



JUNEAU CLINIC

UW **Health Partners**

Watertown Regional
Medical Center

TABLE OF CONTENTS

Contacting The Clinic	3
Available Services.....	3
Clinic Hours.....	3
Appointments, Scheduling & Follow-Up Visits	3
Making The Most Of Your Visit	4
Insurance And Billing Policies	5
Prescription Refills.....	6
Protecting Your Privacy	6
Lab Tests And Results	6
Free Blood Pressure Checks.....	7
Complaints and Compliments	7
Health Education Opportunities	7

Thank you for choosing a UW Health Partners Clinic! Our goal is to help you feel your best—today and in the future—by providing you with state-of-the-art healthcare, regular check-ups, and health education opportunities

Place this guide in a convenient location for easy reference.

OUR MISSION

To provide the best in healthcare to our patients.

OUR VISION

A medical center that is a leader in the delivery of compassionate, clinically excellent, patient centered care; is the healthcare provider of choice; and is recognized as an efficient, cost effective provider of care.

CONTACTING THE CLINIC

UW HEALTH PARTNERS JUNEAU CLINIC

334 S. Western Avenue

Juneau, WI 53039

Phone: (920) 386-0290

Fax: (920) 386-0288

AVAILABLE SERVICES

Juneau Clinic offers a wide range of services at two locations right here in your community, including

- ♦ Family Practice
- ♦ Internal Medicine
- ♦ Mental Health Counseling
- ♦ Podiatry
- ♦ Physical Therapy
- ♦ In-house x-ray and lab tests

CLINIC HOURS

We offer convenient morning and afternoon hours to accommodate your schedule.

Contacting Us After Hours

Our on-call service provides you phone access to a physician 24 hours a day, seven days a week. If you need to reach one of our health care providers when our office is closed, just call the hospital switchboard at 920-261-4210 and ask for “the Juneau Clinic physician on call.” Our switchboard operator will then page the health care provider to your phone number, and you should receive a call from a physician within 15 minutes.

APPOINTMENTS, SCHEDULING & FOLLOW-UP VISITS

We work hard to meet your needs! If you are sick, you can usually see one of our highly skilled health care providers within 24 hours. We offer flexible hours for physicals, immunizations and other health-maintenance visits.

Appointments: Please arrive 15 minutes prior to your scheduled visit to allow for necessary paperwork and pre-visit preparations.

We value your time! Our goal is to keep your wait time under 20 minutes. If we have missed our goal, please let us know.

If you are running late or can't make it: Please call us as soon as possible. We will do our best to accommodate your late arrival or reschedule you for a more convenient time.

Follow-up visits: *Follow-up visits are important to your health.* Please take the time to schedule any follow-up visits before you leave the clinic, or call us as soon as possible to insure your return visit is appropriately timed. Be sure to tell us the reason for your follow-up visit so that we schedule enough time to give you the care you need.

MAKING THE MOST OF YOUR VISIT

The single most important way you can stay healthy is to be an active member of your own health care team. One way to get high-quality health care is to take an active role in all of the decisions made about your care. Here are some tips to help you and your health care provider become partners in improving your health care.

Give information. Don't wait to be asked!

- ♦ You know important things about your symptoms and your health history. Tell your health care provider what you think he or she needs to know. And always be truthful!
- ♦ Bring a “health history” with you, and keep it up to date—copies of recent medical records are best.
- ♦ Always bring any medicines you are taking, or a list of those medicines (include when and how often you take them) and what strength. Talk about any allergies or reactions you have had from previous or current medicines.
- ♦ Tell your health care provider about any herbal products, vitamins or minerals you use or alternative medicines or treatments you receive.

Get information.

- ♦ Ask questions. If you don't, your health care provider may think you understand everything that was said.
- ♦ Write down your questions before your visit. List the most important ones first to make sure they get asked and answered.
- ♦ You might want to bring someone along to help you ask questions. This person can also help you understand and/or remember the answers.
- ♦ Ask your health care provider to draw pictures if that might help to explain something.
- ♦ Take notes.
- ♦ Let your health care provider know if you need more time. If there is not time that day, perhaps you can speak to a nurse or physician assistant on staff.

Take information home.

- ♦ Ask for written instructions.

- ♦ Your health care provider also may have brochures, audio tapes and videotapes that can help you. If not, ask how you can get such materials.

Once you leave the clinic, follow up.

- ♦ If you have questions, call.
- ♦ If your symptoms get worse, or if you have problems with your medicine, call.
- ♦ If you had tests and do not hear about your results within one week, call.

This information was provided by the Agency for Health and Research Quality, AHRQ Pub. No. 01-0040a.

INSURANCE AND BILLING POLICIES

UW Health Partners Clinic Billing Office: 920-262-4321 or 920-262-4422.

- ♦ *Questions regarding your insurance should be directed to your insurance provider.*
- ♦ *Questions regarding your medical bill should be directed to our billing office.*

As a courtesy to you, UW Health Partners Watertown Regional Medical Center will be happy to submit the appropriate paperwork to your insurance company for payment. However, you are ultimately responsible for payment of all fees associated with the services we provide. The following are a few tips to help you stay on top of your healthcare-related costs.

- ♦ **Familiarize** yourself with the rules of your insurance plan and the amount of coverage it provides.
- ♦ **Contact your insurance company prior to your visit** to make sure that the visit and related lab tests are covered under your plan.
- ♦ **Ask** your insurance company if a referral or pre-authorization is needed.
- ♦ **Always pay your co-pay** at the time of your visit.
- ♦ Watch for separate bills for physician's fees (office visits) and laboratory services. You will receive separate bills for services provided by the clinic (e.g., visit) versus the hospital (e.g., lab test).
- ♦ **Make sure** you provide your UW Health Partners Clinic with your up-to-date insurance information. Helping us bill effectively keeps your costs down!
- ♦ **Send in your payments on time.** Late payments and overdue accounts mean more expenses for us, which we must pass on to you in the form of late fees.

- ♦ If necessary, contact our Patient Financial Counselor at 920-262-4321 to **set up a payment plan**. We offer discounts, interest free payment plans, and an extended payment/loan program.

PRESCRIPTION REFILLS

There are two ways to request a refill. You can contact your pharmacy and ask them to communicate with your health care provider to fill the prescription; or you can contact your health care provider's office and ask them to work with your pharmacy to get you the medication you need. Either way, there are a few things you should do to help things go smoothly.

- ♦ Always call at least **three days** before you run out of medication.
- ♦ When you call for a refill, be prepared to provide the following information:
 - ❖ Pharmacy name and number, or
 - ❖ Physician name and number
 - ❖ Name, dose and frequency of the requested medication
- ♦ Tell your pharmacist and physician about any drug side-effects you are experiencing.

You can submit your refill request to your UW Health Partners Clinic by mail, phone, or fax, using the contact information on the front of this guide.

PROTECTING YOUR PRIVACY

The UW Health Partners associates work hard to protect your privacy. Under the Health Information Portability and Accessibility Act (HIPAA), we are not allowed to share your health information with anyone without your permission. If you would like us to leave messages for you which contains health information—even on a voicemail—we need your permission. Please let us know how you would like us to communicate with you after your visit.

LAB TESTS AND RESULTS

We are pleased to offer our patients the convenience of an in-house lab, providing basic lab testing without the hassle of a separate appointment. If you need to have lab tests, a member of our nursing staff will work with you to collect a sample of blood, saliva or urine.

If you need more extensive tests that cannot be performed in our lab, a member of our nursing staff will help you schedule the tests you need at UW Health Partners Watertown Regional Medical Center.

After you provide a specimen for testing, you will receive a letter informing you of your results within seven days. If your test results are abnormal, your physician will contact you within seven days to discuss any concerns. If you do not receive a call or letter within 10 days, please contact our office and let us know.

FREE BLOOD PRESSURE CHECKS

As a service to our community, we offer free blood pressure checks every second and fourth Tuesday of the month from 10:00am-12:00pm. No appointment necessary.

COMPLAINTS AND COMPLIMENTS

UW Health Partners associates committed to providing you the very best medical care, without exception. **If you have a concern, complaint or compliment regarding the care you received from our staff, please inform us in person, over the phone, or in writing.** We promise to respond to your comments in a respectful, timely manner, and to do all we can to resolve any issue of concern.

We welcome your feedback! You may receive a short customer satisfaction survey during your visit to our clinic. The survey also includes space for you to write any comments you would like to share. We can be most effective in addressing your concerns if you let us know right way, so please take a moment to complete the survey and share your opinion about the care we provide.

HEALTH EDUCATION OPPORTUNITIES

UW Health Partners is committed to supporting the overall health of our community by providing a variety of health seminars, fitness classes, support groups and screenings. Some events require registration and/or a small fee, but most are free and open to the public.

If you would like information about our upcoming programs, please contact one of our staff and ask for a calendar of events, or visit our website at www.uhptwatertown.com .

QUICK REFERENCE NUMBERS

Use this handy guide to organize all your important phone numbers:

Emergency: **9-1-1**

Watertown Regional Medical Center: (920) 261-4210

Physician Referral: (920) 262-4298

Family Physician: _____

Women's Health Physician: _____

Pediatrician: _____

Dentist: _____

Pharmacy: _____

Poison Center: (800) 222-1222

Work: _____

Cell Phones: _____

School/Day Care: _____

Other: _____

FOR MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT CALL (920) 386-0290.

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