

FREQUENTLY ASKED QUESTIONS:

Q: What if I am a new patient?

A: Call and schedule an appointment.

Q: How do I get my records to the practice?

A: Complete a medical release form located on our website.

Q: What should I do when I am discharged from the hospital?

A: Immediately call the office to set up a follow up appointment with your PCP.

Q: What should I do if I see another doctor or receive health care services elsewhere?

A: Inform your PCP of the visit and request a copy of your medical records be sent to our practice.

Q: What if I need a referral?

A: Call and give us the date of your appointment. Or, submit via patient portal.

Q: What if I do not have health insurance?

A: Go to www.healthcare.gov

During your appointment you can use this handy checklist.

- Write down the names of your team members.
- Use a list of questions you've written down. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
- Talk with your team about what health issue to work on first.
- Use your own words to repeat back the things you've discussed with your team. This way, both you and your team will know the information is clear.
- Ask your team about how to reach them after hours.
- Before you leave the office, be sure you know the things you need to work on before your next appointment.

**You and your health care
are at the center
of your medical home team.**



Welcome to Your Medical Home

Your Patient Centered Medical Home coordinates patient treatment through your Primary Care Provider to ensure you receive the necessary care, when and where you need it, in a manner you can understand.

Your Medical Home will provide access to evidence based care, patient awareness, patient/family education and provide support to you for self-management goals.

Your Medical Home can:

- Help you manage your health care
- Help answer your health questions
- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active part in your own health care.
- Coordinate care with Behavioral Health Specialists

Our practice website:
www.mafp.net

WHY HAVE WE BECOME A PATIENT CENTERED MEDICAL HOME?

The team approach is a better way to take care of your health needs and to help you manage your own care.

TEAM RESPONSIBILITIES INCLUDE:

Patient: Let you know my medical history and when I get care somewhere else.

***MAFP:** Record & maintain your medical history, and track the care you get from other providers.

Patient: Bring a list of all medicines, supplements, and herbal or holistic products used.

***MAFP:** Record, review and educate you about all medicines, supplements & herbal products.

Patient: Help you create my action plan and track my progress.

***MAFP:** Help you set health goals and create an action plan from evidence based guidelines.

Patient: Tell you how I am feeling and how it affects my life.

***MAFP:** Coordinates care with community resources, including, behavioral health to provide whole person care.

**MAFP = Mid-Atlantic Family Practice*

Prescription Refills

All medication refills should be completed during an office visit; or, when appropriate, by calling your pharmacy and requesting them to send an electronic refill request to your provider; or by sending a refill request through the patient portal.

Patient Portal

We offer a secure online website where you may access your health information and submit requests to your clinical care team for the following:

- General Questions
- Request Appointment
- Billing Inquiries
- Prescription Renewals
- Specialist Referrals
- Medical Records to be transferred

For more information about the following topics, please visit our website at the following link:
www.mafp.net

- Our Providers
- Types of Services Offered
- Contact information for Providers, Management Team, Clinical Care Team, Billing Referral Specialist, Medical Records Facilitator
- Records Release Information under the "About Us" tab
- Mental / Behavioral health medical provider resources
- Insurance information

Office Hours

Lewes Office

2025 I John J Williams Hwy
Lewes, DE 19958
302-644-6860

Monday, Tuesday & Wednesday
8:30 am - 7:00 pm
Thursday - 8:30 am - 5:00 pm
Friday - 8:30 am - 12 noon
Saturdays & most Holidays
9:00 am - 11:00 am Walk Ins
Acute Problems only

Millsboro Office

28538 DuPont Blvd. , Unit 1
Millsboro, DE 19966
302-934-0944

Monday, Tuesday, Wednesday & Thursday
8:30 am - 5:00 pm
Friday - 8:30 am - 12 noon

Walk Ins for established patients

Monday - Friday 8:30 am - 11:30 am
Millsboro & Lewes Offices

After Hours Emergencies

For urgent problems or concerns after our usual business hours and on weekends and holidays, call our answering service at:
302-441-9721

There is always a Mid-Atlantic Family Practice provider on call 24 hours a day for our patients.