



WOODS FAMILY MEDICINE

ABBIE L. WOODS, MD

Dear prospective patient,

As a board-certified family medicine physician, my main goal is to bring the patient-physician relationship back to the main focus of medicine. I do not carry this title lightly as I believe it stands as a public reminder of the great responsibility I carry as a physician and the many years of training I completed to earn this honor. I also believe my role as a family medicine physician allows me to develop a meaningful relationship with my patients and their families, and this patient-physician relationship has expectations, just as any other relationship. Below, I have outlined both my expectations from you as a patient as well as expectations you should have of me as your physician. I am happy to discuss them with you if you have any questions or concerns.

Patient expectations:

As a patient of Woods Family Medicine, you promise to...

- **Arrive 15 minutes before your scheduled exam time.** We understand your time is valuable. The 15 minutes prior to your appointment time will allow for any paperwork and updates to your insurance as well as payment for copays prior to your appointment. Sometimes, especially for physicals, there are forms to complete to assist with the visit. These take time. We want to maximize your face-to-face time with Dr. Woods, so completing these prior to your scheduled visit helps tremendously.
- **Keep your information up to date.** Yearly physicals are a great time for this. If you have seen specialists, please ask them to forward their note to our office when completed so we can organize your comprehensive care. This includes reports of any outside testing.
- **Schedule a yearly physical.** Established patients are patients that have a scheduled visit in our office at least yearly. I often hear complaints from friends that they can never be seen by their PCP quickly when they are sick because it's been 3 years since their last visit. A LOT can change in one year. It is impossible to update an entire chart quickly for a minor sick visit when it has been so long between visits. Most insurance companies cover annual physical exams, so there is no reason to avoid the office. Just as you take your car in for an oil change regularly to keep things running smoothly, you need to see your primary care physician regularly to keep up to date with screenings and more importantly to keep them informed of how you are doing.

What is a physical? A physical and wellness visit are different names used by insurance companies to describe similar visits. This is a visit designed to address overall health and preventative recommendations such as screening tests and vaccinations. Sometimes there is recommended lab work based on age and risk factors. This visit is NOT a visit for refilling medications or monitoring chronic medical problems. Sometimes those can be addressed at the same time, combining visits. But since it is not included in the wellness visit, most patients will be charged a copayment for the additional service.

- **Plan ahead for medication refills.** I will refill any chronic medications that I monitor at your follow up appointments. Chronic diseases require chronic follow up, with labs and medication management usually every 3 months. If you have run out of medication prior to your follow up, please call the pharmacy to have them electronically request your refill. Allow 24-48 hours for your request to be completed. If you are keeping your recommended follow up appointments, my goal is that you will not need to call for a refill. If you are having trouble with your pharmacy, please call the office.
- **Make an appointment when sick.** We will not send in a prescription for an antibiotic from a phone request. There are many circumstances where an antibiotic is either not appropriate, or you may be sicker than you realize and require further testing. We do our best to accommodate same day visits if the schedule allows it. To accommodate established patients, we have walk-in hours every Monday, Wednesday, and Friday, from 7:00am -8:00am to assist with urgent needs like this.



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- **Call with questions during business hours.** For routine requests or questions, please call during business hours or leave a message on the non-urgent answering machine. We understand that there are circumstances that need to be addressed after hours, and we are available via after-hours contact for these urgent matters.
- **Call to cancel or reschedule appointments more than 24 hours prior to my appointment.** Not showing up for an appointment takes time away from other patients. There will be a \$50 fee for no-show appointments.
- **Make appointments for completion of forms.** Many forms require information that is best completed with you present to discuss the answers. It is best to have a scheduled office visit to complete the forms. If you do not want an office visit, I will complete the forms to the best of my ability within 1 week. There will be a fee of \$20/page for forms completed outside of an office visit.

Physician expectations:

As your primary physician, I promise to...

- **Respect your time.** I schedule longer initial appointment visits to invest time in understanding your medical and personal history. I understand we are developing a relationship and that you are entrusting me with very private information. As mentioned earlier, I want to be respectful of your time, while also respecting the time of other patients waiting for appointments. Occasionally it may be necessary for me to ask you to schedule an additional appointment if I do not feel we have adequate time to address all your concerns.
- **Keep your information up to date.** I promise to keep a comprehensive electronic record of your medical information. I appreciate you informing any other providers you may see that I am your primary physician. Requesting that they send me updates helps me keep your records as current as possible. Keeping things current also helps me be the urgent care provider you need if you get acutely sick.
- **Be your first stop medical recommendation advisor.** As a family physician I am trained in the full spectrum of acute and chronic disease management. I am happy to answer your medical questions and assist you in pursuing the best course of treatment, testing, and specialist referrals. I am always learning and reading about evidence-based screenings and treatments. Your yearly physical is the time we usually discuss recommended screening tests. I will be happy to read articles you bring to my attention if you find a new treatment you are interested in pursuing.
- **Address your phone calls and medication refill requests in a timely fashion.** What does that mean? During the day, I am busy addressing the needs of the patients seen in my office. I do promise to spend any time available between patients' scheduled appointments returning phone calls or addressing medication refill requests, but most of the time they will be completed during lunch or by the end of the business day.

We are very excited you are joining our office family!

Sincerely,

Abbey L. Woods, MD and staff of Woods Family Medicine

I, _____, have read the and agree with above expectations.

Signed, _____, on (date) _____.

I, **Abbey L. Woods, MD**, have reviewed above expectations with patient signed above.

Signed, _____, on (date) _____.