

**Patient Assistance:** We offer special help to our patients in getting prescription medication and other items or services needed to improve health. Please ask your provider or any team member for more information.

**Interpretation:** Translation services are available.

**Patient Rights & Responsibilities, Notice of Privacy Practices & Confidentiality:** Patient Rights & Responsibilities are posted in our lobby. A copy of our Patient Rights & Responsibilities and Notice of Privacy Practices are always available to you upon request. Patient information is kept strictly confidential. We will not release it without your written consent.

**Dismissal:** If you are “dismissed” from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your provider. You have to find another provider. Common reasons for dismissal are failure to keep appointments, noncompliance (meaning you will not follow your provider’s instructions about an important issue), abusive to the staff, or failure to pay your bill.

**Auto Accident:** If your injury is the result of an auto accident, please notify our staff immediately. As a courtesy, we will file a claim with the auto insurance company if we have all the required information. However, if timely payment is not made, you will be responsible for the bill. We can provide you with receipts or other needed information for you to make a claim.

**Worker’s Compensation:** If your injury is due to an accident in your work place, please inform our staff immediately. We may not be authorized to treat you for this type of claim. You will need to contact your supervisor for instructions on how to file a worker’s compensation claim. If we do not have proper authorization to see you for this injury, you will be responsible for the bill.

**Pharmacy:** We partner with **Northview Pharmacy** and **Ross Drugs in Mt. Sterling and Owingsville Drug in Owingsville** to provide medications at a discount to our uninsured patients. You can help, too, by choosing them to fill your prescriptions.

### **STERLING HEALTH SOLUTIONS, INC.**

#### **Mission**

The mission of Sterling Health Solutions is to improve the lives of the most vulnerable people in the communities we serve through improved health status. We strive to do this by providing access to primary and preventive medical, dental and mental health services, appropriate health education and supportive case management without regard to ability to pay for services offered.

[www.sterlinghealthky.org](http://www.sterlinghealthky.org)



## **PATIENT INFORMATION**

### **Sterling Health Care**

Primary Care & Behavioral Health

#### Providers:

Richard Hall, MD  
Connie Smith, APRN  
Connie Smith, APRN  
Julena Adams, PA-C  
Mary Manning, APRN

#### Contact:

209 North Maysville Street, Suite 200  
Mt. Sterling, KY 40353  
Phone - 859-404-7686  
Fax – 859-274-0785

#### Office Hours:

8:30 a.m. to 5 p.m.  
Monday thru Friday  
8 a.m. to 1 p.m.  
Saturday

### **Sterling Women’s Care**

Obstetrics & Gynecology

#### Providers:

Byram Ratliff, MD  
Elizabeth Case, MD

#### Contact:

15 Sterling Avenue  
Mt. Sterling, KY 40353  
Phone - 859-498-2323  
Fax – 859-498-2292

#### Office Hours:

8:30 a.m. to 5 p.m.  
Monday thru Friday

*Thank you for choosing our office as your medical provider. Our goal is to provide you the highest quality care in a way that’s convenient for you. If at any time you feel we fall short of this goal, please inform any team member.*

### **Services**

Primary Care for All Ages \* Chronic Disease Management \* Immunizations  
Prenatal Care & Delivery \* Pregnancy Testing, Family Planning, Birth Control  
Behavioral Health \* Physicals for work, school or sports  
Preventive Care \* Health Education \* Nutrition Counseling

**Appointments:** We see patients by appointment. Same day appointments are usually available for urgent or sudden illness. If you will be late for your appointment, please call to let us know. If you are 15 or more minutes late for your appointment, you may have to reschedule. Our office may call to remind you of your appointment using the number you provided. If your phone number has changed or you prefer for us to reach you another way, please let us know so that we can better serve you.

**After Hours & Emergencies:** For emergencies, call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that it is an emergency. After hours, call our office for instructions on how to reach our provider on-call. Please limit after-hours calls to urgent needs only.

**Urgent Need or Sudden Illness:** We have a limited number of same day or “work in” appointments available every day. Please call early in the day, as these spots fill up quickly. If there are no available appointments with the provider you usually see, the receptionist may offer an appointment with another provider in our practice or have a provider or medical assistant call you back to discuss your needs and determine what you should do.

**Cancellations:** Please call within 24 hours if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient who needs to be seen.

**Running on Time:** We know that your schedule is busy and that your time is valuable. Please let us know if you have waited more than 15 minutes so we can make sure you have been properly checked-in. Remember that we are running several different schedules. If someone who arrived after you is called before you, they might be having blood drawn or seeing another provider.

**Treatment of Minors:** Patients under the age of 18 must be accompanied by a parent or legal guardian (with proper documentation) at the first visit. The parent or legal guardian may designate other adults that can bring the minor for future visits.

**Immunizations:** We believe it is extremely important for all minors to have the recommended immunizations. Therefore, we require an immunization record for all new patients who are under the age of 18.

**Lab Work:** We do some lab work in our office like glucose tests and urinalysis. These tests are drawn by one of our medical assistants, and the results take only a few minutes. Other lab work is drawn in our office but sent to a reference lab, and you may receive a bill from them.

**Hospitalizations or ED visits:** Please identify yourself as a Sterling Health patient if you are admitted to the hospital or visit the emergency department. Please call our office as soon as you are discharged from either for a follow up appointment. Be sure to let us know that the appointment is for a hospital or emergency follow up.

**Allergy Shots:** Once you are an established patient and your allergy serums are at our clinic, you may come by during office hours to receive your shot. (No later than 4:30, please.) We require that our nurse look at the shot site 20 minutes after the shot, just to ensure your safety and that there is no reaction.

**Prescriptions & Refills:** Since an accurate diagnosis is possible only with an office visit, we usually don't prescribe new medications over the phone. Please request new prescriptions or refills at appointments when possible. We require 48 hour notice for each refill request. Please call for a refill a few days prior to taking your last dose to give our office and your pharmacy a chance to get your medication ready for you.

**Speaking with a Provider, Nurse, or Medical Assistant:** If you call the receptionist with a specific medical question, we may take your contact information so that a medical provider or assistant can call you back. It may take a while for your call to be returned depending on how busy the schedule is. However, your call will be returned before we leave for the day.

**Insurance & Payment:** Medicare, Medicaid, and most commercial insurances are accepted. Claims are filed for you. We are participating with most insurance plans. However, if we are not participating with your insurance, we will be glad to contact them to inquire about participation. We will initially accept your copay along with any out of network benefits provided by your insurance while in the credentialing process.

We welcome patients without insurance, and offer a sliding scale of discounts on most services based on household size and income. More information is available from the front desk team. Additionally, in late summer 2013 we will have staff in place to help uninsured patients sign up for benefits under the Kentucky Health Benefit Exchange.

**Payment of copays, deductibles and co-insurance are expected at check-in.** If you are unable to make your payment at check-in, you may have to reschedule your appointment. Cash, checks, and all debit and credit cards are accepted. There is a \$25 charge for returned checks.

Payments are considered past due if all or partial payment is not made within 30 days from the date of the billing statement. A minimum monthly payment of \$25 or 1/12 of the balance, whichever is greater, should be the minimum payment on open balances. Payments that are more than 30 days late from the original statement may be turned

over to a collection agency. Payment plans are available.