

Your New Medical Home:

Family Care Associates is a patient-centered, family-focused medical practice dedicated to the health and wellness of the patients and communities we serve. Our certification as a Patient-Centered Medical Home (PCMH) means our physicians and staff are committed to comprehensive, personal healthcare centered around you; partnering with you to ensure all of you and your family's medical and non-medical needs are met.

Your Personal Physician

The relationship between you, your physician, and the care team (clinic staff) is the driving force behind a Patient-Centered Medical Home. Your physician will provide medical care that is right for you based on clinical guidelines shown to improve health.

Your Care Team

Your physician will direct the care team to coordinate your care based on your needs. To improve efficiency, the team will plan for your appointment by reviewing your medical chart for up-to-date forms, check for recent testing, and ensure you are notified of results in a timely manner. The care team will work with you and any outside providers/facilities to effectively coordinate your healthcare across all specialties, including behavioral health. Your care team will make sure your appointment is timely, provide the specialists with your care summary before your appointment, and obtain the specialists recommendations after your appointment. If you have a hospital admission and discharge, your care team will review your hospital stay, make sure you return for follow-up care, and discuss any questions or concerns you may have about your treatment or medications.

Your Health

In return, we ask that you continue to be an active participant in your health care. We ask you to take charge of your health by responsibly managing and monitoring aspects of your care. In addition, you can help by being prepared and on time for your appointment and bringing a list of your medications and questions, following the care plan your physician has developed for you, and letting your physician know when you can't. We are here when you need us; you can call our office or follow the guidelines for reaching us during non-business hours for advice before going to the Emergency Room in a non-emergent situation.

Quality for You

Our Patient Centered Medical Home (PCMH) is committed to providing same day appointments and offering expanded hours to meet your needs. We will use our electronic medical record, eClinicalWorks, to support the best care, quality, and safety by helping us to identify and provide for your needs and the needs of our entire patient population. Additionally, we are able to contact you via electronic reminders for appointments, preventative, and chronic care services.

Physicians:

Thomas Heischmidt, M.D. is board certified in Internal Medicine. He was raised in Altamont. He attended Eastern Illinois University and the University of Illinois College of Medicine in Peoria at Saint Francis Medical Center where he graduated in 1995. He completed the Residency program at the U of I College of Medicine at Peoria.

Jeffrey Crowell, M.D. is a Family Practitioner. He graduated from West Virginia University School of Medicine in 1996. He was in Georgia from 1996-1999 doing his Family Practice Residency at Dwight David Eisenhower Army Medical Center. He is a board-certified Family Practitioner. He has special interest in Aesthetics, Pediatrics, Sports Medicine and Vasectomies.

Jeffrey Brummer, D.O. joined our practice in August 2005. Dr. Brummer is a board-certified Family Practitioner. He graduated from Des Moines University in 2002. He completed the Residency program at Iowa Lutheran Family Medicine Residency at Des Moines. He has special interests in Family Practice and Pediatrics. He was born in Effingham and raised in Neoga and Illiopolis.

Amanda Bierman, M.D. joined our practice in August 2011. Dr. Bierman is board-certified in Pediatrics. She graduated from the University of Illinois college of Medicine in 2008 and completed her residency at the Indiana University School of Medicine.

Nurse Practitioners:

Dorothy (Dot) Behrns, APRN is a graduate of the University of Illinois Nurse Practitioner Program and received her nursing degree from St. Johns School of Nursing in Springfield. Dot specializes as a Family Nurse Practitioner.

Richelle Volk, APRN is a graduate of the St. Louis University College of Nursing program and holds a Master's of Science in Nursing. Richelle specializes as a Family Nurse Practitioner.

Candi LeDuc, APRN joined Family Care Associates in December 2014. She is a board-certified Family Nurse Practitioner with special interest in preventative medicine and health promotion. Candi holds a Master's of Science in Nursing from Southern Illinois University and is a member of the Sigma Theta Tau National Honor Society for Nursing.

Katie Roedi, APRN joined Family Care in February 2015. She is a board-certified Family Nurse Practitioner with special interest in pediatrics, women's health, disease prevention, and health promotion. Katie is a long-time employee of Family Care, serving as an RN for nearly seven years before enrolling at the Indiana State University where she holds her Master's of Science in Nursing.

Courtney Miller, APRN joined Family Care in October 2015. She is a board-certified Family Nurse Practitioner with special interest in women's health, pediatrics, and health promotion. Courtney holds a Master's of Science in Nursing from the University of Southern Indiana.

Lori Johnson, APRN joined Family Care Associates in the Fall of 2015. She is a board-certified Family Nurse Practitioner and specializes in pediatrics, women's health, preventative medicine, and chronic illness. Lori obtained her Doctorate of Nursing Practice from Maryville and her Master's in Nursing from Southern Illinois University-Edwardsville.

Sarah Vaughn, APRN joined Family Care Associates in September 2017. She is a board-certified Family Nurse Practitioner with special interest in pediatrics, disease prevention, and health promotion. Sarah holds a Master's of Science in Nursing from the University of Southern Indiana.

Beth Schumacher, APRN joined Family Care Associates in February 2019. She is a board-certified Pediatric Nurse Practitioner that specializes in child development and asthma. Beth previously served as a Medical Assistant and RN at Family Care Associates before completing the Nurse Practitioner program at Maryville University St. Louis.

Kimberly Pruemmer, APRN joined Family Care Associates as a board-certified Family Nurse Practitioner in March 2022. Her special interests include women's health and pediatrics. Kimberly obtained her Master's of Science in Nursing from Chamberlain University.

Behavioral Health:

Melissa Semple, PsyD is a board-certified Licensed Clinical Professional Counselor. She joined Family Care in March of 2020. Melissa obtained a Bachelor's in Science from Southern Illinois University-Edwardsville. She completed her Masters and PsyD in Clinical Psychology from American School of Professional Psychology/Argosy in Chicago.

Rebecca Holkenbrink, LCPC joined Family Care Associates in May 2020. She is a board-certified Licensed Clinical Professional Counselor. Rebecca graduated in 2013 from Eastern Illinois University with a Bachelor's of Arts and then in 2016 with a Master of Science in Clinical Mental Health Counseling.

Kari Thompson RPT-LCPC joined Family Care Associates as a Board Certified Licensed Clinical Professional Counselor. Kari graduated in 2000 from Eastern Illinois University with a Bachelor of Science in Special Education and then in 2005 with a Master of Science in School Counseling.

Thomas Moll, LCSW joined Family Care Associates as a Board Certified Licensed Clinical Professional Counselor. Kari graduated in 2000 from Eastern Illinois University with a Bachelor of Science in Special Education and then in 2005 with a Master of Science in School Counseling.

Jennifer Tinsley, PMHNP joined Family Care as a Board Certified Psychiatric Mental Health Nurse Practitioner in May 2021. Jennifer received her Masters Degree in Nursing from Chamberlain University in 2017. In 2020, Jennifer obtained her Masters Certificate in Psychiatric Mental Health.

Morgan Probst, LCSW joined Family Care in February 2022. Morgan graduated from the University of Illinois Urbana/Champaign in 2014 with a Bachelor in Social Work and in 2015 with a Master in Social Work.

We practice together to provide a wide range of health care services for children and adults.

SERVICES:

Physicians

- Preventative healthcare for all ages
- Physical exams
 - *Well Child*
 - *School/Sports*
 - *Certified D.O.T.*
 - *Women's Health (pap/pelvic/breast)*
- ADD/ADHD
- Illness care
- Acute illness management
- Chronic illnesses
- Geriatric care
- Sports medicine
- Lesion removals
- Vasectomies
- Aesthetics/dermal health treatments

Lab

- Various blood testing
- Urine testing
- Fingerstick Prottime/INR
- Lead Screening

Nurses

- EKG
- Ear wash/cerumen removal
- Routine injections, including:
 - *Allergy*
 - *B12*
 - *Depo Provera*
- Medical injections, including:
 - *Kenalog*
 - *Penicillin*
 - *Rocephin*
 - *Toradol*
- Flu vaccines
- Pneumonia Vaccines
- Shingles Vaccines
- COVID-19 Vaccines
- Childhood Immunizations
- Suture/staple removal
- Dressing changes
- Pulmonary Function Testing
- 6 minute walk stress testing
- Throat cultures/Quick Streps
- Infant weight check
- Weight check for Weight Loss Program
- Wart removal treatments/DNCB
- Thrush evaluation and treatment
- Blood pressure checks
- Pregnancy tests
- Injection Administration Education (Insulin)
- Glucometer training
- Lactation consulting



Monday-Friday 8am-4pm

➤ **Extended Office Hours**

Monday-Thursday: 7am-6:30pm

Friday: 7am-5pm

Saturday **Acute Care** Walk-In Clinic: 8am-10:30am

➤ **On-Site Lab, XRay, and Ultrasound Provided By:**



Before Your Visit

Be prepared to talk to your healthcare provider about:

- All the symptoms and/or issues you want to discuss
- How long you have had them and if they go away
- Any treatments you've tried to address the symptoms/issues such as vitamins, herbals, or over-the-counter medications
- Any changes you have made since your last appointment, including starting or stopping medications, lifestyle changes, or major life events
- If you are here for a routine check-up or follow-up, any new issues or questions that have arisen since your last visit
- Consider making notes and bringing them with you

★**IMPORTANT:** Bring all of your medications, vitamins, supplements, and/or herbals, in their original bottles, to your appointment!

Consider inviting someone to come with you if:

- You need help answering questions and giving your doctor information
- You are attending an appointment that may be stressful
- You feel anxious and would like some familiar support

Inform your healthcare provider of any:

- Language needs
- Hearing or sight impairment
- Allergies
- Other needs

Registration

During your first visit to our office, registration information will be collected. This information and any other information given to our office will be kept in the strictest confidence. At each visit, you will be asked to present your insurance card and photo identification. Additionally, you will need to verify:

- Address
- Phone Number
- Insurance
- Preferred Pharmacy

This is not an all-inclusive listing of each identifier captured and verified in the registration process. Please be prepared to provide additional information beyond the examples listed above.

Payment

At check-in, your account will be reviewed for any outstanding balances, and any relevant co-payments. Payment in full is expected at the time of service. You can pay by check, credit/debit card, or cash. Please make checks payable to Family Care Associates of Effingham, S.C. You will receive a receipt for each paid office visit. Certain laboratory tests performed by our reference laboratory will be included in our office charge; others may be billed by the laboratory. There is a fee for blood pressure checks. Laboratory work and x-rays obtained at St. Anthony Hospital, Sarah Bush Lincoln, Effingham Medical Center or other facilities will be billed to you separately.

If you are unable to provide payment at the time of service, please make arrangements with our billing department BEFORE leaving the office. A statement will be mailed at the end of the month. We expect prompt payment. We realize that special situations arise that requires alternative payment plans. In these circumstances, we offer individualized, structured payment plans, as well as Family Assistance. Please discuss these with our Collections Department before your account is overdue.

Insurance

We are preferred providers for:

- Blue Cross and Blue Shield
- Healthlink
- MultiPlan
- Health Alliance
- Aetna/Coventry
- Consociate
- First Health
- Tricare Standard
- Cigna
- Medicare
- Medicaid & Medicaid MCOs
 - *Aetna Better Health*
 - *Meridian*
 - *BCBS Community Health Plans*

Any other insurance, regardless of listed co-pays, is to be paid in full at time of service.

If you have insurance that covers office charges, you will be given a receipt upon payment to file for reimbursement to yourself. Any overpayment can be credited to your account or refunded to you; in either case you will receive a monthly statement.

If you are on Medicare or Medicaid, please notify our office staff when you arrive for each appointment. **We need a copy of your Medicare/Medicaid card and a signed authorization (for Medicare) at each visit.** If you fail to provide us with this information, you will be responsible for any fees incurred during your visit. We accept Medicare assignment. Our staff is available to answer any questions.

Office Processes

Hours of Operation

Our office is open Monday through Thursday from 7a.m. to 6:30p.m. and from 7a.m. until 5 p.m. on Friday. Our telephone system is turned off at 5 p.m. every day. Additionally, we offer our FCA Walk-In Clinic from 8a.m. to 4p.m. Monday-Friday and our Acute Care Walk-In clinic on Saturday mornings from 8a.m. to 10:30a.m. for Family Care patients only. No phone services are available on Saturdays. On-call staff is available for urgent situations, see additional details below. **Note: Please visit our website at www.familycareassociates.com for details on our FCA Walk-In clinic and our Acute-Care Walk-In Clinic.**

Days Off

If your primary care provider is out of the office, you may be scheduled with one of our nurse practitioners or another primary physician. Our healthcare providers collaborate daily, as part of a care team, and are fully prepared to manage each patient's individual care needs. It is important to become familiar not only with your primary care provider, but also with each health care provider on staff at Family Care Associates.

Appointments

Appointments are **required** for all routine care including nursing and lab visits. We encourage our patients to schedule an appointment for acute care, but our Walk-In Clinic may be utilized if necessary. You can arrange an appointment by calling our office at 217-342-7000 and choosing Option 1. For any non-urgent visits, including acute care/sick needs, we encourage you to log in to your Patient Portal to request an appointment. To effectively manage your care, at each visit please inform your healthcare provider of all medications you are taking, any drug allergies or side effects, visits to other health care clinics, such as specialist visits or hospitalizations, changes in your medical history or health status, results on any outside lab or diagnostic testing, and updates on your self-care needs.

Well Child Visits

Well child exams will be rotated between the doctor and a nurse practitioner and are scheduled as follows:

- 1 week (if breast fed)
- 2 week (if bottle fed)
- 1 month
- 2 months- Immunizations
- 4 months- Immunizations
- 6 months- Immunizations
- 9 months
- 12 months- Immunizations
- 15 months- Immunizations
- 18 months
- 2 years
- 3 years
- 4 years- Immunizations
- 5 years

School Physicals: Kindergarten, 6th Grade, and 9th Grade

Please refer to Immunization schedule below. Our website, familycareassociates.com, offers detailed information on each vaccine we provide.

Age	Scheduled Immunizations
2 months	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (recommended)
4 months	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (recommended)
6 months	*Dtap, *Hib, *Polio, *Hep B, Prevnar 13, Rotateq (recommended)
12 months	MMR, Varicella (2 doses required before kindergarten)
15-18 months	Dtap, Hib, Prevnar 13
4-5 years	Dtap, Polio, MMR (1 dose required), Varicella (2 doses required before kindergarten)
10 years	Tdap, Meningococcal (Menveo or Menactra), HPV (recommended)
16-18 years	Meningococcal (Menveo or Menactra, required for 12th grade if first dose was given at 16 years of age or before), Meningococcal B (Bexsero or Trumenba, recommended)

** The combination vaccines will depend on manufacture availability (Pediarix/Hib or Pentacel/Hep B)*

If your child receives immunizations at the Health Department, please bring a copy of their current shot record to each school physical and/or Well Baby visit.

For your convenience, we recommend that you request appointments for physical examinations and routine checkups at least 8 – 12 weeks in advance. Other appointments are scheduled as available and necessary. Some appointments are set aside each day for sudden illnesses; however, these fill quickly. Please call early.

Cancellations

If you are unable to keep a scheduled appointment, we ask that you notify our office as much in advance as possible. Early notification allows someone else to use that appointment time and you to reschedule as soon as possible. Failure to notify our office at least 24 hours in advance, more than once a year, may result in dismissal from the practice.

If you arrive more than 10 minutes late for an appointment, you may be asked to reschedule or to wait until other scheduled patients have been seen. This avoids long waits for you and other patients, and provides adequate time for a thorough visit.

After Hours

If you or your family need emergency care or information outside of office hours, contact St. Anthony Memorial Hospital at 217-342-2121 and leave a message with the operator. The physician or on call nurse will return your call and contact the physician when necessary.

Telephone Calls

When you call our office, our automated attendant will give you options. We encourage you to choose appropriately so that your call can be routed efficiently. The options are as follows:

- Press 1 - Scheduling
- Press 2 - Nursing
- Press 3 - Other Medical Facilities Coordinating Care
- Press 4 - Refill or Referral
- Press 5- Billing/Insurance
- Press 6 - Collections
- Press 7 - Patient Portal Questions
- Press 8 - Additional Information
- Press 9 - Medical Records
- Press 0 - Operator
- Extension 505 - Behavioral Health Questions and Scheduling

Calls regarding laboratory tests or x-ray results, when done at another facility will not be returned until results are available. Any abnormal results will be reported to you as soon as the physician has reviewed them. A letter may be sent to you if all test results are normal or, it may be reviewed at an upcoming appointment. These results can be reviewed at your next appointment. If you have activated your Patient Portal account, these results may also be posted to your account for your review.

If you call outside regular office hours, you will reach a recorded message. This is not an answering machine; you cannot leave a message for us. Please call back during office hours or Dial 911 in case of an emergency.

Medication Refills and Samples

Contact your pharmacy when you are low on medication. Your pharmacist will check to see if you have any remaining refills on your prescription. If you do not, then your pharmacist will contact us for approval. If you are calling our office regarding a medication, please make sure you have the medication available and can read the label information directly from the bottle. While medication refills should always be initiated at the pharmacy, we understand there may be special circumstances that arise. If you need to contact us directly for your refill, please do so while you have at least 2-3 days' worth of medication remaining.

Summary

Family Care Associates strives to provide each patient with the highest quality of care and services possible. We will work with you, as part of your care team, to meet our mutual goals of health and wellness. If you have any questions or concerns regarding the information contained in this letter, please let us know as mutual cooperation and understanding is necessary to achieve the best health care possible for you and your family.

Thank you for choosing Family Care Associates!