



At Lakeside Primary Care we hope that our office is everything you are looking for in a primary care practice. If you have questions after reading the below information, please call our office and our staff will be glad to help you in anyway. Please navigate our website as well to find more information.

### **1. Lakeside Primary Care office hours.**

Monday 8:00 am - 5:30 pm

Tuesday 8:00 am - 5:30 pm

Wednesday 8:00 am - 5:30 pm

Thursday 8:00 am - 5:30 pm

Friday 7:30 am - 3:00 pm

Our phones do not ring into the office until 8:30 AM Monday-Thursday and 8:00 AM on Friday, this gives our staff time to reach out to patients and address issues for the providers first thing in the morning. Our phones are off for lunch from 12:00 noon to 12:30 pm.

### **2. How to make an appointment?**

Please call 724-969-1001 and our staff or our Contact Center will help you make an appointment that suits your schedule. If you are an established patient and have an acute issue please give our office a call and we will get you scheduled as soon as possible. We prefer to schedule in advance for all new patients, Emergency Room follow ups, and Hospital follow up appointments so that we can obtain your records for continuation of care.

### **3. Appointments**

If you are a new patient, we expect you to arrive 15 minutes prior to your scheduled appointment time. We like to have all patients in the room and ready for the provider at your scheduled appointment time.

Please bring the following to your upcoming appointment

- Bring all your medication bottles to your first appointment
- Bring your photo ID and insurance information
- Bring a list of your top three concerns to cover during your appointment.
- Bring any copayments that may apply.

For all appointments you will receive a confirmation phone call and/or text message/email reminding you of your appointment 2 days in advance of your scheduled appointment. If you cannot keep this appointment, please call to cancel and you can reschedule at that time.

#### **4. Phone Medicine**

We prefer to diagnose your illness in the office instead of over the phone. We hope that our expanded hours and same day scheduling will accommodate your busy schedule and enable you to come in and see us for the best possible medical care.

With our patient portal, you can message your doctor about follow-up questions and concerns.

For the safety of our patients, providers, and staff of Lakeside Primary Care offers Teledox appointments. We suggest these Teledox appointments for patients who are presenting with Covid symptoms and appropriate concerns that can be addressed over the phone. When you call in to schedule it may be suggested that you meet the criteria to be seen via a Teledox appointment.

#### **5. Cancellation, Late, and No-Show Appointment Policy**

Our physician practices firmly believe that the foundation of a good relationship between our patients and providers are good communication. We understand that situations arise in which you arrive late or must cancel your appointment. It is requested that if you need to cancel your appointment, please provide us at least 24-48 hours' notice when possible. This will enable other patients who are waiting for an appointment to be scheduled in that appointment slot, which is not always feasible if less than 24 hours' notice is given.

When you arrive late, do not cancel, or do not arrive (no-show) for your appointment it jeopardizes your health. To be respectful of the medical needs of other patients, please be courteous and call promptly if you are unable to keep an appointment.

We pride ourselves on taking your time seriously and hope you will do the same for us. If you are 10 minutes late, you will need to reschedule for another day.

If you are a New Patient and you arrive 10 minutes late for your appointment you will need to reschedule.

If you no-show or are late for more than 4 appointments from any Washington Physicians Practice within a year, you may be dismissed from the practice. Patient dismissal is at the discretion of your medical provider.

If you are a new patient and you "no-show" for your new patient appointment, we will not reschedule the appointment.

You will be asked to sign to our Cancellation, Late Arrival and No-Show Appointment Policy at your first appointment.

## **6. After Hours Care**

If you have a serious emergency, please call 911 or go directly to the nearest emergency room. We recommend Washington Health System Emergency Care Center for its exceptional care. A provider is always on call for Lakeside Primary Care, they are available after hours for phone consultation or weekend emergencies. Please call our office number to reach the doctor on call. Please be considerate and do not use this service for non-urgent needs that can be handled during regular business hours. This service should not be used to ask for refills on your medications.

## **7. Frequency of Medical Visits**

At Lakeside Primary Care, our goal is to provide the best care possible for you and your family. To do that, we need to get to know you and your health care needs.

- We recommend that healthy adolescent and adult patients be seen yearly for a physical.
- Those with stable chronic medical problems (high blood pressure, high cholesterol, diabetes, heart disease, depression, etc.) should be seen a minimum of twice yearly.
- Those with uncontrolled medical problems will need to be seen more often.
- Pediatric patients follow a more rigorous schedule of visits depending on their age and health care needs.
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## **8. Medication Refills**

- If possible, it is best to get refills during your regular office appointment.
- Please always reach out to your pharmacy first for refills before calling the office. Often the Pharmacy will reach out electronically to the office to request needed refills.
- Please give our office two business days to complete the refill process.
- If you are unable to fill your prescription, it may be that you are due for an office visit, lab work, or testing.
- Please note that no prescriptions refills will be done after hours or on weekends.

## **9. Addictive Substances Policy**

- Chronic use of addictive medication presents unique challenges in primary care. At Lakeside Primary Care we prefer that our patients use Pain Medicine Specialists for chronic pain medication and Psychiatrists for chronic anti-anxiety medications. We are extremely selective in prescribing addictive medications of any type. We have very strict policies and make no exceptions.
- We do require that our patients sign controlled substance agreements.
  - We do yearly drug screenings, and our providers may ask for a specimen for drug and alcohol analysis at any time.
- Unwillingness to follow our medical recommendations concerning the use of addictive medication will result in dismissal from the practice.



## **10. Insurance Information**

Each insurance plan is different, so always be aware of your coverage. Some common HMO plans are Keystone Blue, Security Blue, All PA State Medicaid Plans, and UPMC HMO Plan. The rule of thumb is, if there is a doctor listed on your card you need to call your insurance company to change the PCP on your card.