

Brighton Family Medicine
945 E. Henrietta Road
Rochester, NY 14623
585-292-6440
Fax: 585-292-6491

WELCOME TO OUR OFFICE

We are very pleased to know that you have chosen us as your primary care physicians. We look forward to meeting all your health care needs. We are available by appointment during office hours or personally by phone for **Urgent** Medical needs after hours.

Dr Christine Borghi-Cavallaro, MD, FAAFP
Dr Laura Booth, MD, FAAFP
Jerold DeSimone, PA-C

Medical Assistant: Tracy
Nurse: Jane
Medical Assistant: Michelle
Reception: Scherrie
Reception: Sara
Office Manager/Nurse: Eileen

Making an appointment:

Regular office hours are Monday through Friday 8am to 4:30pm. Phone hours are Mon through Friday 8:00am to 4:00pm. Phones are off for the lunch hour (with the exception of medical **emergencies**) from 12:30pm to 1:30pm.

We have **Urgent Care Walk-In** hours exclusively for our patients on Mon, Wed and Friday 8:30am to 10:15am. This block of time is reserved for acute illness such as coughs, colds, flu symptoms, urinary tract infections, etc. You do not need to call ahead, but just come in during these times. Patients are seen on a first come, first serve basis for Walk-In. We highly encourage you to use THIS Walk-In service and NOT a local Urgent Care.

If the Urgent Care Walk-In time is not convenient, or your acute illness will require more time than 15 minutes, a call to our office early in the day will help us schedule you here for a same day 'sick visit.' We will do our very best to accommodate you to be seen by one of our Providers who will have your medical record available for review if needed.

A nurse is available to speak with you every day from 8:00am to 4:00pm to answer your questions.

Disease management is one of our most important ways of keeping you healthy. For our patients with Diabetes, Asthma, High Blood Pressure, Heart Disease, and other chronic conditions, regularly scheduled visits are very important. The frequency of these visits will be determined by your provider. Please make every effort to keep scheduled appointments so we can partner with you to maintain your health.

If your address, phone number, cell phone, email, or insurance has changed, please let us know while scheduling your appointment so that we can have the most up-to-date information on you.

When you need us After Hours

If you have an urgent medical situation when the office is closed, one of our physicians can be reached 24/7! Either Dr Borghi-Cavallaro or Dr Booth are on call after normal office hours, weekends, and holidays for any medical emergencies.

When you call the office number, you will be directed to leave a message including your name, phone number and a brief description of why you are calling. One of our doctors will call you back and address the problem.

If you are experiencing a TRUE MEDICAL EMERGENCY or a LIFE-THREATENING situation call 911 or go to the nearest Hospital Emergency Department.

When You Arrive for an appointment at our office:

Please plan to arrive several minutes before your scheduled appointment for any paperwork that may need to be completed. Please bring your insurance cards and a photo ID to each appointment.

Your time is valuable, and so is the doctor's. Please arrive to your appointment such that you can be seen at your scheduled appointment time. If you arrive more than 10 minutes after your scheduled appointment time, your appointment may have to be rescheduled.

If the doctor is running more than 30 minutes behind we will do our best to notify you in advance.

Self-pay or high deductible patients should be prepared to pay for your visit at the time of service. All Copayments are due at the time of service.

Once you are in the exam room **please turn off cell phones**. For the courtesy of other patients, please refrain from talking on cell phones in the office.

If you are having a new or different problem than what you were scheduled for, please call the receptionist. We may need to schedule more time for you. Or, we may need to schedule a separate visit at another time to discuss the new issue.

Each patient is asked to bring a list of all medications currently being taken, **including all over the counter medication**, to each office visit. The name of the medication, milligram amount, and the number of times taken per day must be on list.

This is to assure that everyone is aware of what medications you are taking.

Please help us to make sure you get the correct medication and avoid any drug interactions.

Please let us know if you are allergic to any medications.

Cancelling Appointments

Please give us 24 hours advance notice when cancelling your appointment. This allows us to utilize that time for someone else who needs it.

Reminder Calls You will be sent a reminder call about your upcoming appointment. You designate where you would like the call to be sent. It can go to either your home phone as a voice message, or your cell phone as a voice message or a text message.

This is a computerized call. It is sent as a **courtesy only**. You are still responsible for remembering your appointment.

There is a \$50.00 'No Show' fee if you fail to give us 24 hours advance notice when cancelling. This fee is not covered by insurance. It is the personal responsibility of the patient (or in the case of a minor – the parent)

Three (3) 'No Show' appointments may result in your dismissal from the practice.

Regarding Prescriptions and Refills

Please do not call the office for refills . *Call your pharmacy directly for all prescription refills.* The pharmacy will then contact the office through a system called E-Rx. It may take 48-72 hours to process the refill, and possibly longer, if it is over the weekend. Please let the pharmacist know if you are out of your medication. If it is not a Controlled Substance, then they may be able to give a courtesy fill for a couple of days until the refill Rx reaches them.

If we are unable to fill your prescription, we will call and let you know. It probably would be due to you needing an appointment.

-Routine refills are to be completed at routine office visits.

-Emergency refills between visits should be requested through your pharmacy.

-If you are out of medicine, you are probably due for an office visit and you may be asked to come in promptly.

-Please discuss any Controlled Substance refills with your provider.

Annual Physicals/GYN visits

Please call your insurance ahead of time to be sure you are eligible for one of these visits.

Requests for Annual Physicals are placed on a waiting list and patients are called as there is availability to schedule.

Please understand that if your physician addresses problems outside of the routine care covered in a physical, then there may be an addition service code and charge associated with your physical. This may result in there being a copayment, or deductible associated with the additional code that you will be billed for.

Well Child and Sports Physical Exams

Please book in advance! Do not wait until your child is ready to start school or play a sport before scheduling. These are usually 30-45 minute appointments with a multitude of paperwork to be done and paperwork takes time. Complete your sections fully in advance.

Your Results for Diagnostic Testing

We know that you want to know the results of your lab tests and other diagnostic testing as soon as you can. When results are returned to the office they are first reviewed by your doctor or provider. As soon as they are available following review, staff will notify you of your results either by phone, by letter, or through the portal if you are signed up. Results will not be on our patient portal until they are signed off by the doctor. Please do not call to request test results before at least 7 days. You may be asked to schedule a follow up appointment with your doctor to discuss the test results.

Patient Portal

Our office has a patient portal that you can access for NON-URGENT, NON LIFE-THREATENING routine matters. Please keep in mind when using the portal that your message may not be answered immediately. It may take up to 3 business days for a response.

As a patient here you can gain access to the portal simply by requesting an access code at reception.

Again: If you are having a true MEDICAL EMERGENCY call 911 or go to the nearest HOSPITAL EMERGENCY DEPARTMENT.

Accountable Health Partners

Brighton Family Medicine will be utilizing the services of the Data Coordination team from Accountable Health Partners (an affiliate of UR Medicine) to continue to support your efforts to meet your health goals.

The new team members names and photos are on the flyers from Accountable Health Partners which are posted in the waiting and exam rooms. The flyer is also available to you to take upon request.

They will help us stay in touch with you to ensure you stay on track to meet those goals you have set with the help of your medical Provider.

Please be aware that they may reach out to you by telephone. Do not hesitate to call the office if you have any questions or concerns.

When You Need A Form Filled Out

We are happy to help you when we have advance notice.

We are happy to accept medically related forms that require your doctor's signature. If these forms are submitted at a time other than an office visit, then there is a \$10.00 fee for each form.

Please complete all of your sections of the form including any signatures before submitting.

Give your forms to the receptionist at the front desk. They will give it to the Nurse or Medical Assistant to route to the appropriate Provider.

We cannot complete forms for pick up the same day. We will do our best, but please allow 7-10 business days.

Medical Records Transfers

Please request a transfer form from our office, complete it and sign. All record requests must be in writing.

Records are sent to another doctor as a courtesy, but if a patient needs a copy of their medical records there is a \$0.75 per page fee.

Billing

Payment for your visit is due at the time of service. You may have a co-pay, or deductible that is due at the visit.

You may pay your bill in person, by mail or over the phone with a credit card by calling 585-292-6440

For any billing questions please call our billing service at 585-623-8362