



PARTNERS IN HEALTH FAMILY MEDICINE

Mark Engelstad, MD Sarah Kleinschmidt, PA-C
Karen Burnett, MD Heather Gray, PA-C
Morgan Campbell, DO Kathleen Slater, PA-C
Aaron Shupp, MD Alison Ruble, PA-C
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3520 W 92nd Ave, Suite 104
Westminster, CO 80031
Ph: 303-429-6600 f: 303-429-6601

Thank you for choosing Partners in Health Family Medicine the office of Mark Engelstad, Karen Burnett, Jeff Hilburn, Sarah Kleinschmidt, Heather Gray, Alison Ruble, Kathleen Slater, Morgan Campbell, Susan Esmond, Andre Neitzel, Adam Slack, and all our dedicated support staff. As our name states, we are committed to being your “partner in health” and your “medical home”. This packet will give you information about our practice, our ideas on patient's care, and what to do if you get sick or need our help.

Our basic medical philosophy is: quality care, delivered in a cost effective manner while striving to make it a positive, warm and friendly experience for you, our patient. We work to accomplish this through a new concept called the Patient Centered Medical Home (PCMH). The purpose of our practice being your “medical home” is to provide you with easy access to a personal healthcare team that knows *who* you are, *what* your history is, and that is dedicated to helping you navigate our complex healthcare system when you are sick, and more importantly, work with you to *stay healthy*. We are accomplishing this by:

- Improving access to our office and making it easier for you to contact your healthcare team.
- Providing more emphasis on disease prevention and health promotion.
- Building a stronger emphasis on chronic diseases like diabetes, heart disease and COPD, to name a few.
- Making an effort to engage you in your own health care and well-being. We cannot care for you without you.
- Using an electronic healthcare system.

Essentially, this is all about putting you and your medical needs first and getting you more involved in your own healthcare. The staff at Partners in Health Family Medicine have been working very hard to bring this system of care to you and hope you enjoy and take advantage of it. In order to help us provide you with the best care possible, we ask that you make sure to tell any other doctor, clinic or hospital that you may receive medical care from to send a record of those services to our office. Do not assume that the records will be sent to us automatically. We recommend that you have a few of our business cards with you at all times to give to other providers or facilities when you request that they send a copy of your records to us.

When you have a visit with one of our providers you will receive a "patient plan" that gives a list of the issues that were discussed at your visit with the plan for each item, including referrals. It will also contain your vital signs and current medications along with the date that you are to return to our clinic for care.

If you have an appointment to be seen upstairs, we have an elevator located outside of the building or you can also take the stairs. We are very excited about our new space and everyone is more than welcome to come check it out!

Again, it is a pleasure and privilege to be your "Partner in Health" and we look forward to building lasting relationships with you and your families.

Contact Information: Phone: 303-429-6600 Fax: 303-429-6601. We answer most calls live, but occasionally you will have to leave a message on our voicemail. We check the messages frequently throughout the day. We are also available for **non-urgent issues** through the internet using a secure web portal called NextMD. Talk to a receptionist if you would like to sign up for the patient portal. When the office is closed, you can page the on call provider by dialing **303-855-5005**. After listening to the brief message, you will be asked to enter the number where you would like the provider to call.

Hours of operation: **Monday through Friday 7:30am to 6pm, Saturday 8am to 5pm, Sunday 8am to 4pm.** We close on Wednesday from 12:15-1:15 for administrative meetings. We frequently offer appointments as early as 7 am, during the lunch hour, and as late as 5:45pm in an effort to provide you with easy access to our healthcare services.

Services Offered: Urgent care and same day appointments, chronic disease management, well child visits, adult wellness exams and preventive visits, well women exams and PAP smears, childhood and adult vaccinations, pre-operative clearance, x rays, EKG's, pulmonary function testing, skin lesion removal, laceration repair, joint injections, testing to screen for peripheral arterial disease, certain blood and urine testing in office or blood draw for outside analysis.

Prescription Refill Request: In most cases you need to contact your pharmacy to request a refill. If the request is urgent and you must have the medication that day, call our office and our staff will take care of this for you. We have specific policies about refilling certain medications, such as antibiotics and narcotics, which your provider will inform you of at the time that they are prescribed.

Care Teams (providers and their medical assistants):

Mark Engelstad, MD – Adriana, Tessa, Brey, DeAnna (FO)

Karen Burnett, MD – Julie, Louisa, Patricia (FO) (located upstairs in Suite 203)

Morgan Campbell, DO – Bernice, Isiah, Nancy (FO) (upstairs in Suite 203)

Aaron Shupp, MD – Brytani, Mindy V. (FO)

Jeff Hilburn, MS, PA-C – Mari, Jenny, Darika (FO)

Sarah Kleinschmidt, PA-C – Shannae, Sara B, Isaac (FO)

Heather Gray, MMS, PA-C – Angella, Sarah C., Gayle (FO)

Alison Ruble, PA-C – , Courtney (FO)

Kathleen Slater, PA-C – Daniela., Rikki (FO)

In-House Behavioral Therapist – Andre Neitzel, MSW, LCSW

Behavioral Therapist – Adam Slack LCSW

Assistant: Lauren

X-Ray Techs – Deion and Roy

Referrals Coordinator – MA's

Practice Manager: Janet Stephenson 720-235-4733

Assistant Manager: Mindy Rachak

Front Office Manager: Heidi Lim

Care Coordination Manager: Autumn Smith

Assistant Care Coordinator: Matt Seybold

Assistant Care Coordinator: Darian Rivera

Front Desk Team: Heidi, Kristen, Nancy, Rikki, Gayle, Isaac, Patricia, DeAnna, Mindy V., Courtney, Darika, Kathleen Y., Nicole

Medical Records: Kelli

Billing Department: Ashley, Samantha, Jan and Mindy V. Ph: 303-429-6609 (located in HUB building south of main office)

HOW TO GET THE MOST OUT OF YOUR PATIENT-CENTERED MEDICAL HOME

1. Be active in your care. **You** are the most important member of your healthcare team!
2. Prior to your visit, write down any questions or concerns that you may have since it is easy to forget everything that you wanted to ask or discuss. Think of goals that you may have regarding your health and lifestyle such as feeling well enough to attend your child's wedding, weight management, improved fitness, smoking cessation/reduction or stress management.
3. Follow your Care Plan that was established during your visit. Follow through with recommended tests, screenings, referrals and prescribed treatments or medications. If you are having difficulties accomplishing this, call our office and talk to your Care Team. We may be able to help with outside resources to help you follow your Care Plan.
4. Call our office, even after hours, before going to the emergency room **unless it is a life or limb threatening emergency, in which case go directly to the closest emergency room.** If it is not a life or limb threatening issue, and during normal clinic hours, we can see you on the same day in most cases. If it is after hours, one of our providers can help determine if a trip to the ER is reasonable or if the issue can wait to be taken care of with a visit to the clinic the following day. Sometimes a little advice over the phone can avoid a trip to the ER and save you a lot of money.
5. Notify us of care received outside of our clinic. Keep a few of our cards with you to give to anyone that you receive medical care from outside of our office and ask them to send us a copy of those records. Remember that **you are the most important member of your healthcare team** and we need you to keep us informed of all healthcare that you receive.
6. Give us feedback! Sometimes the only way we can improve the care that you receive is for you to tell us what is not working! If you have a less than satisfying experience with one of our staff or providers, let us know! If you have a suggestion of how we can improve a process, let us know! You can do this by contacting any member of the management team or your provider's care team. **You are the reason that we are here,** and we need to know when we can improve any aspect of the care that we provide for you.

Your feedback is important to us.

Please let us know how your visit was today!



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