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Welcome to Mid-Atlantic Family Practice in **Lewes** and thank you for choosing us to be your primary care providers. Our office phone number is **(302) 644-6860** and our fax number is **(302) 644-6872**. Our office phones are answered Monday through Thursday from 8:30am to 5:00pm and Friday from 8:30am to 12:00 noon, except for holidays. Our office, mailing and billing address is 20251 John J. Williams Hwy, Lewes, DE 19958. Our office hours are Monday through Thursday from 8:30am to 5:00pm and Friday from 8:30am to 12:00 noon.

Training in Family Practice enables us to care for patients of all ages, from newborns to the elderly. This unique education allows us the advantage of caring for your entire family. We can treat most acute illnesses and injuries, manage many chronic diseases (high blood pressure, diabetes, asthma, etc.), and are skilled in performing some minor office procedures (skin lesion excisions and freezing, placement of sutures, etc.). We also offer many preventative services such as well baby and well child exams, routine immunizations, sports and school physicals, work physicals, and routine adult physicals including Pap smears. Finally, we have the experience to know when a referral to another specialist may be needed. Visiting us is usually the best way to initially address any of your health care concerns. Please note, however, that we cannot see worker compensation cases.

All physicians in our practice are Board Certified in Family Practice. A “DO” is an Osteopathic Physician who has completed four years of medical school similar to a “MD” but has had additional training in the musculoskeletal system. A “PA” is a Physician Assistant who is licensed to practice medicine under the supervision of a physician. A Physician Assistant goes through intense medical training and becomes certified (PA-C) after passing a national exam. A “FNP” is a Family Nurse Practitioner who is licensed to practice medicine in collaboration with a physician. A Family Nurse Practitioner goes through additional concentrated medical training after completing requirements for a RN degree and becomes Board Certified (FNP-BC) after passing a national credentialing exam.

Most visits to our office should be scheduled although we do have walk-in hours in our **Lewes & Millsboro** offices Monday through Friday from 8:30 to 11:30 am and in our **Lewes office only** on Saturdays from 9:00 to 11:00 am for all of our patients but only for acute problem visits. To schedule a routine or problem visit appointment, call our office and follow the message prompts for appointments. Same day appointments are usually available when needed. For other medical concerns or to speak with one of our nurses, call the same number and follow the message prompts for a nurse. You will probably need to leave a message on our voice mail system, but one of our nurses will call you back as soon as possible. Be sure to leave your full name as well as your home, cell, and/or work phone numbers. Please note that the providers are rarely available to take calls during office hours since they are seeing patients, but they can return calls before and after office hours, and occasionally at lunchtime if needed.

You can find additional information about our practice by visiting our website www.mafp.net. Also, if you are interested in secure internet access to parts of your electronic medical record including viewing lab results, prescription refill requests, and secure electronic communication with our office staff, please ask our patient representative for information about our patient portal.

For urgent problems or concerns after our usual 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 who is available to return phone calls about urgent problems. The on-call provider is also available on Saturdays and some holidays to see patients with acute problems in our **Lewes** office from 9:00am to 11:00am. There are no

scheduled appointments on these days and patients are seen as walk-ins usually in the order they arrive but for acute problems only. Our office is generally closed on Sundays and will also be closed on Thanksgiving, Christmas, and New Year's Day.

Our physicians no longer admit patients to the hospital. There is a group of physicians that are part of the Hospitalist Program at Beebe Medical Center who are available 24 hours per day to admit all of our adult patients (patients 18 years and older) and the local pediatricians are available to admit our pediatric patients (patients under 18 years old) to Beebe when needed. Nanticoke Memorial Hospital also has a Hospitalist Program to admit patients. Our local specialists continue to be available as consultants and to admit some patients when appropriate.

We would like to highlight a few of our important practice guidelines and policies as noted below:

Acute problem appointments: Our goal is to see all patients within 24 hours of needing to be seen for a sick or acute problem visit (depending on the illness or problem). We do have walk-in hours in our **Lewes & Millsboro** offices Monday through Friday from 8:30 to 11:30 am and in our **Lewes office only** on Saturdays from 9:00 to 11:00 am for all of our patients but only for acute problem visits. You can also schedule a sick or problem visit with your provider by calling our office and following the prompts to schedule a sick visit appointment. Same day appointments are usually available when needed. If your provider is unavailable, you may be scheduled with one of our other providers. If possible, call between 8:30am and 10:30am to be sure that we can fit you into our schedule for that day.

Medication refills: We no longer accept calls for routine medication 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.

Office delays: We want to ensure that all patients are seen when needed and in a timely fashion. We consistently strive to schedule patients in an appropriate manner to prevent delays. However, due to the nature of a medical practice, delays are sometimes unavoidable. If you feel that you have been waiting too long, we will gladly reschedule your appointment.

Late arrivals: If you arrive later than 15 minutes for your appointment, we will ask you to reschedule your visit for a different day. We truly understand the many reasons for being late but cannot provide appropriate medical care to all of our patients when some patients arrive late.

Missed appointments: If you are unable to keep a scheduled appointment, please call as soon as possible so we can give this appointment to another patient. If you fail to keep an appointment and do not call before your appointment time to cancel or reschedule, you are considered a "No Show" for that appointment. There is a \$45.00 "No Show" charge which will be billed directly to you since it is not covered by any insurance plan. If you have three "No Show" appointments, we may discharge you from our practice.

Insurance cards: All patients need to bring the appropriate insurance cards to every visit. If your insurance requires the Primary Care Provider's name to be listed on the card, then your card should have one of our Family Practice providers' names on it. If you arrive without the appropriate cards, we may need to reschedule your appointment. It is also required for you to bring a valid photo identification with you (e.g. driver's license) for each visit.

Billing issues: All patients who are required to pay a co-pay as part of their insurance plan are asked to pay when you first check-in at the time of your visit. All self-pay patients are required to pay in full when you check-out at the end of your visit. Please be sure to bring the appropriate amount with you for each visit. All billing issues and questions are handled by our billing staff in **Lewes**. If you have any billing questions, please call our Lewes office at (302) 644-6860 and follow the message prompts for billing and insurance issues (or dial extension 140). You may need to leave a message on our voice mail system, but someone will return your call within four business days. Please use our Lewes office address as listed above for all correspondence related to billing issues including payments.

We are here to ensure that all of your health care needs are appropriately addressed. Please do not hesitate to call us if you have any questions or concerns. Once again, welcome to Mid-Atlantic Family Practice!