



Welcome to WellMed
Let's get healthier



Let's get started.

WellMed wants to keep you healthy and feeling your best. The goal is to help keep you from getting sick so you can focus on the things that matter most. We call it preventive care.

In the next pages you'll find some helpful tools to prepare you for your appointments. This includes simple but important questions about your health. Fill out these pages and bring them with you when you see your doctor. Your doctor and health care team will work with you to guide you on a path to wellness.

If you have questions, call your clinic and someone on your health care team will be there to help.

What's inside...

1 Clinic Visit Reminders



WellMedCARES

Please complete the enclosed forms and bring them with you to your first appointment.

- Patient Registration
- Health History
- Health Maintenance Information
- Acknowledgement of Notice of Privacy Practices
- Patient Permission to Transfer Medical Records
- Patient Consent
- HIPAA Notice

If you need help completing your forms, please let us know.

NOTE: If your address and/or phone number changes, please call your doctor's office and your insurance company to update your records.

Please bring all prescription medications, over-the-counter medications, vitamins, minerals and herbal supplements in their original bottles or boxes to every appointment.

1 Clinic Visit Reminders

Let's get to know you.

To help you make the most of your time at your next doctor's appointment, please use this checklist and write down any questions ahead of time.

Do you need any of the following?

- I need prescription refills today
- I have questions or concerns about my medications
- I need my annual flu shot
- I need a pneumonia shot
- I need to discuss a sensitive issue

Please tell your nurse, physician assistant, nurse practitioner or doctor if you are having problems with any of the following:

- Feeling sad or depressed most of the time
- Balance problems or falling down
- Help to stop smoking or using other tobacco
- Urine leakage
- Physical pain
- Finding exercises and activities that are right for you
- Problems with your vision or hearing

Questions or notes for your appointment:

1 Clinic Visit Reminders

Important Things to Remember

Call Us First

If you are not feeling well when the doctor's office is closed and you need to speak with a health care professional, call us first before going to urgent care or the emergency room. Simply call your doctor's office phone number any time, day or night, and someone on our team will be there to answer your questions and direct you where to go.

If you are experiencing a life-threatening emergency such as chest pains or shortness of breath, call 911.

Extended Hours Locations

Your doctor or on-call health care professional may send you to one of our WellMed Extended Hours locations. At these locations, you will be able to see a WellMed doctor, nurse practitioner or physician assistant who has access to your medical records and will follow up with your doctor after seeing you. Select medical offices are open after business hours, seven days a week*

Urgent Care

If our Extended Hours locations are closed, or you don't have one near you, you can visit an urgent care center. These centers can help you with non-life-threatening medical problems or other conditions.

Extended Hours and urgent care centers have advantages. Both can treat everything from minor illnesses, scrapes and rashes to sprains and broken bones.

*Hours vary by clinic and by service area.

1 Clinic Visit Reminders

Emergency Rooms (ER)

If you are feeling **ANY** of the following, **CALL 911** or have someone take you to the nearest hospital emergency room (ER).

- Severe chest pain
- Difficulty breathing or shortness of breath
- Sudden slurred speech, numbness or weakness in your arms or legs

If you have to go to an ER, please let the doctors know you are a WellMed patient. Where available, a WellMed hospitalist (a doctor specially trained in providing care at the hospital) will work with the ER staff on your care plan and get in contact with your doctor.

They will work with you to coordinate your discharge plan and help you determine how your care will be handled at home with your doctor and the hospital. This is just another way we're simplifying the health care experience and looking out for you.

NOTE: When you are discharged from the ER, please call your WellMed doctor's office as soon as possible to schedule an appointment to be seen within three days.

24/7 Access to care

At WellMed, we realize that illnesses can happen at any time, day or night. That's why we make it a priority to give you the best medical attention possible when you need us, no matter the hour. Before going to the emergency room, **call us first**. Providers are on call 24 hours a day, 7 days a week. If your clinic is closed, they can help guide you where to go. Representatives are also available to schedule your next appointment.

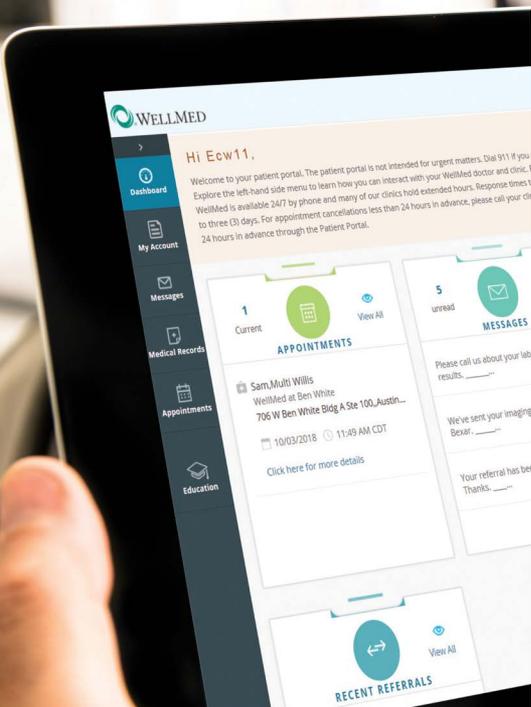
If you are experiencing a life-threatening emergency, call 911.

Extended Hours

In many areas we have Extended Hours locations open Monday through Friday 8 a.m. to 9 p.m., Saturdays 8 a.m. to 5 p.m., some Sundays and holidays.*

Visit www.WellMedHealthcare.com/Resources/ExtendedHours for the location nearest you.

*Hours vary by clinic and by service area.



Patient Portal

WellMed makes accessing information from your medical records quick and easy. With our Patient Portal, you can view your personal health information from your computer at any time, day or night. Simply go to WellMedHealthCare.com and click the Patient Portal link at the top. Ask your clinic staff for more information or for help to get registered.

The type of information you can access includes:

- Past doctor visits
- Lab and imaging results
- Immunization history
- Appointment requests
- Referral history

Getting Started

Insurance Plans Accepted

We specialize in care for older adults on Original Medicare or select Medicare Advantage health plans. By working with Medicare Advantage health plans we can provide more affordable health care services.

For a complete listing of insurance plans accepted, contact your doctor's office directly or visit [WellMedHealthCare.com/patients](https://www.wellmedhealthcare.com/patients). You can also visit [Medicare.gov](https://www.medicare.gov) to find a health insurance plan in your area.

Easy-to-find Medicare information

WellMed has several Medicare Information Centers in Texas to provide information about Medicare and other resources. Representatives at these locations can help you learn about your health care and Medicare options.*

To find a Medicare Information Center near you, call 1-877-813-3134 (toll free).

Finding Your Doctor

Your choice in doctors is a personal one. Your doctor should be a trusted partner in your health. We make finding a WellMed doctor as simple as possible. If you are unhappy with your doctor, we can help you find another doctor within our network who better suits your needs. To search all of our doctors, visit [WellMedFindADoctor.com](https://www.wellmedfindadoctor.com).

*Service areas may vary



Medical Records

When you switch to a new doctor or doctor's office, you need to complete a medical records release form. This form allows your medical records to transfer to your new doctor.

By law we can share only those medical records that relate to your time as a patient with WellMed. You will need to contact your other doctors or referring physicians for any past records you may need. After you complete the medical records release form, we will send the requested records within 15 days if the records are onsite, or 30 days if off-site. There may be a charge for copying your medical records. Please ask a WellMed representative at your doctor's office for more information.

Appointments

- Call us to schedule routine appointments. This will help minimize wait time.
- If you need same-day care, please call our office for the next available appointment. In most cases, patients scheduled for a same-day appointment may be seen by a nurse practitioner or physician assistant.
- If you can't make your scheduled appointment, please call to cancel or reschedule as soon as you can.

Specialist Referrals

WellMed doctors work with a specialty network of physicians in your area. Some health insurance plans require a referral from your doctor prior to seeing a specialist. Check with your doctor before scheduling a specialist appointment or procedure. Your doctor will work closely with the specialist to determine the right course of action including tests, therapy and/or a medication plan.



Palliative Care

There are times when it's best for a doctor, nurse, and other care team members to see you at your home. Patients with certain chronic conditions may qualify for this level of care from WellMed. Ask your doctor for more information.

Prescription Refills and Renewals

For a refill of an existing prescription, simply call your pharmacist. Your WellMed doctor reviews medication renewal requests during regular office hours. For some medications, your doctor may ask you to schedule an appointment to re-evaluate your condition.

3 Getting Started



Comfort Care Transportation

Comfort Care Transportation is a WellMed company. As a health plan benefit, the company provides rides to medical appointments for eligible Medicare Advantage health plan patients. Additional transportation may be available for Medicare Advantage patients with a medical or financial need in select Texas and Florida areas. For more information or to schedule transportation, call: 1-866-879-8023 (toll free). Please call 24 to 72 hours in advance of your scheduled appointment.

Preferred Hospitals

WellMed contracts with local hospitals in your area. Ask your doctor's office for their preferred hospitals. If you are admitted to the hospital, please inform them that you are a WellMed patient. A WellMed hospitalist may be available to help manage your care with your doctor. The hospitalist will work together with other hospital staff and specialists to create a care plan that is right for you. If you are experiencing a life-threatening emergency, please **call 911** or go to the nearest emergency room.



New Patient Experience

Your first appointment will be with a medical assistant, nurse practitioner or physician assistant. During this initial visit we will gather information and conduct preventive tests. During this visit, we will review your new patient forms, your current prescription medication(s), your over-the-counter medication(s) and your vitamin schedule, conduct lab tests and complete initial screenings.

When you come to your first appointment, it is important that you bring:

- Completed new patient forms
- Picture ID
- Health insurance card
- All prescription medications, over-the-counter medications, vitamins, minerals, and herbal supplements in their original bottles or boxes (please bring to every visit)
- Any previous medical records, lab and X-ray results, if you have them
- Past diagnostic test results (this may include results of recent colonoscopy or mammogram tests)
- A list of other doctors you have recently visited and the reason for the visit

Next visit

After your first appointment, you will spend time getting to know your new doctor and review your test results. Your doctor may introduce you to the entire health care team, including the nurse practitioners and/or physician assistants at that location. During this visit, you and your doctor will create a health plan designed to help you feel your best.

5 Your Primary Care Team

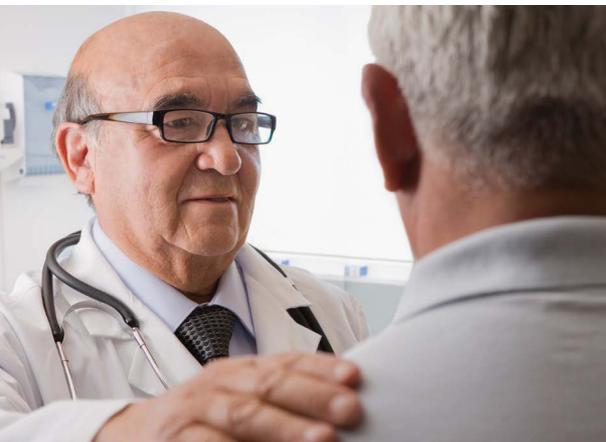
Your Primary Care Team

It takes an experienced team with different specialties to keep you healthy. That's why our doctors and medical staff work together to care for you like family. We work with you to coordinate your care from start to finish, even if you're admitted to the hospital. This helps reduce the chance of unnecessary treatments, misdiagnosis, complications from multiple medications, unnecessary tests and hospital stays. All of our efforts help ensure you get the right care, at the right place, at the right time.

Great communication is also essential to great care. We'll guide you through each step of your health journey. We'll clearly explain tests, results, preventive screenings, any diagnosis and prognosis, treatments, medications, side effects and other concerns. We'll make sure all of your questions are answered and that you are involved in your own treatment and care. By taking a team approach, we ensure you receive quality care at every visit.

We know that your choice of a doctor is a personal one. With WellMed, you have the opportunity to select the location and doctor that best suits your needs. If you would like information about other providers in the WellMed network or would like a second opinion, please contact our Patient Advocates at 1-888-781-9355 (toll free).

5 Your Primary Care Team



Primary Care Physician (PCP)

A PCP is a medical doctor you have chosen for your medical care. To make it simple, let's call your PCP "your doctor."

When you become a WellMed patient, your doctor:

- Manages any medical services you receive from specialists or other medical providers
- Recommends regular health screenings, including general health assessments, routine check-ups and vaccinations
- Coordinates and communicates your care plan with all specialists to reduce the risk of medication complications
- Explains test results thoroughly to you and your family or caregiver(s)
- Assesses the urgency of your medical challenge and directs you to the best possible place for care
- Helps you learn skills to stay healthy and manage your health problems through patient education classes and guidance from nurses

5 Your Primary Care Team

Nurse Practitioners (NPs) and Physician Assistants (PAs)

NPs and PAs are licensed medical practitioners who have the education and experience to provide care under the supervision of your doctor. Your doctor reviews the NP and PA's patient directives. They work together to give the care you need and deserve. Examples of what NPs and PAs can do include:

- Taking your medical history
- Giving you a physical exam
- Developing a care plan and providing follow-up care
- Teaching you how to manage your care
- Ordering and scheduling medical tests and procedures
- Writing prescriptions

Specialists

These doctors specialize in a particular medical field, such as cardiology, dermatology, neurology, podiatry, palliative care, rheumatology, wound care and more.

Specialists work with your doctor to provide additional medical guidance and give you specialized care.

Specialists for Health* is a network of specialists employed by WellMed. Specialists for Health specialties include cardiology, dermatology, hospital medicine, neurology, palliative care, rheumatology and wound care.

**Specialists for Health physicians and specialties vary by market. Other provider specialties are available in the network.*

5 Your Primary Care Team

Clinic Staff

Registered nurses (RNs), licensed vocational nurses (LVNs/Texas) or licensed practical nurses (LPNs/Florida) focus on education for specific diseases and help you with ways to live with them every day. Nurses also help you set self-management goals to improve your overall health and will help you identify resources such as patient education classes to assist you in meeting your goals.

Medical assistants (MAs) work with you and your doctor to help with preventive screenings.

Front office staff is available to help with your scheduling needs.

Hospitalists

A hospitalist is a board-certified internal medicine or family medicine doctor who works with you to coordinate your care if you are admitted to a hospital.

Case Manager

A case manager is a nurse assigned to each WellMed patient admitted to the hospital.

They work with the assigned hospitalist and your doctor on all health care treatments. The case manager will explain who will tend to your care, review discharge plans and coordinate in-home or skilled nursing facility follow-up care if needed.



Our Mission and Vision

At WellMed, we are committed to changing the face of health care delivery by providing quality, proactive patient care with a focus on prevention. We help the sick become well and help our patients understand and control their health through a focus on wellness and health maintenance.

WellMed

The care YOU deserve

Your WellMed doctor will work with you to create a long-term plan that includes specialists, nurses and other medical professionals. Together this team will focus on preventive ways to keep you healthy and feeling your best, or help you manage a chronic disease. It's our way of treating our patients better and with more respect.

Our promise to you:

- Quality health care that keeps you healthy and feeling your best
- More time with a doctor who listens and focuses on you
- Coordinated care that manages all of your health care needs, so you can relax
- Friendly, compassionate care
- Fast and easy access to a doctor
- Health care support 24 hours a day, 7 days a week



Recognition comes when you don't settle.

For more than 30 years WellMed has been dedicated to patient health. In fact, this drive to help you become a healthier patient earned us the Gold Seal of Approval® for Ambulatory Health Care from The Joint Commission, the nation's oldest and largest standards-setting and accrediting health care body. This award is only given to organizations that commit to providing safe and effective patient care.

WellMed was also awarded the Primary Care Medical Home (PCMH) Certification, another designation earned by select ambulatory health care organizations.

Fewer than 300 medical groups in the United States have both the prestigious accreditation and certification.

What is a medical home?

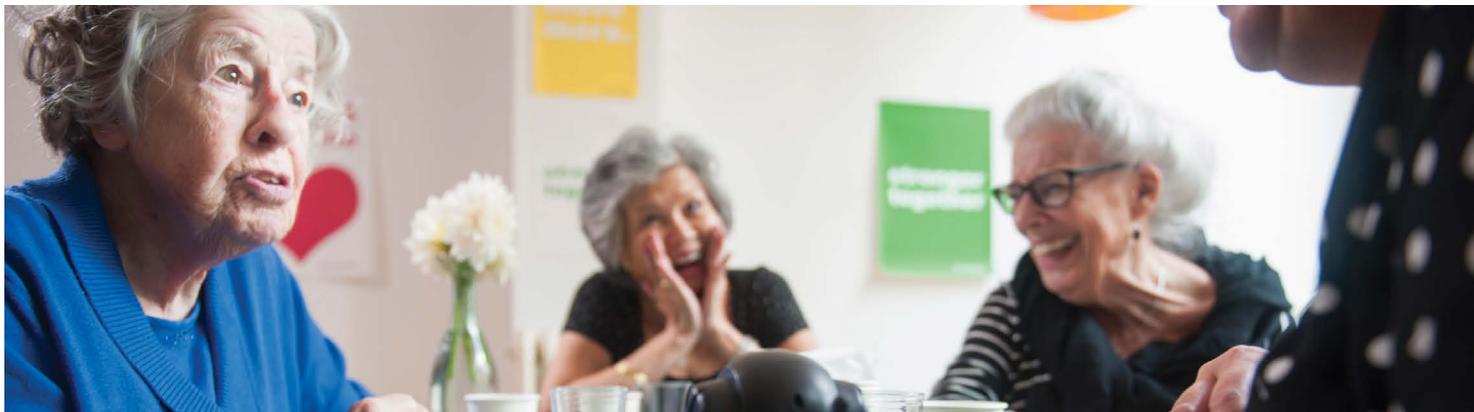
A medical home is a patient-centered, health care team-based delivery model led by physicians. We are not a nursing home or hospital. Our providers coordinate all of your health care among specialists, nurses and other medical support services.

Staying involved to keep you healthier.

It is important that you participate in your health care. Please make sure that you provide your doctor with any updates to your health history, bring all prescription medications, over-the-counter medications, vitamins, minerals and herbal supplements in their original bottles or boxes to every appointment, and engage in self-management activities to support your health. Working together with your doctor and your primary care team helps to ensure that you're receiving the best care possible.

WellMed also offers classes and events each month to help improve your health. These educational sessions and activities are available at no cost to you.

For more information about classes in your area, check your clinic lobby for a calendar, or visit [WellMedHealthcare.com/Events](https://www.wellmedhealthcare.com/events).



The WellMed Charitable Foundation

The WellMed Charitable Foundation (WCF) is a non-profit organization that operates several programs helping tens of thousands of older adults and their caregivers with a focus on wellness, prevention and living with chronic illness.

Senior Centers

The WellMed Charitable Foundation manages senior activity centers in Austin, Corpus Christi, Dallas, the Rio Grande Valley and San Antonio, Texas and Miami, Florida. These centers offer services such as exercise programs, technology classes and crafts to anyone age 60 and older — as well as their primary family caregivers — free of charge.

For more about the WellMed Charitable Foundation and our senior activity centers, visit www.WellMedCharitableFoundation.org.

Help for Caregivers

If you help a family member or friend with groceries, meals, rides and other chores, you are considered a caregiver. You may also have someone who is your caregiver.

The stress of helping others can put your health at risk. For that reason, we have created services to help caregivers such as you or your friends and family. Call **866-390-6491** to learn more about the programs listed below.

Caregiver SOS

The Caregiver SOS program provides services at no cost for family members and friends providing care to an older loved one (60 years of age or older) with dementia or other chronic illness. Bilingual services available. For more information visit www.caregiversos.org.

Caregiver TeleConnection

Caregiver Teleconnection sessions are free teleconferences offered five to six times a month on a variety of topics of interest for anyone caring for an older loved one. Interested persons can call in to get expert advice and ask questions to a professional such as a doctor, lawyer or social worker. There is also the opportunity to hear from other caregivers in similar situations. Register at www.caregiverteleconnection.org.

Caregiver Coaching

Caregiver Specialists are available to guide family members and friends who are caring for an older loved one at no cost. Information and support on how to better manage daily activities and improve care is offered individually or in a group setting in certain markets.



Together.
That's how we plan your health care future.

1-888-781-WELL (9355) [toll free]

WellMedHealthCare.com



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WellMed does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 888-781-WELL (9355).
ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 888-781-WELL (9355);
請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：888-781-WELL (9355).

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