



Physicians At Home, Inc.

PLEASE KEEP FOR YOUR RECORDS

PATIENT RESOURCES

Phone: 405-654-0013

Fax: 405-654-0012

Extensions:

General Questions	100
Labs & Medical Records	101
Scheduling	102
Dr. Dwuma	103
Dr. Nguyen & Dr. Dawson	104
DME	100

Mailing Address:

511 E. 1st Street

Chandler, OK 74834



Staff List

PROVIDERS	Support TEAM
Alex Dwuma, MD Ext. 103 Christy McCoy, APRN-FNP Nadine Touayem, APRN-FNP	Debra Shipman, LPN Ext. 103
Long Nguyen, MD Ext. 104 Susan Alfert, NP-C Fidelia Nitah, APRN-FNP	Myria Martinez, LPN Ext. 104
David Dawson, MD Ext. 104 Margaret Lorimor, APRN-FNP	Sarah Haile, DME Coordinator Ext. 100 Justess Anderson, MA/Labs/Medical Records Ext. 101 Angie Sherman, Scheduler/ Referral Coordinator Ext. 102 Jamie McNeal, Referral Coordinator Ext. 105 Samantha Bollich, Administrator Ext. 101 Complaints: Samantha Bollich sbollich@physiciansathomeok.com



Physicians At Home, Inc.

WHAT WE PROVIDE: We offer a wide variety of services to our patients including primary care, Hospice evaluations, fall assessments, and home safety evaluations.

INSURANCE ACCEPTED: Please note that it is the responsibility of the patient/POA to ensure that the patients insurance will cover services provided by Physicians at Home, Inc. In the event that insurance does not cover our services, any balance owed will be the responsibility of the patient. Best Physicians at Home will accept any insurance, however in network benefits will only be billed for Medicare, Medicaid, and some United Healthcare plans. Patients are held responsible for out of network plan balances. If this applies to you, please verify your out of network benefits with your insurance company.

HOURS OF OPERATION: Our standard hours of operation are 8:00 am to 5:00 pm Monday through Friday. Most patient visits will take place within these hours.

PREPARING FOR YOUR VISIT Be advised that due to the nature of mobile medicine, exact appointment times are not possible. Please be prepared for your visit by wearing loose fitting comfortable clothing. Additionally, be sure to have your medications and medication list ready for review along with pertinent medical records. This will help ensure we provide you the best medical care. If a family member wishes to be present, please contact our office to make arrangements. If you have trouble getting to and from the door for the visit, please consider having a family or friend present or using a door side lockbox.

DURING YOUR VISIT The initial visit is comprehensive and includes all past and current medical conditions, patient specific goals, and ordering of appropriate treatments. Typical initial visit length is over one hour. Follow up intervals and visits vary according to medical need.

AFTER YOUR VISIT Our office processes the orders for home health agencies, hospice, durable medical equipment, oxygen, and pharmacy, simplifying your medical care. We also assign an approximate follow up date at the end of your visit. Our office will call you or your contact person to arrange the details. If you should have a change in condition or question about your care, please call our office.



Physicians At Home, Inc.

SPECIALIST REFERRALS If you need a specialist referral, please contact your care team nurse. (405-654-0013 ext 103 Dr. Dwuma, ext 104 Dr. Nguyen & Dr. Dawson) If the clinician has already requested for a referral to be sent, you may dial **ext 100** to follow up on referral status. The specialist will notify you of your appointment date. **If you are referred to a specialist, it is recommended that you attend the consultation appointment to remain in compliance with care recommendations.**

DME Our office coordinates with multiple durable medical equipment office to meet your specific needs. If you would like to check on the status of your equipment or have questions regarding durable medical equipment, dial **ext 100**.

EMERGENCIES In a life-threatening emergency, please call 911 or go to your nearest emergency room. Physicians At Home, Inc has a call service for non-life-threatening emergency care follow up. If you leave a message on Friday, your phone call will be returned in order of importance.

MEDICATION REFILLS All refill requests are to be phoned into our office to your care team nurse. (405-654-0013 ext 103 Dr. Dwuma, ext 104 Dr. Nguyen & Dr. Dawson). All medications, must be called in 7 days prior to needing your medication filled. It is your responsibility to call our office 7-10 days prior to the end of your prescription, this will ensure ongoing coverage. **PLEASE SEE THE CONTROLLED SUBSTANCE AGREEMENT.**

MEDICATION STORAGE Your medication bottles and medication list should be stored in a box; a shoe box works well. If needed, pills can then be distributed into daily pill minders. This box of medication should be available at the time of the visits. Always store your medications safely and out of reach of children.

LOST OR STOLEN MEDICATION It is your responsibility to store your medication in a safe place. Should your medication be lost, stolen, or misplaced; your provider may be able to fill routing medication such as blood pressure medication and diabetic medication. **However, non-routine medication will not be filled early as replacements.**



Physicians At Home, Inc.

CONTACTING US Our office number is (405) 654 0013; our fax is (405) 654 0012. For urgent medical needs please call our main number. In an emergency call 911.

CLAIM SUBMISSION We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Any remaining balance or denied service will be billed to the patient. Any changes to your insurance coverage must be reported in writing to our office. Failure to do so may result in your financial responsibility. They can be submitted by fax to (405) 654 0012 OR via mail to 511 E 1st Street, Chandler, OK 74834.

MEDICAL RECORDS Should the need arise, your medical records can be faxed directly to any other medical provider free of charge. Should you also need a hard copy of your records, there will be a charge of \$1.00 for the first page, and \$0.25 for every additional page. A release of information request may need to be completed prior to transfer of records. You can also obtain medical records via your patient portal.

MISSED APPOINTMENTS A missed appointment is considered a no call, no show. After 3 no call, no shows you will be fired as a patient due to noncompliance of care recommendations.

TESTING IN THE HOME We can arrange a variety of home testing to include blood draws, x-rays, ultrasounds, echocardiograms, doppler testing and sleep studies. Depending on the test and insurance, there may be a fee that is not covered by insurance and billed through a secondary company.

HOME HEALTH We work with most agencies ensuring ongoing communication and care of the medically complex home bound patients. Home Health services available include physical therapy, occupational therapy, skilled nursing, speech therapy, home health aide, and personal care assistants. Insurance limitations apply. We can supply a list of home health agencies we recommend; however it is your right to choose an agency of your preference. We will honor your choice.

HOSPICE Due to the nature of our practice, some of our patients choose hospice when appropriate. If a patient is placed on hospice, Physicians At Home Inc will not be able to continue seeing the patient. We can supply a list of hospice agencies we recommend; however it is your right to choose an agency of your preference. We will honor your choice.



Physicians At Home, Inc.

PALLIATIVE CARE We encompass chronic care management in our comprehensive primary care services. Palliative care companies see patients less frequently than our routine follow ups, and most are not covered via insurance. Due to the nature of our services, we do not recommend palliative care services to our patient. Should you choose to seek palliative care treatment, we will honor your choice.

PATIENT PORTAL We can assist in signing you up to access your patient portal. From your patient portal you can send messages to our providers, request appointment times, pay your bill, as well as view your visit records. Visit <https://21335.portal.athenahealth.com/> or our website at <https://www.physiciansathomeok.com/home.html> to sign up today!

COMPLAINTS If you would like to make a complaint, please contact 405-654-0013 Ext 100. We may also provide you with a complaint form.



PRESCRIPTION REFILLS

Ensuring our patients receive their prescriptions in a timely manner is the upmost priority to our practice. In order to make sure you have prescriptions available when needed please adhere to the following:

- 1) Call in your prescription 7 days ahead of time to your care team nurse.**

- 2) If your nurse does not answer, leave a message with the following:**
 - a. Name**
 - b. Date of Birth**
 - c. Prescription Name**
 - d. Directions of Use**

Prescriptions that are controlled will not be filled ahead of their due date. If you have not been seen recently, you may not be able to have a refill until your appointment. Prescriptions may not be refilled if they are lost or stolen. Please keep them safe!

If you have an environmental emergency (ex: house fire, flood, etc) please call our office so that we may coordinate your medications.



Physicians At Home, Inc.

Stance on Overprescribing and Recommended Use

Dear Patient,

As you may be aware, information over the last several years has indicated that taking narcotics, benzodiazepines and other controlled substances daily for pain, anxiety, depression, or other, chronic health issues might not be the best treatment. In addition, it involves very significant risks including accidents, injuries, accidental overdose, and increased risk of heart disease and premature death. Physicians at Home is committed to providing the best care possible, and that requires us to consider both the effectiveness and the safety of treatment.

When it comes to the medications used to manage your chronic health illness, you may see a reduction in your medication regimen or discontinuation of opioids and/or other controlled substances. If it is determined that clinical indications warrant you receive treatment from a pain management specialist or psychiatrist, we will refer you to pain management or psychiatry to ensure the best care possible.

We do want to emphasize that this decision will not be reversed, however, we will continue to provide your primary care needs to the best of our abilities while practicing within our scope or expertise.

Sincerely,

Physicians at Home



Physicians At Home, Inc.

Patient Name: _____

Patient DOB: _____

Primary Care Physician: _____

Phone: 405-654-0013

Specialist Physicians:

Ancillary Services

Home Health Agency : _____

Advantage Case Manager: _____

Oxygen Supplier: _____

Other Supplier: _____

Preferred Hospital: _____

Caregiver/Emergency Contact: _____