

# T.I.M. BITS

*Published for Patients and Employees of Troy Internal Medicine  
a Division of Arcturus Healthcare*

Welcome to the first edition of the Troy Internal Medicine T.I.M. BITS quarterly newsletter. Each newsletter will be comprised of general office news, new and upcoming events, important announcements, as well as informative articles. We hope you find our newsletters beneficial as well as informative.

-Troy Internal Medicine

## Important Phone Numbers

Troy Internal Medicine	248-267-5000
Troy Internal Medicine Fax	248-267-5001
Billing Department	248-267-5000-4
Prior Authorization	248-267-5000-7
Nutrition and Wellness Center	248-952-5083
Nutrition and Wellness Center Fax	248-952-5108
Research	248-312-0025

## Prescription Refills

Please allow up to 48 hours for prescription refills. As a result, please call us prior to running out of your medication to ensure that your medication is able to be refilled in a timely manner.

## 15 Minute Rule

If you have **NOT** been **CALLED** within **15 MINUTES** of checking in, please see the receptionist.

## Co-Pays

Just a reminder that **co-pays are due at the time of service**. We do accept personal check, cash, Visa and Mastercard as acceptable forms of payment. **Please have your form of payment ready at checkout.**

## Cell Phones at TIM

Please turn off your cell phone upon entering the Troy Internal Medicine suite. There is medical equipment utilized within the suite that is sensitive to cell phone usage. Failure to comply with this request may have a negative effect on the quality of care we offer to you and other patients at Troy Internal Medicine. If you need to make a phone call please take advantage of the area located outside the office suite, near the elevators.

## BCN Referral Process

Do you need a specialist referral completed by our office? If your answer is yes, please request your referral **at least 72 hours** prior to your specialist visit.

Please provide the following when requesting a referral:

**DATE OF APPOINTMENT**  
**DOCTOR'S FIRST AND LAST NAME**  
**LOCATION**  
**REASON FOR VISIT**  
**PHONE & FAX NUMBERS**

## Prior Authorizations

Prior authorizations are submitted to Troy Internal Medicine by pharmacies on behalf of patients when medications are found to be no longer on a patient's formulary. Our Prior Authorization Department works on these requests as they are received. In some cases pharmacies do not submit an automatic request to our Prior Authorization Department. If you are in need of a prior authorization you may request your pharmacy to submit a request on your behalf. If your pharmacy will not submit the request, please provide the following information:

1. Your Name
2. Your Date of Birth
3. Medication name, dose, frequency, and how taken (i.e. oral/injection)
4. Insurance information
5. Failed/tried medications
6. Whether or not you have had a prior authorization for this medication previously

## Physical Examinations

Did you know that you can schedule a physical examination a year in advance? Our doctors' schedules fill up quickly. Do not hesitate. Call today.

## CPC+, What is it?

You may have heard the buzz word CPC+ around our office, and you are wondering what is CPC+. CPC+ stands for Comprehensive Primary Care. This is a Medicare initiative that Troy Internal Medicine participates in. Just exactly what is CPC+? CPC+ is a national advanced primary care medical home model that aims to strengthen primary care through regionally-based multi-payer payment reform and care delivery transformation. In other words, CPC+ is investing in Troy Internal Medicine to improve the quality of care we provide our patients, and strive to reduce the number of unnecessary services our patients receive. Our goal is for a healthier you. We have instituted many advancements towards this goal. Please see the Care Management section of this newsletter for further information.

## Welcome Karen Samosiuk, LMSW

Troy Internal Medicine would like to welcome Karen Samosiuk, LMSW to our Care Management Team. Karen is a licensed clinical social worker. In addition to meeting with patients in our office, Karen will be offering stress management classes.

For more information, or to sign up for a future class, please call our Nutrition and Wellness Center at 248-952-5083.

## Care Management 101

Our Troy Internal Medicine Care Managers match patient needs with appropriate services. Our Care Managers consist of a combination of registered nurses and medical assistants. They assess patient needs, and consult with the patient's health provider to determine what services to provide. Such services may vary from transportation and food security, to home health care and assisted living, drawing from a large resource library. If you would like more information please give our office a call and ask to speak with one of our care managers at 248-267-5000.

## N.E.W.S.

Troy Internal Medicine would like to invite you to our **FREE** health education lectures presented by Nanette Cameron, RDN. She will be discussing the 4 pillars of health: **Nutrition-Exercise-Wellness-Sleep.**

Wednesday, November 7th	@ 10:00 am
Wednesday, November 14th	@ 6:00 pm
Wednesday, December 12th	@ 10:00 am
Wednesday, December 12th	@ 6:00 pm
Wednesday, January 9th	@ 10:00 am
Wednesday, January 9th	@ 6:00 pm

Please **RSVP** within **24** hours of the event to **248-952-5083.**

## Flu Shots are Available!

Flu shots are now available at Troy Internal Medicine. There is no need to schedule an appointment to receive a flu shot. Flu shots are available in our Walk-In Lab. You may also receive a flu vaccine during your next office visit.

### Walk-In Lab hours are:

Monday - Friday: 7:30 am - 4:30 pm

### Why get the flu vaccine?

The flu vaccine can: keep you from getting the flu, make the flu less severe if you do get it, and keep you from spreading the flu to your family and other people.

## Did You Know?

Troy Internal Medicine has a provider on call **24** hours a day, **7** days a week, when the office is closed and on holidays. We also offer same-day appointments for urgent care issues, as well as **Saturday Urgent Care** hours from **9am-12pm** (phones go on at 8:30am), except for holidays. Before heading to the Emergency Room or Urgent Care, call us first.

If you are experiencing a life-threatening emergency, however, please **call 911** and go to your nearest emergency room.

