

Dear New Patient,

Welcome to Grace Cottage Family Health (GCFH). Thank you for entrusting us with your care. Enclosed, please find four forms that need to be returned to ensure that we can fully serve your medical needs. Please be aware there may be a wait time to be scheduled for your initial appointment. An addressed stamped envelope is enclosed for your convenience. A summary of the forms are as follows:

1. Release of Medical Records Form: Please fill out this form with your present/former provider's information so we may have access to your previous medical records. This form must be signed and dated. Please return the signed form to Grace Cottage Family Health and we will directly request your records from your current health care provider (prepaid envelope included). If this is not fully completed, it could result in a delay in scheduling your first appointment.
2. New Patient Information Form: Please fill out all pertinent information about yourself.
3. Medical History Form: Please fill out your medical and family history, this will aid us in preparing for your initial visit.
4. Consent and Acknowledgement Form: This is an explanation of use and disclosure of protected health information for treatment, payment, and healthcare operations. Notice of Privacy Practices is also enclosed.

Once we receive these forms, a scheduler will contact you regarding the next steps. More information about Grace Cottage Family Health and its services are available on our website (www.gracecottage.org).

We look forward to getting to know you and serving your health care needs. If you have any questions, please call our Scheduling Center at (802) 365-4331.

Sincerely,



Lynn Kearney
Sr. Director, Rural Health Clinic
Grace Cottage Family Health

WELCOME TO GRACE COTTAGE FAMILY HEALTH

SCOPE OF PRACTICE:

The scope of services within GCFH include Family Practice, Pediatric, and Behavioral Health. GCFH will coordinate referrals to other clinicians as necessary, such as, but not limited to, specialists, rehab centers, and other facilities, including behavioral health providers and/or facilities.

OUR MISSION: To serve the healthcare needs of our community; to promote wellness, relieve suffering, and restore health.

OUR VISION: At Grace Cottage, we have established many goals for the years ahead; foremost being to preserve and prolong the well-being of our community. This involves continued excellence in patient-centered care.

OUR PROMISE: We Go Beyond Patient Care

LOCATION AND HOURS:

- We are located at 185 Grafton Road, Townshend, VT 05353
- Open clinic hours 7:00 a.m. to 5:00 p.m. Monday-Friday

PREPARING FOR YOUR APPOINTMENTS:

- **Arrival time:** Please arrive 10 minutes prior to your scheduled appointment. We understand that delays can happen; however, if you arrive 10 minutes past scheduled appointment time, we may have to reschedule the appointment depending on your provider's schedule.
- **Insurance:** If you have medical insurance, please bring ALL your current insurance identification cards. You will also need to bring a valid photo identification card.
- **Co-Pays:** Co-Pays are required and collected at the time of your appointment.
- **Self-Pay:** Payment in full at the time of service is required. If you do not currently have insurance, we can assist you. Please call our Resource Advocate at 802-365-3770
- **Payments:** We accept cash, personal checks, debit cards and most major credit cards.
- GCFH provides equal access to all patients regardless of source of payment, race, creed, ethnicity, national origin, marital status, gender, or sexual orientation.

IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT:

- If you must change an appointment, please give a 24-hour notice. This courtesy makes it possible for us to serve other patients. Please call (802) 365-4331 to cancel or change the appointment.
- Grace Cottage Family Health does have a no-show policy. We do monitor appointment no-shows. If you have 3 or more no-shows a year, you may be discharged from the practice.

PRESCRIPTION REFILLS:

- It is the patient's responsibility to call their **pharmacy** regarding prescription refills.
- Allow **3 business days** to process your request.
- Mail order pharmacy, **please allow 14 business days** to process your request.
- Controlled Substance prescriptions are not processed after hours, on weekends or holidays.
- Depending on your insurance, some medications may require prior authorization before filling a prescription. If your insurance requires prior authorization, they have the right to approve or deny the request.

ADDITIONAL SERVICES:

- Emergency Care via Grace Cottage Emergency
- Outpatient Pharmacy (Messenger Valley Pharmacy)
- Diabetic Education
- Physical Therapy
- Laboratory & X-Ray
- Behavioral Health

SIGN UP FOR OUR PATIENT PORTAL!

The Patient Portal offers many benefits in coordinating your care at GCFH. We highly recommend utilizing the Patient Portal for information. More information will be given at the time of your first appointment.

Once you sign up for the Portal, you may:

- Communicate with your provider in a secure fashion
- Request medication refills
- Request/cancel/reschedule an appointment
- Have access to most lab results and radiology reports
- Check immunization status
- View when your next appointment is scheduled