Cigna Connect Network | -Aetna Medicare PRIME Plan |
| -BCBS Blue Value plan | -Coventry Medicare Advantage Plan Advantra | -UHC Dual Complete (HMO SNP) |
| -Humana products other than Gold Plus (HMO) and Advantage PPO Plans | | |

Related Policies**We do not accept any discount insurance plans.****We require full payment at the time of service, including patients with Health Spending Accounts (HSAs).**

Attention Uninsured Patients: We offer a 25% discount when you pay your balance due at the time of service. If you are unable to pay your complete bill at the time of service, you will be billed at the full price without a discount.

Attention Existing Medicare and Medicaid Eligible Patients: We will only file Medicare or Medicaid for patients who have been established with our practice for one (1) year. If Medicare becomes your primary insurance and you have not been established with our practice for one year, we will be happy to refer you to a practice that accepts Medicare. We are not contracted with any of the Medicare HMO plans except for Humana Medicare Alignment Healthcare.

Workers Compensation: We will not file Workers Compensation claims to your employer. If you have been injured on the job, we cannot provide services to you. Most urgent care offices will accept Workers Compensation.

Motor Vehicle Accident: If you are seen for injuries related to a Motor Vehicle accident we will file your claim to a health insurance we are contracted with if they subrogate. We will not file your claim to your automobile insurance carrier and will require payment at the time of service for any claims not submitted to a health insurance carrier we are contracted with.

Filing Claims: If we are not in network with your insurance, we can courtesy file your claim. However, you will be responsible for any balance not covered by your insurance. We will file to all secondary insurance plans, as long as insurance cards are presented at the time of service.

Proof of Insurance: Patients who are unable to provide proof of insurance or who are covered by insurance coverage plans that we are not contracted with will be responsible for full payment at the time of service.

Uncovered Services: Occasionally, some insurance plans will not cover services that your primary provider feels are necessary. It is important for you to understand your individual insurance coverage. You may be asked to sign a waiver at the time of service so that we may bill you for services your insurance plan does not cover.



FAMILY MEDICAL ASSOCIATES OF RALEIGH

YOUR MEDICAL HOME

Welcome to our practice! We are proud to serve as your patient-centered medical home. At Family Medical Associates, we work in Care Teams consisting of doctors, nurse practitioners, physician assistants, nurses and medical assistants in order to give you the best care we can. Our medical records staff, schedulers, and office staff are part of the Care Teams. On your first visit we will encourage you to select a Primary Care Provider (PCP). Whenever possible, your appointments will be with your PCP, and if not, with another member of your Care Team. The members of your Care Team are available to help you.

CONTACT INFORMATION

LOCATION: 3500 Bush Street, Raleigh, NC 27609

TELEPHONE: 919-875-8150

OFFICE HOURS: Monday – Friday 7 am – 6 pm

Except 12:00-2:00 pm 2nd & 3rd Wednesdays and 1st Thursday.

Although walk-ins are welcome, we can better serve you by appointment. Same day appointments are available.

SCHEDULING: You may request an appointment through our secure patient portal or you may call **919-875-8150**. The patient portal is available at www.fmaraleigh.com.

ADVICE DURING OFFICE HOURS: For non-urgent medical needs please contact us by secure email messaging through our patient portal at www.fmaraleigh.com or you may call **919-875-8150**. For non-urgent medical needs, you will be asked to leave a message. Every effort is made to respond to calls by the end of the business day.

AFTER HOURS CARE: For urgent medical needs, there is always a physician on call when the office is closed. Call **919-875-8150** to get the answering service, who will contact the on-call physician.

WEB ADDRESS: www.fmaraleigh.com

Parking is available directly in front of our office.

FAMILY MEDICAL ASSOCIATES OF RALEIGH—YOUR PATIENT CENTERED MEDICAL HOME

Patient Centered Medical Home (PCMH) is a team-based health care delivery model that provides comprehensive and continuous medical care with the goal of improving the health of all patients.

Family Medical Associates of Raleigh believes that medicine is an art as well as a science. We are committed to delivering quality healthcare to the whole person. We partner with our patients and their families to provide a medical home that is respectful, compassionate, accessible and comprehensive.

Family Medical Associates is a designated:
NCQA Patient-Centered Medical Home
NCQA Diabetes Care Management Center
NCQA Heart-Stroke Care Management Center



SCHEDULING AN APPOINTMENT

For Medical Emergencies call 911 or go to the nearest
Emergency Department

Appointments can be scheduled by calling
919.875.8150. Our staff will be happy to assist you.

You may also request an appointment through our
secure patient portal. If you need assistance setting up
your portal account, ask any staff member for
assistance.

PREPARING FOR YOUR APPOINTMENT

Plan to arrive 15 minutes before your scheduled
appointment time.

For each appointment, please bring:

- Your insurance card
- Photo ID
- Co-pay and deductible
- A list of your medications including
 - Prescription medicines
 - Non-prescription medicines including
vitamins and supplements
- A description of the problem you are having, how
long you have had it, and how it has affected you
- A list of questions you would like to discuss with
your health care team

Please let us know if you have been to a hospital, an
Emergency Department or to another doctor since
your last visit to us.

PAYMENT INFORMATION

We accept most insurance plans. However, patients are
seen regardless of insurance status. We offer a 25%
discount to self-pay patients if full balance is paid at
the time of service. If you are uninsured and would like
health insurance information please go to
www.healthcare.gov

OUR PATIENT PORTAL

Sign up for our secure patient portal through our
website at www.fmaraleigh.org.

Through the portal you can:

- Request appointments
- Request prescription refills
- Ask non-urgent questions

OUR CARE TEAMS

Team 1

Andrew Drabick, MD
Josiah Carr, MD
Cameron Hardee, ANP
Joan Britt, FNP
Mary Jane Satre, FNP
Ryann Baker, CMA
Sebrena Blacknall, LPN
Tara Speed, MA
Stacie Paugh, RMA
April Smith, MA

Team 2

Conrad Flick, MD
Jennifer Jo, MD
Cheryl Proctor, FNP
Ryan Johnston, FNP
Angela Glass, FNP
Sarah Rubio, MA
Brenda Girardi, RMA
Sarita Harris, CMA
Anita Mattei, EMT
Christina Son, LPN

CARE COORDINATION

For our patients with complex health needs, we
provide care coordination. Care coordination
provides you with extra support to be sure you get
the care you need when you need it. Our care
coordinators may call you to assist you with your
health care needs. Our care coordinators are April
Hill, RN and Ryann Baker, CMA.

SPECIAL ACCOMODATIONS

Please let us know if you have hearing, vision or a
physical impairment so that we can better prepare
for your visit and plan your care.