

About our Mid-level Providers

Nurse Practitioners and Physician's Assistants are certified, skilled professionals who function as important members of our team of Health Care Providers.

By utilizing Nurse Practitioners and Physician's Assistants we hope to:

- A) Better distribute health care services of a primary care nature.
- B) Increase efficiency within the Clinics.
- C) Reduce patient waiting time.
- D) Allow the Providers more time for difficult cases, and hospital emergencies.
- E) Increase time available for informing patients about important preventative health care issues.

Doctor-Patient Relations

Lander Medical Clinic & Western Family Care requires all patients to choose a Primary Care Physician when first registering at the practice. For our relationship to be satisfying to all concerned, it must be based on trust and mutual understanding. We will make a special effort to explain everything to you regarding your condition, medications and treatment. You are encouraged to ask questions if something is not clear to you.

The practice functions most effectively as a medical home if you provide your Primary Care Physician with a complete medical history and information about any care obtained outside of the practice. Please keep your provider informed of any visits you've had in other settings so we can make sure we are providing you with the best care. When we have the full picture, this may reduce repeated and unnecessary tests and prevent errors. When you take an active role in your health and work closely with us, you can be sure that you are getting the care that you need.

Patient Portal/ Online Services

Our Patient Portal is a valuable tool that allows you to communicate with your provider electronically, view billing information, keep track of your personal

health information including test results and office visits, and browse articles on various health topics. Contact our staff to receive your login information, or create an account at www.landermedicalclinic.com.

Confidentiality

Confidentiality is of the utmost importance to all of us. You will be provided with our [Notice of Privacy Practices](#) when you come to our Clinics. Our employees have been trained in HIPAA (Health Insurance Portability and Accountability Act) Compliance, which is a Federal Law. Your medical records are private, and information regarding your health care will not be released without your written consent. We may disclose health information about you when we are required to do so by Federal, State, or Local Law.

Requesting Medical Records

Lander Medical Clinic & Western Family Care wish to make the process of requesting a copy of your record as hassle-free as possible. To assure confidentiality of our patients and their Health Information we require the following:

- A) Obtain and properly fill out the Lander Medical Clinic's Disclosure of Health Information form.
- B) Forms can be obtained at the Clinic, by mail or by fax.
- C) Forms can be returned by mail to Lander Medical Clinic, PC, c/o Health Information Services, 745 Buena Vista Drive, Lander, WY 82520 or faxed to (307)332-1920
- D) If records are requested through the mail, [the release must be notarized](#).
- E) There is a 72 hour minimum of all record requests, they are done on a first-come-first serve basis. We will process your request as soon as time allows.
- F) Patients' family members are not permitted to request health information for them without the proper paperwork on file.
- G) There is a copy fee for any chart copied more than twice for personal use.

WE WISH TO THANK YOU FOR ALLOWING LANDER MEDICAL CLINIC & WESTERN FAMILY CARE TO CARE FOR YOU AND YOUR FAMILY'S MEDICAL NEEDS.

- Lander Medical Clinic & Western Family Care Staff



**Family Medicine • Internal Medicine
Obstetrics & Gynecology • Pediatrics**

Lander Medical Clinic

745 Buena Vista Dr.

Lander, WY 82520

(307) 332-2941

Monday—Friday: 7am—6pm

Western Family Care

1620 Riverview Rd.

Riverton, WY 82501

(307) 856-6591

Monday—Friday: 8am-5pm

Lander Urgent Care

Mon.—Fri. 7:00 am to 6:00 pm

www.landermedicalclinic.com

About Our Clinic

Lander Medical Clinic & Western Family Care are a multispecialty group that has provided quality medical care to the residents of Wyoming for over 60 years. We have providers specializing in Internal Medicine, Family Medicine, Pediatrics, Neurology, Obstetrics & Gynecology, and Urgent Care. Because of the scope of our practitioners, we have the ability to offer comprehensive medical care for the entire family through our cooperative associations. We aim to be your "Patient Centered Medical Home" (PCMH). We will be your base and help coordinate your care across multiple settings, whether within our facility through our specialists and ancillary services, or by managing referrals to outside providers. Maintaining continuity of care for you and your family is an important aspect of our overall philosophy.

Ancillary Services

Laboratory, X-ray, OB Ultrasound, Pulmonary Function testing, Cardiac Stress testing, Vision & Hearing testing, Gastrointestinal Screening, DEXA Scanning (for Osteoporosis), and an Infusion Center are all available at the Lander Medical Clinic & Western Family Care. You may receive a bill from an outside company for laboratory send out services. Pilots can have FAA flight physicals performed. Driver's needing DOT physicals can also have them performed. Blood pressure and weight checks are provided (at no additional charge to our patients). We also have a Registered Dietician available for your needs.

Appointments

Patients are seen by appointment Mon. - Fri. 7:00 am to 5:30 pm. We have providers available to see patients with acute care problems on a walk-in basis without an appointment. The amount of time allocated to an appointment varies, depending on the patient's illness or needs, so please be prepared to give the nursing staff enough information to allow them to schedule ample time. We attempt to stay on schedule, but emergencies do arise. If we are significantly delayed, we will do our best to notify our patients,

so they will not be subjected to lengthy waits. Please assist us by arriving on time for your appointment. As a courtesy to others needing appointments, please notify us as soon as possible should you need to cancel your appointment.

A **No-Show Policy** was implemented in Sept. 2012. If you know that you will be unable to keep your appointment, we ask that you call at least 24 hours prior to your appointment. We understand that on occasion unexpected events arise and the need to cancel your appointment may be necessary. The following No-Show and or Late Cancellation fees will be assessed:

A **charge of \$20** will be assessed for "No Showing" or failing to give 24-hour notice to cancel all **routine appointments**. A **charge of \$100** will be assessed for "No Showing" or for failing to give 24-hour notice of the need to cancel **all scheduled procedures, i.e. colonoscopy**.

Emergency Care and After Hours

If you have an urgent problem during office hours, please call (307)332-2941 for instructions. Be sure to tell the receptionist or nursing staff if you believe your problem needs immediate attention, so that it can be handled properly. If you have an urgent problem afterhours call our main number (307)332-2941 to be directed to our answering service. They will then be able to page the physician on call.

In a true emergency, call 911 or go directly to the Emergency Department at the hospital where the on-duty physician can begin immediate evaluation and treatment.

Fees & Billing

Charges for office visits are determined by the severity and complexity of the condition being treated. Our fees have been established to be competitive with other medical facilities and providers in the area. We believe our fees are appropriate and reasonable of our service area.

All co-pays and deductibles are expected to be paid at the time of service. All non-insured, self-pay patients must pay at the time of service. This contributes to lower costs, and helps us control our fees. We accept cash,

checks, money orders, Master Card & Visa (A 10% discount is available for prompt payments).

We send account statements out when an outstanding balance remains after insurance has paid. If you receive a statement with a balance due, you should pay the amount due immediately unless other arrangements have been made. If you have difficulty making payments, we encourage you to contact our business office for help setting up payment arrangements.

Insurance

The Clinic's billing service will file insurance claims with all major insurance companies, Medicare, Medicaid, Title XIX, Tri Care, and Indian Health Services; provided that they have all current and necessary information. Title XIX patients must have their current card and co-pay at the time of service. **NOTE OF IMPORTANCE:** If there are any changes in your personal or family information, please notify the business office or front desk staff. This includes changes of qualified family members, address, telephone number, insurance, and/or name changes. Notifying us will help insure that the proper information will go to the billing service and help reduce delays in processing claims.

Prescription Refill Policy

Lander Medical Clinic & Western Family Care use an EMRS (Electronic Medical Records System). Therefore you must contact your Pharmacy Pharmacist when you need a prescription refill. The Pharmacy will then contact your provider by EMRS. If you are having an issue or problem with a prescription requiring the attention of a provider, please make an appointment, or leave a message, and your call will be returned as soon as possible.

All prescriptions will be refilled during office hours only. We require a minimum of 24 hours to refill your non-narcotic medications and on Friday's all prescriptions will be filled ONLY until 12:00PM. Narcotic medications will be refilled within 48 hours. NO EXCEPTIONS.