

## Dear patients of IKP Family Medicine,

We are writing this letter as a notice of some of the changes that you may have already noticed and others that will be occurring in the near future here at IKP as a result of government mandated initiatives:

- **Check-in process:** All patients **will be asked** date of birth, race, gender, ethnicity & preferred language. These are not questions that are being asked randomly, but have been mandated by the federal government. It is certainly within your rights to politely decline answering a specific question, but please understand that we are obligated to ask these questions.
- **Rooming Process:** All patients **will be required** to provide a weight and height and will also be required to submit to a blood pressure reading (for any patient over the age of two). In cases where it is not possible to obtain an accurate weight or height (e.g. wheelchair bound), we will use the best estimate. In cases where patient do not tolerate the automatic blood pressure cuff, you may politely request a manual reading to be taken.
- **Once in the Room:** The medical assistants may need to verify current medications, problem lists and any other visit-specific information needed on a case by case basis. **All patients ages thirteen and older will be asked about tobacco use.** Some of this information may seem to be redundant, but please bear with us as we are trying to get as much accurate information as possible in order to provide the best care possible.
- **Other upcoming changes:** We will soon be implementing a patient portal (a dedicated website) in order to allow limited communication with patients via a secure internet connection. We also anticipate the implementation of a new Prescription Hub (electronic connection to mail order pharmacies) which should allow us to start sending most mail order prescriptions electronically. **We will gradually be phasing out all written prescriptions except where required by law.** Again, this is not a random decision, but is being mandated by the federal government. On a more positive note, this is an ecologically responsible (green) initiative and will help us to improve our efficiency.
- **Changes that have already taken place:** IKP Family Medicine does not accept checks for payment. There is a \$25 charge for missed appointments or cancellation within 4 hours of an appointment time for regular appointments and within 24 hours for physicals or well-woman examinations. Patients are asked and expected to bring a complete list of medications with them to every appointment. Patients are asked to allow us to take a picture during the check-in process. This picture stays in the chart and is not used for any other purpose other than identification. We have changed our office hours and now start earlier in the morning (7:30 am) and finish a little earlier in the afternoon (2:45 pm) and we have expanded our Saturday hours to accommodate patients that cannot make it to the office in the afternoon during the weekdays. Scheduled appointments are now required on Saturdays.