



# OnPointe Care

*On pointe to a healthier you.*

**Patient Welcome Packet**

# Welcome!

Welcome to OnPointe Care! We are full service medical practice, located in Cordova and Bartlett TN.

This welcome packet has been designed to welcome you into our system with important information about our practice. Our goal is to guide you through the patient experience before, during, and after your scheduled appointment so that you feel well- connected to your physician, nurse practitioner, physician assistant, and our care team every step of the way! Thank you for entrusting us with your care.

Our urgent care clinics currently accept Walk-Ins with no appointment needed.

Treating minor illnesses and injuries such as colds, cuts, ear infections, fevers, pink eye, sore throats, sprains, and fractures.

X-Rays

Sports physicals, flu shots (in season), and drug screens

Come see us for your urgent care needs!

A Primary care provider is a physician and or advanced practice clinician. (Physician assistants and Nurse practitioners) who specialize in internal medicine or family medicine.

Our primary care practice serves as the patient's entry point into the health care system and as the continuing focal point for needed health care services.

Our team of primary care providers are skilled and specialized in providing comprehensive and continuity medical care. Here at OnPointe care we provide patients with ready access to their own personal provider and health care team providing compassionate, comprehensive, coordinated, and high value care. From Comprehensive annual physicals and preventative care to management of chronic medical diseases, OnPointe care is here for you! Our team of Primary Care Providers are here to assist you in your healthcare journey, from medication management, chronic disease monitoring, lab services, X-ray, EKG, and other state of the art technology.

Your health and well-being are very important and the focus of our business. In addition to treating your primary care needs, we also refer to the most reputable specialist. The experienced professionals at OnPointe Care have built a very close relationship with specialists in all fields of medicine. We have two locations for your convenience.

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## Before Your Appointment

### Scheduling Appointments

We strive to provide timely care for our patients as soon as needed. You can make an appointment at our **Cordova location at 901-421-5000**, Monday - Friday 8am-7pm, Saturdays 9am-6pm, and Sundays 11am-5pm. You may also contact our **Bartlett location at 901-779-8657**, Monday -Friday 8am-6pm, and Saturdays 9am- 5pm. Our Front Desk Coordinators are available to schedule your appointment. Online scheduling available at <https://onpointecare.com/>

### Primary Care patients -Cancelling appointments

If you need to cancel your appointment, kindly call our office, and give a 24-hour cancellation notice, this will give our staff the opportunity to schedule another appointment for someone else. A cancellation fee of \$35 will be charged to Established care and follow-up visits if they are not cancelled in the 24-hour time frame.

**Primary and Urgent Care:** Both of our practices are accepting new patients. We offer same day urgent care and primary care appointments for our patients. Our primary care team includes a Physician, Nurse Practitioners, or Physician assistants and nursing staff that form the foundation of OnPointe Care. Your regular primary care provider is the leader of your care team who manages your overall health and partners with you and our physician to accomplish all your healthcare goals. Walk in- urgent care visits are welcome anytime, however an appointment will be seen prior to a walk in, we ask that you be patient with wait times, as our team strives to care for you in a timely manner.

### Preparing For Your Scheduled Appointment

**Insurance:** OnPointe care accepts most major insurances, including Medicare. To have a clear understanding of your coverage, benefits, referral requirements and co-pay, please contact your insurance provider directly. Insurance cards are required at the time of visit. If you do not have insurance cards on hand a copy of front and back of card may be emailed to [info@onpointecare.com](mailto:info@onpointecare.com). If you do not have Insurance, we offer Direct Primary Care packages and Fee for Service Packages.

**Patient Forms:** New patient forms will be available to print and fill out at our Website Onpointecare.com or in the office, please come 20 minutes prior to your scheduled time to fill these forms out. You will need your important medical history and insurance information in hand.

**Requesting Past Medical Records:** If you are a new patient, we will need to request your medical records from your previous primary care doctor. We ask that you complete the "release of Medical Records" form that is in your initial paperwork. This form needs to be updated yearly.

**Arriving at your appointment:** We ask that you arrive 15 minutes prior to your scheduled appointment so that you may have time to complete any paperwork necessary. Remember to bring the following.

### To Bring to Your Appointment

- Insurance Card
- Picture ID
- Co-Pay or deductible amount (based on your insurance plan)
- Contact Information for any other physician's you see.
- All medication that you currently take.
- Questions or concerns for your provider.
- Preferred Pharmacy, address, and phone number.

## Our Communication to You

### **E-mail**

Our email is available on our website at Onpointecare.com. You may send an email to [info@onpointecare.com](mailto:info@onpointecare.com) with any questions or concerns, you may also use this email to send a picture of the front and back of your insurance card.

### **Healow Patient Portal ([https://mycw199.ecwcloud.com/portal24987/jsp/100mp/login\\_otp.jsp](https://mycw199.ecwcloud.com/portal24987/jsp/100mp/login_otp.jsp))**

When you provide your email on your sign in forms, you will receive an email to set up your patient portal. In the patient portal you will have access to your records, lab results, and Image reports. Healow Patient portal is optional and free for all patients. You will receive an email from Healow alerting you of any updates to your chart. Once fully activated with our Patient Portal your benefits include,

- View clinical office summary.
- Access to lab and Imaging results once reviewed by our office.
- Demographic profile and pharmacy information.
- Schedule routine follow-up and urgent care same day appointments (established patients)

Please call our office in Bartlett-901-779-8657, or Cordova 901-421-5000 to reset your password if you forget your password or get locked out!

### **PHONE**

#### **Cordova**

Ph: 901-421-5000

Fax: 901-572-1241

#### **Bartlett**

Ph: 901-779-8657

Fax:901-791-4208

## During Your Appointment

We will get to know you, listen to your concerns and opinions, to come up with the best care plan for you. You will be rescheduled for necessary follow-ups during the check-out process. We also ask that you take charge of your care by scheduling your follow-ups as necessary.

### **Establishing/Preventative Care Visit**

This will be a medical exam that includes appropriate history counseling including age and gender appropriate history, laboratory and diagnostic testing deemed necessary. Counseling and guidance on risk factor reduction interventions will be discussed.

### **Scheduling Follow up Appointments.**

If you require a routine checkup or follow up, please schedule with the front desk coordinator before leaving the office. Timely access to appointments is the goal.

### **Prescriptions Refills**

Refills require close monitoring, to continue safe and appropriate dose, frequency, and term of the medication. We will provide the correct number of refills needed to last until your next follow-up appointment. Please be sure to keep your follow-up appointments to receive the refills. Important Reminders:

- schedule follow up appointments.
- ensure we have your correct pharmacy on file.
- We will always order generic brands unless a brand product is medically necessary.
- Each insurance plan is different on coverage of medications, if the insurance carrier requires a prior authorization, refills can take up to two weeks. Contact your insurance carrier for details.
- Urgent care does not refill prescriptions.
- If you need an emergency refill, please contact your pharmacy. If approved by our practice, we will submit it to your pharmacy. Refills can take up to 48 hours.
- Any unauthorized refills, please contact our office for an appointment.
- The Tennessee Controlled Substance Database is monitored for controlled substances, these prescriptions are not normally prescribed.

## Laboratory Services

Laboratory services include a variety of tests (**blood, urine, wound, and more**).

Collection is provided at our locations and sent to Quest laboratory for testing.

Results are received 3-5 business days after collection, our providers will review them, and our office will call you with any **abnormal** labs. Please note some tests take longer to results. Normal labs will be available in your Healow patient portal.

When medically necessary our office will call you for a follow up regarding your lab test results.

## In-House and Off-site Imaging

### Imaging Services and Receiving your results

Imaging Services include a variety of (X-Ray, CT scan, MRI, and Ultrasounds)

Flinn Imaging Centers and The Imaging Centers are the locations we use for outside services.

Depending on your need, and X-ray tech availability, the provider will decide what is needed and where to send you.

**Flinn clinic** X-ray orders will be given to you during your visit. They will accept you as a walk-in Monday to Friday 8-4pm. Ultrasounds or CT scans will require an appointment made by our staff.

**Imaging center** will require scheduling done by our staff, for ultrasounds and CT scans.

### In-House X-Ray- available with limited scope.

Results from outside facilities will be called to you by telephone and available for review in your patient portal documents, or for pick up at our locations.

In-house X-rays will be called to you the same day if done before 3pm, anything after that time will be available the next day. Results will also be available in your patient portal documents once they are received from our radiologist.



## After Your Appointment

Test results (labs and /or Imaging) and your clinical visit summary will be available on the Healow patient portal. If you do not set up a patient portal, the office will have these results available. Please remember to schedule any follow-up appointments with our practice. If you require an appointment with a specialist, we will schedule that for you, be sure to check with your insurance to see if a referral is required.

### **Your Feedback is Important to Us**

Our goal is to deliver exceptional patient care, before, during and after your appointment. We aim to be your provider of choice that you would recommend to your family and friends. Your feedback will help us reach our goal. We depend on you to know when we are doing well and where we need to improve. To provide feedback feel free to reach out by sending an email to [Info@onpointecare.com](mailto:Info@onpointecare.com), leave us a google review, or give us a call!

If you have concerns, please reach out to our Site Manager Maribel Caldera. Whom can be reached at 901-791-8657 Ext 103 or 901-421-5000. Ext 200

### **Understanding your insurance coverage**

If you have specific insurance questions, or need to verify that we are in network please contact your insurance provider directly by calling the number on the back of the card. We do take most insurance, but not all, so contact your insurance provider for important information.

### **Billing and payments**

OnPointe Care collects deductibles, patient copays, and outstanding balances at the time of service. Payments can also be made by contacting any of our locations, Cordova 901-421-5000, or Bartlett office 901-779-8657. You may also contact the billing office at 901-821-0338, Monday through Friday 9:00am-4:00pm.

### **OnPointe Care Billing Office- Phone: 901-821-0338**

- Questions about your billing statements
- Questions about an outstanding balance
- Claims correction
- Make a payment by Phone
- Refund Questions

## Contact Information

### Bartlett OnPointe Care

5905 Stage Rd, Bartlett TN 38134

Phone- 901-779-8657

Fax- 901-791-4208

### Cordova OnPointe Care

1204 N Houston Levee Ste 114, Cordova TN 38018

Phone- 901-421-5000

Fax- 901-572-1241

### Medical Director

Dr. Mohammed Bah, M.D

901-421-5000

901-779-8657

[info@onpointeare.com](mailto:info@onpointeare.com)

### Site Manager

Maribel Caldera

901-779-8657

901-4215000

[maribelcaldera@onpointecare.com](mailto:maribelcaldera@onpointecare.com)

**Quest Lab**

1-866-697-8378

**Billing Department**

901-821-0338

**Flinn Imaging centers**

Bartlett- 901-372-1187

Germantown- 901-755-5562

Central- 901-516-8970

Southaven- 662-349-3420

Whitehaven- 9013463058

East- 901-6857175

**Imaging Centers**

901-312-4033