

**Steven Templeton, MS PA-C**  
**Steven Sattler, DO**  
**Kimberly Schmidt, PA-C**  
**Danielle Willsey, MS PA-C**  
**Melissa Clemmens, FNP**  
**Angela Baily-Hardy, PT**



**Robert Bramante, MD**  
**Gary Despres, DPT**  
**Philease Martin, MS PA-C**  
**Laura McDermott, FNP**  
**Kimberley Levy, PA-C**  
**Jessica Graff, PA-C**

www.medicalhousecalls.com  
Central New York: 607-222-0628/ 315-715-1698  
info@medicalhousecalls.com

Suffolk: 631-626-1006  
Nassau: 516-736-1510  
Fax: 631-477-6219

### **COMPREHENSIVE PATIENT INFORMATION**

Delivering medical care to patients in their home saves money, avoids unnecessary ambulance trips, emergency department visits, hospitalizations and premature nursing home placement for our elderly patients. Medical House Calls works closely with home health companies, nurses, and medical equipment companies, mobile imaging companies and pharmacies to assure that care is coordinated and timely

#### **Office Staff:**

Our providers are usually “on the road” seeing patients but our reception staff is always available and look forward to assisting you in:

- Scheduling
- Assisting with urgent matters
- Prescription refills
- Ordering Medical Equipment and Supplies
- Any other questions you may have
- Practitioners are easily reached by our office staff during operating hours for your convenience

#### **Fees, Billing and Co-Pays**

We will gladly bill your insurance company for your house call visit and any associated charges. Your insurance coverage is an arrangement between you and your insurance company and, as with most health policies, payment (including any deductibles or other balances not covered by your insurance) is your responsibility. Your cooperation with co-pays and any associated insurance questions is greatly appreciated. Please contact our office immediately if your insurance carrier changes at any time. We follow Medicare Guidelines for visits, testing and treatments. Patients with Private Insurance are responsible for any fees not covered by their plan. We do our best to keep any additional costs down.

#### **Patient Scheduling**

Patients can contact our office for all scheduling matters. We do our best to see you in a fast, timely manner. Routine follow ups are scheduled according to the frequency dictated by the provider. Other appointments are scheduled based on urgency. The scheduling department will call with the approximate window of arrival via confirmation call the day before that appointment. **Please call back to confirm the appointment before 9:00 AM otherwise we will reschedule the appointment for a later date.** Requested time slots may not be available due to other appointments, and /or Continuing Medical Education (CME) for our Practitioners. We thank you in advance for your understanding and cooperation in this manner.

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### **On the First Visit**

Please have the following information readily available:

- A list of prescription medications, over-the-counter medications, and herbal or nutritional supplements you are currently taking. Please also have all the bottles out.
- Immunization records (Last Pneumococcal (Pneumonia) vaccination, Flu shot and Tetanus shot)
- Insurance cards for verification (we will need a copy of both the front and back of your insurance cards).
- A list of all physicians along with their phone/fax numbers and address involved with your care
- A list of all medical equipment companies along with their phone/fax numbers and address

### **Canceling an Appointment**

Our physicians and staff are “on the road” during regular business hours. Therefore a last minute cancellation means that a patient who could have been seen may not have that opportunity due to prior scheduling.

If you do need to cancel an appointment, please contact us 24 hours prior to your scheduled visit. This allows us to offer the time to another patient.

**\*\*If appointment is not cancelled 24 hours prior to scheduled visit a \$50 fee may be charged\*\***

### **Nursing Staff:**

Nurses coordinate all the “behind the scenes” activities that allow our Providers to see you! They answer the phones, manage patient charts and medical records, schedule patient visits, and perform numerous other activities that keep things running smoothly.

- Follows care plans designed and approved by the Practitioners
- May set up home health or a physician house call in discussion with the physician
- Coordinate orders for medical equipment, oxygen, diabetes supplies, etc.
- Order and facilitate outpatient testing
- Conduct Annual Wellness Visits as well as Telephone counseling
- Perform EKG, Lab draws, collects urine specimen
- Assist Practitioner with procedures

### **Physical Therapists:**

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- See patients both in home and at our facility
- Work closely with your provider to tailor a regimen for you
- Assist with choosing the proper equipment and or braces for your specific needs

### **Prescription Refills**

Refills are generally written for a one-month supply. If you would like a larger quantity to decrease trips to the pharmacy please let us know (note, most insurance companies will only cover a one month supply at a time). Please call the office during regular business hours for prescription refills and not the doctor on call.

Prior to your house call please review your medication bottles for any refills needed. The physician will take care of the refills at the visit to ensure you do not run out of your medication.

Your primary care provider must approve a prescription refill. **Please allow 2 business days for all refill requests.**

Please call and press the refill prompt with the following information

- *Name of medication*
- *Patients name*
- *Dosage*
- *Pharmacy name and location*
- *If mail-order pharmacy must specify*

### **Change of Address, Phone Number or Insurance**

If your home or business address, telephone numbers, or insurance information changes, please notify our reception promptly.

### **Inclement Weather**

During times of unsafe driving conditions, our providers will not be traveling. Should you need immediate medical attention you should dial 911 during these times. If your house is inaccessible due to snow or any other means we will reschedule your appointment until snow can be removed or the situation remedied. There must be a clear, safe path to your home.

### **Release of Medical Records**

A signed statement is required for the release of medical records. Please allow two weeks to copy the records. If paper copies are requested a minimal charge may be assessed for this service as determined by state law.