



# Family Practice Associates

of Lexington, P.S.C.

## **Practice Locations:**

1775 Alysheba Way  
Suite 201  
Lexington, KY 40509

2040 Harrodsburg Rd  
Suite 300  
Lexington, KY 40503

(859) 278-5007  
(859) 278-6867 Fax  
[www.fpalex.com](http://www.fpalex.com)

## **Office Hours:**

Monday – Friday 8:00AM – 4:30PM  
Evening hours until 7:00PM on most evenings  
Saturday hours by appointment starting at 9:00AM

## **Providers:**

Our office consists of Physicians who are Board Certified in Family Practice, Internal Medicine and Pediatrics in addition to Advanced Registered Nurse Practitioners (APRN) and a Licensed Marriage & Family Therapist (LMFT). Visit our website for further detail on the providers.

It is important to pick a primary care provider that will best fit your personality and needs. For more information on how to pick a provider, visit our website at <http://www.fpalex.com/how-to-find-the-right-doctor>.

## **Mission:**

Founded in 1983, the mission of FPA has always been simple. To provide preventive, diagnostic and therapeutic services with attention to individual needs. We are dedicated to giving family-centered care from birth to later years in an affordable, high quality manner.

**Your Health, Your Family, Our Passion!**

*A Certified Patient Centered Medical Home Level 3*





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## **After Hour Emergencies**

- A doctor is on call after office hours, during weekends, and on holidays. These calls should be limited to emergencies or serious illnesses.
- Call the regular office number: (859) 278-5007 for instructions to reach the doctor on call.
- Please note: medications will not be refilled by the on-call doctor.
- For severe situations, go immediately to the nearest Emergency Room and have your doctor contacted!
- Our office can handle many “bumps & bruises” such as minor procedures, lacerations, etc. during our regular hours or in our evening clinic.
- To avoid costly trips to the ER, contact our office first. For non-urgent issues where you are not able to be seen at our office, an Urgent Treatment Center may be a good option.

## **Appointment Scheduling**

- Patients should call in advance to schedule appointments so that adequate time can be allowed for each visit. You may schedule an appointment by calling (859) 278-5007 Monday through Friday between 8:00AM and 4:30PM and on Saturdays between 9AM and 12PM.
- Non-urgent appointments can also be requested through FPA's secure patient portal at [www.fpalex.com](http://www.fpalex.com). Log in to your account and follow the instructions for submitting an appointment request. For emergencies, call our office at (859) 278-5007.
- Two days prior to a routine appointment, our automated system will call with a reminder of the appointment date, time, and location. Please let us know at least 24 hours in advance if you will not be able to make your appointment as scheduled.
- Please specify any provider or location preference when you call for an appointment. We will do our best to accommodate you.
- Call early if a same-day appointment is needed!

## **Appointment Cancellations**

In order to ensure needed medical care and appropriate follow up, it is important to keep any scheduled appointment with your provider. In addition, when an appointment time is reserved for you, this time is unavailable for other patients. At least 24 hours advance notice is required when it is necessary to reschedule your appointment. Failure to notify in advance of a cancellation may result in a surcharge being placed on your account.

## **Fees and Payments**

Family Practice Associates participates with several health insurance plans for which the patient is required to make a co-payment and a claim is filed with the insurance company for the remaining balance. Co-payments, annual deductibles and coinsurance amounts are the responsibility of the patient and are due at the time of service. These payments will be collected at the time of your appointment. Failure to make the required co-payment may result in a surcharge being placed on your account. Be sure to inquire about the participation status of your health insurance plan when scheduling appointments and at each visit. The patient is responsible for letting us know of changes in insurance and other information. Also, we file Medicare claims and accept the allowable fees. For patients without insurance, full payment is due at the time of service. Payment may be made by cash, check, or credit card.



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## **Medical Advice Requests**

Medical advice requests may be submitted by telephone at (859) 278-5007 or FPA's secure patient portal at [www.fpalex.com](http://www.fpalex.com) by logging into your account. Requests are reviewed by the doctor with a response from our knowledgeable medical office staff. The provider reserves the right to require an office visit for thorough in-person examination and treatment. Our goal is to respond to patient requests for medical advice within 24 business hours.

## **Medication Refills**

For medication refill requests, please contact your pharmacy to take full advantage of the electronic connectivity between the pharmacy and our practice. For 90-day mail order prescription refills only, you may use the "Prescription Renewal" tab on the FPA website or call the refill hotline at (859) 278-5007. Please be prepared to give the following information:

- Patient's name
- Patient's date of birth
- Phone number
- Medication (and spelling)
- Dosage
- How taken

Mail order prescriptions will be mailed to the patient's home address. Call your pharmacy directly to check on the status of the medication refills. Due to mail order refills and drug prior authorization requirements, please give our office advance notice of refills needed.

Controlled substance prescriptions will not be refilled after hours by the on-call provider. Please contact our office during regular business hours.

## **Medical Forms Completion**

Our practice receives many requests to complete various patient forms such as insurance, disability, FMLA, and handicapped parking. Completion of these forms requires medical expertise and review of medical record documentation. For this reason, a fee based on complexity and length of the forms will be collected prior to releasing the form. It is the patient's responsibility to complete their portion of the form and submit it to the requesting party. Please allow up to 7 to 10 days for processing.

## **Medical Records**

As your primary care providers, FPA is serious about maintaining a complete and comprehensive medical record. Your medical record includes your medical history and current health status, test results and specialty reports, current and past medications, immunizations, and hospital and emergency department reports. Reliable access to our patients' medical records has been secured by using an electronic health record (EHR). The relationship between the doctor and patient is confidential and any information exchanged will be held in the strictest of confidence. FPA strictly follows HIPAA privacy guidelines concerning the release of patient information. Forms for requesting copies of records or transferring records to our office (New Patients) can be obtained on our website or by contacting the medical records department at (859) 278-5007.



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### **New Patients**

At FPA, we view each relationship with one of our patients as a partnership. Prior to your first visit with us, you should go to our website and review the information on each of our providers to determine which one might be the most suitable fit for you. In addition, you should visit the Patient Forms section and download the appropriate forms to complete prior to your first visit. It is vital that we have complete information from you on past surgeries, medical conditions and prescriptions. We also need to have complete medical records from your previous primary care provider, including immunizations. To begin this process, you may contact our medical records department at (859) 278-5007 or contact your previous primary care provider to request your records to be sent to FPA.

### **Referrals**

Based on your insurance requirements, a referral or precertification may be necessary for specialty and/or diagnostic services. Please call (859) 278-5007 and ask for referrals or precerts. This is the information you will need:

- Patient's name and date of birth
- Caller's name and phone number
- Patient insurance and identification number
- Name of the specialist or facility along with the fax number, if available
- Date of scheduled visit
- Reason for visit

If your primary care physician has not referred you, you may be required to have an office visit here first. The primary care physician submits the request to the insurance company which decides if the referral is approved. Please contact us well in advance to allow for the approval process.

### **Labs**

Our practice has its own lab that can perform the majority of tests required quickly and conveniently in our office. If your insurance requires you to go to a specific lab, please be sure that you inform our staff.

### Fasting status:

- Nothing to eat or drink for 8 hours (other than water – coffee and teas have additives that may alter results). Patient may take medications.
- **Morning Fasting Appointments:** Nothing to eat or drink after midnight
- **Evening Fasting Appointments (5:00 or later):** Nothing to eat or drink after 9:00 am  
**For example:** If patient cannot get a morning appointment, the patient may eat breakfast and **fast from 9-5** for an evening lab appointment on the days we are open later.

### **Flight Physicals for FAA**

Call (859) 278-5007 or request an online appointment with Dr. Johnson, who is an approved FAA flight examiner. After scheduling your flight physical, please go to the FAA website. Search for medexpress faa and fill out the online form. Be sure to click on the submit button before printing the form.

You will be assigned a CONFIRMATION NUMBER - be sure to bring this number and your completed paperwork with you for your flight physical. PLEASE NOTE: PILOTS DO NOT NEED TO BE FASTING FOR THE FLIGHT PHYSICAL UNLESS REQUESTING BLOODWORK.



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## **Patient-Centered Medical Home**

The Patient-Centered Medical Home or PCMH model organizes care around patients, working in teams to coordinate and track care over time. Family Practice Associates of Lexington is a Certified Level 2 Patient-Centered Medical Home through the National Commission on Quality Assurance.

### **Principles of the Patient-Centered Medical Home:**

#### **Patient Centered:**

- Each patient has an ongoing relationship with a primary care provider (PCP) trained to provide “first contact”, continuous, and comprehensive care.
- Under direction of the PCP, FPA’s Patient Care Teams collectively take responsibility for the ongoing care of patients including assisting in coordinating the patient’s care across multiple settings, such as diagnostic testing, hospital stays and prescription management.
- Using a “whole-person” approach, patients actively participate in decision-making and give feedback on whether their expectations of the care process are met.
- Patients receive care when and where it is needed in a culturally and linguistically appropriate setting.

#### **Comprehensive Coordinated Care:**

- A team of care providers is wholly accountable for a patient’s physical and mental healthcare needs, including prevention, wellness, acute care and chronic care.
- Primary care includes health promotion and maintenance, disease prevention and management, counseling and patient education, and diagnosis and treatment of acute and chronic conditions. Care is coordinated and integrated by the PCP through all levels of the health care delivery system including specialists, diagnostic services, hospitalization, home health and long-term care.
- Behavioral health is a critical component of patient care. We will help you identify any behavioral health needs that you may have and assist in referring you for appropriate care.

#### **Evidence Based Medicine:**

To guide medical decision-making and ensure quality and safety, FPA will use clinical decision support tools and rely upon evidence-based medicine.

#### **Accessible:**

Enhanced access to care is available through same-day scheduling capabilities, extended hours, telephone advice and FPA’s secure patient portal.

#### **Quality and Safety:**

Clinicians and staff enhance quality improvement through internal communication and the use of health IT and other tools to ensure that patients and families make informed decisions about their health. The electronic health record (EHR) and other forms of health information technology such as FPA’s website and secure patient portal are used to support optimal patient care, communication, and patient education. FPA providers accept accountability for continuous quality improvement in clinical care and patient service.



# Family Practice Associates of Lexington, P.S.C.

## Financial Policy

Billing Office Phone: (859) 278-6717

Billing Office Fax: (859) 278-6867

We are committed to providing you the best possible care. In order to better serve you by keeping our overhead costs low, FPA has adopted the following financial policy. Please read and familiarize yourself with this policy so that future misunderstandings regarding our billing and payment policy can be avoided. If you have any questions, please do not hesitate to speak with the Billing office. We participate with the following insurance plans. All co-payments/deductibles will be collected at the time of service.

- **Aetna**
- **Anthem Blue Cross Blue Shield**
- **Baptist Health Plan**
- **Cigna**
- **Humana**
- **Humana Medicare**
- **Private Healthcare Systems**
- **Medicare**
- **United Healthcare**
- **Private Pay**

- This is not a complete list as contracts may change from time to time. There are many different networks and participation can be confusing. Please contact our billing office if you have concerns or questions about insurance participation. You should also confirm with your insurance company if our practice participates in your plan.
- You will be personally responsible for your charges until we receive a copy of your insurance card.
- If your plan does not appear above, we will courtesy file and collect the deductible/ co-payments at the time of service.
- We will file motor vehicle accidents for existing patients only, as long as we have the necessary Claim filing information.
- Checks returned for non-sufficient funds must be paid in full within 10 days or are turned over to Fayette County Attorney's Office and subject to applicable fees. This payment must be made in the form of cash, Visa or MasterCard.
- Past due accounts are subject to attorney's fees, court costs, and other costs of collection.

Please note, a surcharge may be applied for missed appointments and for co-payments not paid on the date of service. Please remember: Your insurance is a contract between you, your employer, and your insurance company. You are personally responsible for any bill, or portion thereof, not paid by your insurance company.

For information on how to obtain health insurance, please visit the Kynect website at [www.kynect.ky.gov](http://www.kynect.ky.gov).

Please review our complete Financial Policy on our website at [www.fpalex.com](http://www.fpalex.com) under New Patient Forms.



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## Patient Portal – Online Secure Access

FPA offers a secure patient portal to allow access to your medical information in a convenient way. By logging on to the patient portal, you will be able to perform many functions at your own convenience. You can contact our office for help getting signed up or logged on.

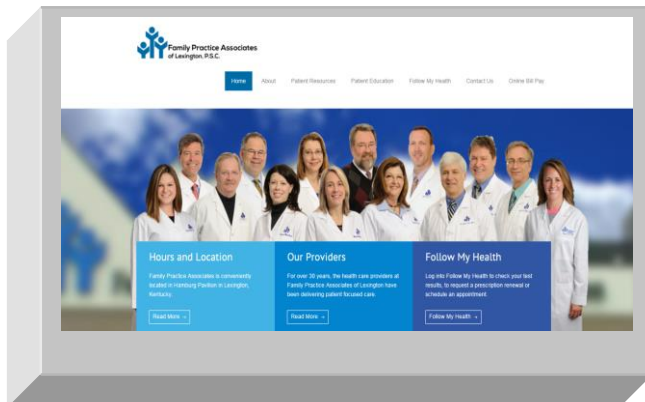
- Access your medical information securely from your computer, tablet or smart phone.
- Request prescription refills
- Request appointments
- Send a secure message to your provider
- View your test results quickly online
- View your history and recent visit notes
- View your immunizations
- Sign up on our website!



## Website – [www.fpalex.com](http://www.fpalex.com)

Our website has lots of information that patients will find helpful.

- Access to the online patient portal
- Bios and information about each of our providers
- Financial Policy
- HIPAA Patient Privacy Notice
- Information about the office including office hours, location, services, etc.
- Information about Patient Centered Medical Homes (PCMH)
- Links to forms needed for New and Established patients
- Links to our Newsletter and Blog
- Links to our Facebook and YouTube pages
- Patient education links
- FAQs





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## **Patient Expectations**

1. Have the expectation to be treated in a manner reflecting respect for their privacy and dignity as a person.
2. Have the expectation to be informed regarding their diagnosis, course of treatment and prognosis in terms they can reasonably be expected to understand and to participate in decision making about their health.
3. Have the expectation to receive sufficient information to enable them to give informed consent prior to the initiation of any procedure and/or treatment.
4. Have the expectation to discuss their medical record with the physician and to receive, upon written request, a copy of that record.
5. Have the right to expect information pertaining to their health care will be treated as confidential and will not be released without their or their authorized representative's written permission, except as required by law.
6. Have the expectation to be informed of unforeseen delays in the provider's schedule.
7. Have the expectation to be able to make a complaint and to receive a response to that complaint within a reasonable period of time.

## **Patient Responsibilities**

1. Have the responsibility to be considerate and cooperative in dealing with office staff and providers.
2. Have the responsibility to follow instructions and guidelines given by those providing health care services and to weigh potential consequences of any refusal to comply with those instructions or recommendations.
3. Have the responsibility to obtain and carefully consider all information needed or desired in order to give informed consent for a procedure or treatment.
4. Have the responsibility to assist in compiling a complete medical record by providing or authorizing release of medical information from other providers.
5. Have the responsibility to notify their primary care physician (PCP) prior to seeking consultation or emergency services, except in potentially life threatening situations.
6. Have the responsibility to schedule appointments and to arrive on time for scheduled visits or to notify their physician's office if they must cancel or be late for a scheduled appointment.
7. Have the responsibility to express opinions, concerns or complaints in a constructive manner.