

Patient Partner Booklet



We Specialize in All of You.



Who we are...



Your Patient-Centered Medical Home

You deserve a practice that is committed to your health. We want to facilitate a partnership with you to achieve your health related goals. We pride ourselves on providing the right care at the right time and in the right place. You are our first priority in our primary care practice – a Patient-Centered Medical Home.



Your Team

Together with you, our team of providers and staff create individualized, realistic care plans. You could hear from any one of us – your provider, your MA, or your Care Coordinator. We are constantly working together to make sure our care is high quality and approached as a team to benefit you. We encourage your healthcare team to include your family and friends too!



Provide You Coordinated, Continuous and Complete Care

Because our priority is you, we work together to maintain seamless care whether you are seen in our office or referred out to a provider in the community. We offer care that is integrated with a variety of specialists just for you called your “Medical Neighborhood”.

WESTMINSTER CARE TEAMS

WHAT is Team Care?

- A personal Physician, Physician Assistant, Care Coordinator, Health Coach, 2 Medical Assistants, and a Patient Partner (Front Desk reception).
- All the members of the Team will get to know you so that someone you know is always here and available to help you.
- Each team will have a limited number of patients in order to provide personal care.



The role of the Physician will change from someone who wears all the hats and does everything to the leader of the Team. **At your visits, the Team member that best fits your needs will provide your care.** For example, the Physician will see you when you have more complex or urgent matters. The Health Coach or Physician Assistant may see you to review labs, provide wellness visits or health education and nutrition/exercise counseling with you. **Team Care is the right care, at the right time, in the right place . . . with the right person.**

Red Team

- ➔ Robin Smith, DO; Sarah Goff, PA-C
- ➔ Karen, Maggie, Medical Assistants

White Team

- ➔ Tracy Saffer, MD
- ➔ Cheyenne, Medical Assistant

Blue Team

- ➔ Scott Hammond, MD; Liz Nugent, PA-C
- ➔ Terri, Kim, Medical Assistants

Stars & Strips

- ➔ Scott McNab, DC; Liana, Medical Assistant
- ➔ Jan, RN, Care Coordinator
- ➔ Glenna, Referral Coordinator
- ➔ Beth, Health Coach
- ➔ Paula, Health Coach

Patient Partners

- ➔ Kim, Julie, Jennifer



WESTMINSTER MEDICAL CLINIC MISSION

Westminster Medical Clinic constantly evolves to promote quality, safe, coordinated whole-person care. Our healthcare team partners with patients to foster health and wellbeing with evidence-based medicine, health education, and patient activation.

Ancillary Services at WESTMINSTER

Behavioral Health

Health Coaching

Sit with one of our Health Coaches to discuss nutrition, diet and exercise. Your visit can be focused on prevention of future disease, current chronic disease management, or weight loss.

Integrated health coaching is about partnering with you in a thought-provoking and creative process that inspires you to maximize your personal potential. We want to help you clarify your mission, purpose and goals, and help achieve that outcome. Together, you and a Health Coach can use the tools and find inspiration to avoid a chronic disease or not let a current chronic disease take over your health. Integrated health coaching can be for:

- ➔ nutrition and exercise
- ➔ smoking cessation
- ➔ core strengthening and stretching
- ➔ goal setting
- ➔ chronic illness social support

Counseling

We have a Behavioral Health Professional to sit with you when you need someone to talk to. Services include interventions and visits for:

- ➔ alcohol and/or substance use
- ➔ depression
- ➔ anxiety
- ➔ stress
- ➔ nervousness

Manual Medicine

Osteopathic manipulation treatments

We have a physician, Dr. Smith, who is an osteopathic physician.

Chiropractic care treatments

We have a licensed chiropractor who is in-network with many insurance companies. Dr. McNab offers treatment for:

- ➔ low back pain, neck pain
- ➔ lower and/or upper extremity pain

Intramuscular stimulation (with acupuncture needles)

Center for Personalized Medicine

The **Center for Personalized Medicine** is a part of Westminster Medical Clinic devoted to “personalizing care for you”. We recognize each patient is special and unique. This means you are VIP at Westminster: a Very Important Patient.

The Center for Personalized Medicine offers additional services because Westminster Medical Clinic believes everything about you is important in healthy living!

CENTER FOR PERSONALIZED MEDICINE SERVICES

Body and Cellular function

Spectracell

➔ Lipid testing

➔ Micronutrient testing

Berkley

➔ Cardiovascular disease risk indicators

Labrix

Nutrition counseling (based on results for tests above)

Supplements and Vitamins:

- ➔ Activated B12
- ➔ Activated Folate
- ➔ B-Complex Complete
- ➔ CoQ10 Daily or Max
- ➔ Joint Triple Complex
- ➔ Melatonin Sustained Sleep
- ➔ Memory Protect
- ➔ Niacin 500 and 750
- ➔ OmegaPure GI 780 or Max 820
- ➔ OmegaPure Ultra Liquid
- ➔ Probiotic Daily Support
- ➔ Probiotic Max Potency
- ➔ Saccharomyces GI Support
- ➔ Vitamin D3 2000 or 5000

**Are you at risk for
cardiovascular disease or
an early heart attack?**

Berkley Heart Labs
conducts extensive testing
to reveal if you have an
increased risk.

➔ Medical Neighborhood

- Your Medical Neighborhood Specialists are physicians who are pioneering a program here in CO to improve your patient experience in the healthcare system. They work very closely with us to provide you the safest, highest quality care possible.

GROUP	PHYSICIAN OFFICE	PHYSICIANS
Allergy/Immunology	Advanced Asthma and Immunology PC	Michael Volz, MD
Cardiology (Heart)	Cardiovascular Associates	Donald Thompson, MD Martin Yussman, MD Claudia Benedict, MD
Dermatology (Skin)	Denver Dermatology Consultants	Robert Wright, MD
Gastroenterology (Stomach and Intestine)	Rocky Mountain Gastroenterology – North Office Only	Paul Deneault, MD Shazad Rana, MD Bruce Walker, MD
Mental Health	Psychotherapist	Jennifer A. Becker, PsyD
Nephrology (Kidney)	Western Nephrology & Metabolic Bone Disease, PC	Michael S. Anger, MD Matthew L. Esson, MD Seth A. Levey, MD Ingrid J. Chang, MD
Neurology (Brain and nerves)	Neurosurgery Associates	Scott London, MD
OB/GYN	Westside Womens Care	Douglas Minton, MD Gayle P. Crawford, MD Lindsay Eun, MD
Oncology (Cancer and Blood)	Rocky Mountain Cancer Center	Alvin Otsuka, MD Russe Tolley, MD Mo Ziari, MD Praveena Solipuram, MD
Ophthalmology (Eye)	Eye Surgery Center of Colorado	William Self, MD
Orthopedics (Bones, joints and spine)	Panorama Orthopedics	James Johnson MD, MPH Karen Knight, MD Lonnie Loutzenhiser, MD Nimesh Patel, MD Mitchel Robinson, MD
	Precision Orthopedics (Spinal Surgery)	Jeff Sabin, MD
	Center for Spinal Disorders	Michael Jannssen, DO George Leimbach, MD Joseph Morreale, MD Brian Fuller, MD
	True Orthopedics	Michael Bagley, MD
Surgery (General and Specialty)	Front Range Surgica I (General Surgery)	James Garlitz, MD David Long, MD Kyle Nickel, MD Jillian Ciocchetti, MD
	Restoration Plastics (Plastic Surgery)	Mitch Fremling, MD
Urology (Kidneys, Prostate and Bladder)	Foothills Urology	David Cahn, MD Derek Zukosky, DO Diana Hartman, MD

Patient Portal

Now there is a way for you to contact us through email!

The Portal allows you to do the following online:

- ➔ Exchange secure messages with your Provider and Care Team
- ➔ View your lab and imaging results
- ➔ Request a referral
- ➔ Request an appointment
- ➔ Request RX refills
- ➔ View and update demographic information
- ➔ Inquire about billing and insurance issues
- ➔ Request your entire personal health record

www.westminstermedicalclinic.com

The screenshot displays the eClinicalWeb Patient Portal interface. On the left is a navigation menu with categories: Questions/Concerns (Ask Our Staff), Messages (Inbox, Sent Messages), Account Information (Personal Information, Additional Information, Reset Password), Intake Forms (Surgical and Allergies), Review (Lab / Diagnostic Reports, Current Statement, Referrals, PHR-Complete Report, PHR-View), Appointments (Current Appointment), and Requests (Refill Requests, Lab Request, Referral Request). The main content area shows a 'Compose New General Message' form. The 'To' field is set to 'Medical Assistant', the 'Subject' is 'New Message', and the 'Addressed To' dropdown is set to 'HAMMOND, R SCOTT' with a 'Select Provider' button. The message body contains the following text: 'Dr. Hammond, Here are my blood pressure reading from the last few days. They were taken in the : 132/78 - Pulse 86 and 154/82- pulse 70 122/68 -pulse 70 and 148/78 - pulse 80 118/70 - pulse 78 and 140/60 -pulse 76 Just let me know what you want me to do. Sheila|'. A red oval overlay in the bottom right corner contains the text: 'Secure. Confidential. Easy. Convenient.' and 'Access our Patient Portal online at: www.westminstermedicalclinic.com'.

Practice Hours & After Hours

We are available in the *EVENINGS* and on *WEEKENDS*!
We strive to accommodate your needs for appointment times.

- ➔ Mondays: 7am – 8pm
- ➔ Tuesdays, Thursdays: 7am – 7pm
- ➔ Wednesdays: 7am – 6pm
- ➔ Fridays: 7am – 5pm
- ➔ Saturdays, Sundays: Urgent Care appointments

Your Team's Office Hours:

Mondays: _____

Tuesdays, Thursdays: _____

Wednesdays: _____

Fridays: _____

Saturdays, Sundays: Urgent Care

For URGENT CARE needs, please call our office at 303.428.7449.

Insurance definitions

Copay

- A predetermined amount by your insurance company to be paid by you at each visit with a provider

Deductible

- The amounts to be paid by you, up to a specific dollar amount designed by your plan with your insurance company

Coinsurance

- A percentage of the expenses you pay for healthcare services

Explanation of Benefits

- A document you receive in the mail from your insurance company showing details of your past visit(s), payments by the insurance company to our office, and what you can expect to pay if there is any balance remaining from the specified visit(s)

FREQUENT CONCERNS

***Where do I check out when my lab or appointment is complete?
When I call with a question for my Provider, when will I hear back?
Why do we have Team Care?***