

# MDVIP at Ninth Street Internal Medicine

*Whether you are a new patient to our practice or have been with us for years, here is some helpful information about our office. We look forward to being part of your medical team!*

## Appointments

To schedule an appointment for any reason, please call the office at 215-940-9925 during regular office hours Monday through Friday 8:00 am - 4:30pm. You can also request an appointment by using the patient portal at NSIMONLINE.COM and our staff will call you to arrange a time.

## Important Numbers

- Main office: 215-940-9925
- Fax: 215-940-9928

## Urgent Care

We schedule appointments for the same day or next day when patients have unexpected problems or concerns. Please call to set up an appointment with your primary care provider. These appointments can be in person or by phone/video depending on your needs. If you are contemplating coming to the office without an appointment, we request that you call first so we can give you a time to make sure you are seen promptly.

## After Hours

If an urgent medical problem or urgent question regarding a medical issue arises after hours, please call your physician directly on his/her cell phone. For non-urgent matters, you can send a message through the NSIMonline.com patient portal, or you can call our office during normal business hours. Please do not leave any urgent information by voicemail. Note: portal messages are not reviewed after hours and on weekends.

## Emergency Room Visits

When possible, please call us prior to going to an emergency room. Our hope is to help you avoid unnecessary emergency room visits when possible by being available for same day and next day urgent appointments. If you do require evaluation in an emergency room, we can also help facilitate your ER visit and transition records to make sure you receive the best possible care.

## Billing

Your annual membership fee that is paid to MDVIP includes advanced screenings and diagnostic tests not generally paid for by insurance or Medicare and a customized wellness plan created with your doctor to help you accomplish your unique goals for your annual wellness visit. However, it should be noted that any and all other types of office visits are not paid through this fee and are submitted to your insurance company and you may be responsible for any deductible, copayment or coinsurance deemed by your insurance.

## Patient Portal

**We know you have many portals to all your medical information, although MDVIP has its own patient portal it is NOT linked to the electronic medical record used by our practice, so please use the NSIMonline.com patient portal rather than the MDVIP portal.**

You can find the link on our practice website NSIMonline.com or you can download the 'Healow' app for your smart phone (our practice ID is ACJ BAA). It is a great way to communicate NONURGENT straightforward, questions or updates. There are a lot of things you can do on your patient portal:

- Send messages to your care team – we do our best to reply as quickly as possible, but remember the portal is only monitored during the work day so do not use it for urgent issues after hours or on weekend. We will not see you portal messages other than during the work day.

- Review your lab results and immunization records ( located in the medical summary tab)
- Request medication refills, appointments, or referrals

### **Prescription Refills**

Every attempt will be made to process refill requests the same day or next day. You can request a refill several ways: through your pharmacy, on our NSIMonline.com patient portal, or by calling our office.

### **Other Services**

- Dietician Sarah (Burbee) Lee has appointments in person and virtually. She has experience with a variety of medical conditions, including diabetes, high cholesterol, and obesity.
- Diabetes Education Classes are offered virtually, and we also offer one-on-one visits with a Certified Diabetes Education Specialist.
- Libre continuous glucose monitor for patients with diabetes or pre-diabetes. If you already have a LibreView online account, please add NSIM (practice ID #06013252) so that we can also review your results and suggest medication/diet changes.
- Minor procedures such as removing stitches or cleaning ear wax
- Travel immunizations

### **Updates**

Make sure you let your specialists and your insurance company know that we are your primary care providers! If those specialists are employed physicians in the large health systems, please remind them that our electronic record is not EPIC and that we request they fax reports to us. It is often helpful if you also advise us of visits to other providers so that we can make an effort to make sure we receive their reports and can forward your information to them in advance of your visit to them. If we partner together in this manner we can assure you of the best possible coordination of care.

### **Cancelled appointments**

If you need to cancel for any reason please notify us in advance so that we can offer that time to another patient.

### **Vacation coverage**

When your physician is on vacation you will be notified by email or voice recording that he/she will be away, and which physician will be covering for him/her during that time. Please make a note of the emergency cell phones of the other MDVIP physicians so that you will have them available for emergency after hours care during those times. During the day the office will assist you and refer your care to the covering physician.

Thank you for the confidence you have in us and we hope to continue to work with you to keep you healthy.

Yours in health,

Kenneth Barmach CELL: 267-438-2495

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