

Welcome to Raleigh Family Practice!

We are pleased you have chosen us for your healthcare needs. Our goal is to provide quality healthcare for you and your family. We want to let you know what you can expect from our practice and give you the information you need to understand our office policies. Please take time to review this form and feel free to ask questions.

Website – www.rfppa.com

Our website provides information about our practice, access to the patient portal and helpful self-management tools for patients with chronic conditions.

Hours of Operation

Our doors are open Monday- Friday from 7:45am-4:00pm. Our phones are available from 7:45-1:00pm & 2:00pm-4:00pm. Our regular appointment hours are from 7:00am – 4:00 pm.

After Hours Calls/Hours

A provider is on-call 24 hours, 7 days a week, for emergencies. If you need this service, call 875-6941. Our Doctors and PA's do not prescribe antibiotics for infections for which we have not evaluated you in the office. They also will not prescribe narcotic or controlled medications after hours.

Appointment Availability

Our providers' current appointment availability is:
Dr. Babcock: MTThF 7:30am-4:00pm
W 7:00am-12:15pm
Dr. Bean: M-F 8:30am-4:00pm
Dr. Patel: M-F 8:00am-4:00pm
Mr. Allen: M-F 8:00am-4:00pm
Ms. Clarke: MTWF 7:00am-3:30pm,
Th 7:00am-1:00pm
We offer Same Day Appointments for acute needs.

Cancellation Policy

If you are unable to keep a scheduled appointment, please call our office as soon as possible to cancel. We charge a "no show fee" of \$45 when 24 hours notice is not given prior to cancellation.

Secure Patient Portal

Our portal allows secure communication and provides an efficient alternative to phone calls. You can ask a question of your provider, request a refill, view lab results, receive information from your health record, request appointments and pay your bill.

Insurance Plans

We currently participate with and file claims for the following insurance companies: Aetna, BlueCross BlueShield, State Health Plan, Cigna, MedCost, *Medicare, *Medicaid, *Tricare and United Healthcare. (*indicates that we are no longer accepting new patients on these insurances).

Uninsured patients

A discount of 15% will be given on office visits and labs which are paid for in full at the time of service. If you are a self-pay patient who needs medical assistance, please let us know and we will share information about resources with you.

Hospital Care

The hospitalists at Duke Health Raleigh Hospital, Rex Healthcare and WakeMed offer care for our patients while they are in the hospital. They will notify us regarding your stay.

Medical Records

Our staff will handle medical record requests for a charge of .75 per page 1-25, .50 per page 26-100, .25 all others, with a minimum fee of \$10. Postage will also be applied to the bill. Faxing or providing minimal information is done so with no charge.

Forms and Letters

If a provider must fill out extensive paperwork including disability forms, letters to an attorneys, etc. there will be completion charge determined by the provider of \$25.00-\$100.00.

Prescription Requests

The most efficient way to get your refills is to have your pharmacy send an electronic request to us. We also have a refill request voicemail box that you can reach by calling 875-0539, option 4. All prescriptions will be refilled within 24 hours. Once you have made your request, please contact your pharmacy for status. We will call you if there is a problem.

When you check In

When you visit our office please make sure to

1. Bring your current insurance card to each visit.
2. Alert us of any changes so that we may notify you of matters concerning your health or your account. Our receptionist will ask you to verify your demographic information.
3. Be prepared to pay your copays at check-in.

Laboratory

Most of our lab work is processed in-house, however some are sent to Labcorp. If your insurance company requires that you use another lab, please notify us at check in, and we will provide an order for you to go to that site and have the labs drawn.

Notification of results

In most cases you will hear from our practice within 72 hours of having your blood work done. There are some labs such as cultures, specialized labs, Pap smears, and pathology that take longer. Please ask your nurse when you can expect to hear back. Patients who have portal accounts will be notified through the portal.

Questions for Providers or Nurses

If you have a question for a provider or nurse, the most efficient route is through the portal. You may also leave a detailed message with our operator, who will ensure that your message goes to the appropriate person. If you have called our office before 3:00pm you can expect a returned call that day, calls received after 3:00 may be handled the next business day. If you are calling after 3:00 and must receive a call that day, please notify our staff.

Referral/Prescription Authorizations

We participate with the following plans that require referrals for participating specialist visits: Aetna, Carolina Access, Cigna HMO, United HMO. If we do not schedule these appointments for you, please notify our office in advance of the appointment so that we can obtain a referral and fax it to the specialist.

There are also insurance plans which require authorization for certain procedures such as CT scans and MRI's. Aetna, BCBS, CIGNA, Humana, MedCost, Medicaid, and United Healthcare all have plans that require such.

If your prescription requires an authorization, please have your pharmacy fax (875-9488) the rejected claim to our office so that we will have all of the information needed to get the medication approved.

Testing & Specialty Appointments

If your provider suggests a referral, we will contact the specialist and provide the appropriate information. Most often you will hear directly from the specialist about scheduling an appointment. Urgent referrals will be scheduled that day; all other referrals will be handled within 3 business days to allow our staff time to contact the other office/facility and obtain authorization if needed.

A Patient Centered Medical Home

Patient Centered Medical Home is a designation earned by primary care physicians who work to improve quality and patient experience through quality measures and health information technology. It uses automation to provide efficient care and communication to its patients as well as track clinical measures to ensure we are offering the best care possible with the best outcomes for our patients. **See "What is a Medical Home" brochure for more information.*

Self-Management

We encourage our patients to take an active role in their healthcare. We will support you by providing the most up-to-date clinical advice as well as tangible self-management resources. Resources for Diabetes, High Blood Pressure, High Cholesterol and Health Screening/Maintenance can be found on our website.

Contact Our Office

Main Line: (919)875-0539

7:45am-1:00pm & 2:00pm-4:00pm

Fax: (919)875-1051

Refills: (919)875-0539, option 2

Appointments: (919)875-0539, option 3

Questions for doctor or nurse: option 4

Medical Records - x237 / x245, option 5

Prior Authorizations - x241, option 6

Billing – x231 / x235, option 7

Office Administrator - x222

Kristin Fisher, RN - kfisher@rfppa.com

Administrative Manager - x252

Frankie Smeltzer - fsmeltzer@rfppa.com

Clinical Manager – x225

Janell Pool, RN - jpool@rfppa.com

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