

SUNRISE
MEDICAL X GROUP

... *stay well, shine on* ...

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Welcome to Our
Practice

TO OUR VALUED PATIENTS

Thank you for choosing Sunrise Medical Group to serve your healthcare needs. Our practice consists of Dr. Amy J. Burke, MD, a board certified physician, Shannon McFall, PA-C & Jamie Marfurt, PA-C, both registered physician assistants, and Kaylee Cedri, FNP-BC a board certified Nurse Practitioner in Family Health. As a primary care doctor's office, we are experienced in providing comprehensive health care for patients of all ages. We are currently accepting new patients.

MISSION STATEMENT

The main goals of Sunrise Medical Group are to achieve the *highest quality patient care and patient satisfaction in a friendly, professional environment designed to maximize these goals*. The importance of **Preventive Care** for all patients is central to our practice philosophy.

Sunrise Medical Group has dawned a new day of care and it's delivered by a team of health experts who synchronize their talents to center solely on you. You're not only seeing a doctor here. You're starting a relationship based on mutual respect, integrity, as well as advocacy for you and your whole family.

We're here for you, whether you need pediatric care or palliative care and we dedicate every day to giving you the support and inspiration you need to lead a healthier life. Due to our strong commitment to quality patient care, we strive to hire and maintain a staff that shares deeply our commitment by exhibiting a competent, caring and compassionate attitude at all times.

The Physicians and Staff at Sunrise Medical Group share this commitment, which is the foundation of our practice philosophy.

NEW PATIENTS

It is important to have a personal clinician and care team responsible for coordinating your care and we are glad you chose our practice.

Your new patient appointment gives both you and your provider an opportunity to meet one another and to review your **health history**. It is very important that we have a complete and accurate health history. You will receive a complete physical exam and receive any orders for blood work at that time. Please be sure to bring your completed new patient paperwork packet as well as your health history form included in our new patient paperwork that is given to you at the arrival of your new patient appointment (also available for you to complete online), your insurance card and a **complete list of your medications and/or immunizations**.

Our office provides equal access to patient regardless of source of payment. If you do not have health insurance please contact our office and ask to speak to our Billing Department. The billing department will review options regarding payment for services or for other available insurance options.

APPOINTMENTS

Our office will make **every** effort to schedule an appointment in a timely manner. In most cases, we are able to see **urgent** problems on the same day. If you are sick, please call as early in the day as possible so that we can schedule you to be seen (in-office or through telehealth). Appointments for physicals and routine visits are usually booked 3-4 weeks in advance. Please be sure to call well in advance for these appointments, especially during school physical season.

The office is open 7:00am- 5:00pm, Tuesday through Thursday, 8:00am-6:00pm on Mondays & Fridays from 7am-3pm for sick visits and routine appointments. Our phones are on from 8:00am-5pm Monday-Thursday & 8:00am-3:00pm on Fridays. If you are sick and need to be seen, please press #5 to speak with one of our nurses about your current symptoms. If you call for an appointment after hours or on weekends, the answering service will contact the physician in case of an emergency. If it is non-emergent, please call us during normal business hours.

In order to preserve our commitment to *quality care*, **requests for new prescriptions and antibiotics require an appointment**. It is impossible to diagnose and accurately treat an illness without an office visit. If you are unable to come into our office due to transportation problems or work situations, please leave a message with our staff for your physician to review. We may be able to schedule you for a telehealth visit.

We do have an automated system that will call and/or text you 2 days in advance to remind you of your appointment.

Please call our office for advice before going to the ER or Urgent/Immediate Care. We are your primary care provider and it's our responsibility to care for you unless otherwise indicated.

Please notify the office 24 hours in advance if you are unable to keep an appointment.

There will be a \$50 fee for any missed routine appointment or if you call and cancel the same day (Only certain exceptions will be made).

PHONE CALLS

Our staff is here to answer your clinical questions. Contact our office first with any health concerns, unless it is a true emergency. A healthy dialogue and keeping your care team informed will help ensure that your care is properly coordinated so that your treatment goals can be met.

Our staff tries to handle the incoming calls in an efficient and timely manner. With the volume of calls we receive, there may be times when you will have to be on-hold for several minutes. Your call is important to us and we will help you as soon as we can. If you are on-hold for several minutes, do not hang up and call back because your call will go back the end of the line. We do provide a voice mail to leave requests for prescriptions refills (option 2), medical records (option 6), and to contact our Billing office (option 7).

The providers and their nurses generally make return phone calls several times throughout the day as their schedules permit. If you have an urgent problem, please let our staff know so that your call

can be handled accordingly. Otherwise, we will return your call as soon as possible. For lab/test results that are within normal limits, we will return the call within 1-2 business days.

ANSWERING SERVICE/ON CALL PHYSICIAN

In a life threatening emergency, please call 911!

Sunrise Medical Group is available after hours for **emergencies**. To reach the on-call physician, please phone our office at 716-362-3909 and our answering service will take your message. The answering service will then contact the on-call physician and your call will be answered in a timely manner. There is always someone on-call for our office 24/7.

WEBSITE

We encourage you to visit our website at SunriseWNY.com for up-to-date practice information. This is where you are able to sign in to your **Patient Portal** account. We also encourage our patients to follow and like us on social media platforms such as Facebook and Instagram.

PATIENT PORTAL

We now have a **patient portal** available from our website SunriseWNY.com for our patients' use. This allows you to have real-time access to your medical record information including medications, allergies, medical and surgical history, test results and past and upcoming appointments. The portal also allows for secure messaging to your physician for **non-emergent issues**. You will also be able to request: refills, appointments, test results and referrals.

Ask our staff to set you up with your own personal activation code to gain access to your own patient portal.

SCOPE OF SERVICES

The following services are available at our office:

- **Nutrition Services**: Sunrise Medical Group offers appointments for weight loss to patients who are interested in the services we will offer. Ask our staff for more details.
- **Women's Health Services**: At Sunrise, we make healthy women a priority. We'll work with you on everything from understanding potential health risks—like heart disease, cancer and stroke—to making healthier lifestyle choices, such as eating a healthy diet and including exercise in your daily routine.
- Other women's health issues we help with at Sunrise include:
 - Breast health
 - Heart health
 - Teen health
 - Cosmetic concerns

- Nutrition counseling
 - Sexual health
 - Birth control
 - Mental health
 - Menopause
 - Weight management
 - Smoking cessation
 - Stress management
 - Fitness planning and support
 - Work/life balance
- Geriatric Services: Whether you're concerned about weight gain, sex drive or chronic diseases, the key to healthy aging is a healthy lifestyle. We're here to help you achieve the healthy goals that you set. And if you have any health care issues, we'll help you assess your symptoms and develop treatment plans for:
 - Osteoporosis
 - Arthritis
 - Alzheimer disease
 - Heart health
 - Parkinson's, and so much more
- Hospital Care Services: As your primary care team, count on Sunrise Medical Group to coordinate your health care and provide comprehensive care when you're in the hospital.
- Palliative Care Services: If you or someone in your family has been diagnosed with a serious disease or life-threatening illness, palliative care can make your life — and the lives of those who care for you—much easier.
 - Let our Sunrise palliative care team work with you to identify and carry out your goals: from relieving your symptoms and pain to receiving counseling and spiritual comfort
Palliative care is designed help you to understand all of your treatment options and give you a better quality of life.
- Pediatric Services: As your first stop for medical care, we'll treat your little one, tween's or teenager's cough or sniffles and tell you if it's an infection, a cold—or something else, like asthma or allergies. If it's not something we can treat, we'll refer you to a specialist. And if we do refer you to a pediatrician or specialist, we'll work closely with that doctor to make sure your care is consistent and effective.
- Behavioral Health Services: – As your primary care physician, we refer to specialists for patients who are in need. We work closely with psychiatrists, counselors, and other behavioral health professionals to best assess your needs.

PRESCRIPTION REFILLS

Refill requests are reviewed by the physician and sent to your pharmacy **within 1-3 business days**. In some cases, your physician may request that you make an appointment before refilling your medication if you have not been seen within 6 mos-12mos.

New prescriptions or requests for antibiotics cannot be given without seeing your physician first.

We are not able to mail medical scripts to patients. We are able to mail hard-copy scripts to your pharmacy at your request however, most prescriptions are sent electronically. If you need a refill, please call our office at (716)362-3909 option 2 and leave a voicemail on our refill line. After asking for the refill, we ask that you contact your pharmacy to see if a prescription is ready for pickup prior to going to the pharmacy.

We will **not** phone in “emergency supplies” of any controlled substances if you fail to call in advance for your refill. We ask that you call in a refill for a controlled substance 4-7 days in advance before you are due. This gives us ample time to follow our refill procedure of controlled substances so we can make sure that we send it to your pharmacy on time. You will also be asked by your provider to sign a medication contract if you have been prescribed a controlled substance prescription.

You may request refills through the patient portal.

REFERRAL REQUESTS

Some insurance companies require that you to obtain a referral from your primary care physician prior to seeing a specialist. More often than not, there are conditions that can be evaluated and treated by your family physician and do not require a referral to a specialist. It is important that you are aware of your insurance company’s policy regarding referrals and that you call in advance of your appointment to obtain one. After reviewing your request, you will be notified within 5 business days if there are any problems processing your request.

You may request referrals through the patient portal.

TEST RESULTS

Please be advised that even though a lab/x-ray technician may tell you your results will be ready by the same day or the next day, that may not be the case, and we may not receive them for several days. If results are within normal limits or negative, we will discuss the results in detail at your next follow-up appointment. You may request a copy of the results when ordered by your provider. If you have not heard from us after 48-72 hours and would like the results of your tests, call and leave a message for your provider or request through the patient portal. We will return the call or forward through the portal within 1-2 business days. Also, all test results are cc’d to you so you should receive a copy by mail within 2 weeks after your lab/test.

HOSPITAL AFFILIATIONS

We are affiliated with both Catholic Health System and South Buffalo Mercy Hospital. Dr. Amy J. Burke's hospitalist, Dr. Jeffrey Parker, will care for her patients in the event of a hospitalization and Dr. Burke is on-call at her office during business hours in case any changes in the patient's condition occur. Dr. Parker will make rounds on her patients as needed. Once discharged from the hospital, a hospital follow-up will be scheduled within 7-14 days from discharge. The office will contact the hospital and request a detailed outline of your care upon your discharge from the hospital. If you are given any paperwork once discharged, please bring that to your hospital follow-up appointment.

During non-business hours and weekends, the providers are "on-call" and available by phone 24 hours a day, 7 days a week. **Please note: Refills should not be called in during non-business hours.**

MEDICAL RECORDS

Our staff is dedicated to ensuring patient confidentiality at all times. Your health information can only be released with your consent. Please understand that it is our office's policy to not disclose any information regarding your health without your **written consent**, this includes giving results to spouses. A HIPAA Privacy Consent form detailing who we can speak to about your health will be signed at your first appointment. Your HIPAA consent can be updated at any time.

To have your records transferred to our office you can complete the Medical Records Release Form at your new patient visit. You can also contact your previous physician and sign one of their release forms allowing our office to obtain them. At any time, you can request a copy of your records; however there is a **processing fee of \$0.75 per page for paper copies of your records.**

FORM COMPLETION

Please provide our office with ample time to complete forms needed for work, school, and disability. In general, we are unable to complete these at the time of your visit and require 3-7 business days to do so. Depending on the length and depth of paperwork, certain patients will be charged a \$20.00 fee for completed forms.

Our goal is to provide the best care possible to our patients. We would like every patient to feel that they get the attention they deserve each and every time, whether it is on the phone or in the office. We feel that these policies will help us to provide the care that you deserve.

We appreciate your cooperation and adherence to these policies.

Office Policy

Thank you for choosing **Sunrise Medical Group** as your primary care provider. We are committed to providing you with quality and affordable health care. Because some of our patients have had questions regarding patient and insurance responsibility for services rendered, we have developed this financial policy. Please read it over and ask us any questions you may have. We will have you sign a form in your electronic medical record stating that you have read, understand and will abide by the guidelines of this policy.

1. **Insurance.** We participate in most insurance plans, including Medicare and Medicaid. If you are not insured by a plan we do business with or you're considered a self-pay (having no insurance) a fee of \$75.00 is expected before each visit. If you are insured by a plan we do business with, but don't have an up-to-date insurance card before your new patient appointment, a payment in full for each visit is required until we can verify your coverage or your appointment will be rescheduled until you receive an up-to-date card. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.
2. **Co-payment and deductibles. All co-payments and deductibles must be paid at the time of service.** If you have a plan with a **high deductible**, you will be asked to pay a **minimum of \$50 or the amount your copay will be after meeting your deductible.** This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit. If payment/co-pay is not received at the time of your visit, a \$5.00 dollar service charge will be added to your account every time the co-pay isn't collected prior to your visit.
3. **Non-covered services.** Please be aware that some---and perhaps all---of the services you receive may be non-covered or not considered reasonable or necessary by Medicare or other insurers. It is your responsibility to understand the eligibility and benefits of your insurance plan. Please contact your insurance company with any questions you may have regarding your coverage.

If additional services are rendered during your Well Visit/Physical, your insurance may make you pay a copayment. Examples include but not limited to the following: illness addressed, chronic problem addressed, ear wax removal, suture removal, spirometry, EKG, strep screen, blood sugar test and urinalysis.

4. **Proof of Insurance.** All patients must provide a current valid insurance card before seeing the doctor. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the visit or the visit may be rescheduled to a later date.
5. **Claims submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance

company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.

6. **Coverage changes.** If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits.
7. **Non-payment.** If your account is over 90 days past due, you will receive a letter stating that you have 20 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency. If this is to occur, you will be notified by regular and certified mail that you have 30 days to find alternative medical care. During that 30 day period, our physician will only be able to treat you on an emergency basis.
8. **Missed appointments.** Our policy is to charge for missed appointments not canceled within 24 hours. These charges will be your responsibility and billed directly to you. Please help us to serve you better by keeping your regularly scheduled appointment. **The first missed appointment fee is \$50 for a routine appointment. A fee of \$75 will be added to your account if you don't cancel a second appointment within the required 24-hour cancelation policy. If you fail to call and cancel your appointment, resulting in a no-call, no-show, you will be released from our practice after two.**
9. **Worker's Compensation & No Fault**
Our office does **NOT** accept worker's compensation OR no fault cases, new or old. If you are seen for an illness or injury that is worker's compensation or no fault related you will be responsible for payment of services as these charges cannot be billed to your insurance.

Our practice is committed to providing the best treatment to our patients. Our prices are representative of the usual and customary charges for our area.

Thank you for understanding our payment policy. Please let us know if you have any questions or concerns.