

T.I.M. BITS



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

Are you having trouble paying for your prescriptions, in need of assistance for a loved one, or feeling stressed?

Here at Troy Internal Medicine we are committed to our patients' health and welfare. Our dedicated **Care Management Team** can assist with many needs. These needs can vary from in-home care, prescription assistance, social work, etc. In addition, our Social Worker Karen Samosiuk, offers monthly stress management seminars (Please see other side for dates/times.). She also has available appointments to work with patients.

Many drug companies offer patient assistance for medications. Let us know if we can help you. We will be glad to do our best to assist you.

Are you worried about a loved one receiving the care they need at home? Our Care Managers have a variety of resources to alleviate the worry. Please also see our **Spotlight on Senior Companions** below.

Our resource library is always expanding. Please see the front desk to request a Care Manager contact you for any issue you need addressed. They will work diligently to provide the appropriate resources.

Spotlight: Senior Companions

Are you a senior in need? Do you have a loved one who could benefit from a companion? Senior Companions coordinates volunteers with seniors in need. Companions are matched according to similar interests, as well as needs. Senior Companions can perform transportation to medical appointments,

deliver groceries, prepare meals, and even do simple chores. The cost of the program is **FREE** to seniors. Please see our Front Desk Staff if you are interested in the program. They will have a Care Manager contact you to assist with the process.

Are you looking to help in your community? Senior Companions is always looking for volunteers that provide companionship and support to seniors that are in need. As a Senior Companion you may assist with transportation to medical appointments, aide homebound veterans, and even do simple chores such as delivering groceries and preparing meals. The Senior Companion Program is open to volunteers over the age of 55. The ability to provide volunteer hours of 15-40 hours is required. Training is provided to all volunteers. Please see our resource rack in the back of the waiting room for a brochure. You may also ask the Front Desk Staff to communicate your information to our liaison.

Have you heard the 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, March 20	@ 6:00 pm
Wednesday, April 3	@ 10:00 am
Wednesday, April 17	@ 6:00 pm
Wednesday, May 8	@ 10:00 am
Wednesday, May 15	@ 6:00 pm

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

Feeling Stressed Out?

Karen Samosiuk, our Social Worker, hosts a Stress Management Class for **FREE**:

Thursday, March 28 th	10 am – 11:30 am
	6 pm – 7:30 pm
Thursday, April 18 th	10 am – 11:30 am
	6 pm – 7:30 pm

Please RSVP @ 248-952-5083.

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.

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
After Hours (<u>5pm until 7:30 am next day</u>)	248-351-4708

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.

Shingrix Vaccinations

The Shingrix vaccine (for shingles prevention) is currently on a **national backorder**. If, and when, we receive a shipment of the Shingrix vaccine we are contacting patients that have already had their first Shingrix shot. We are contacting these patients in date order. Due to the national backorder we are not able to start new Shingrix patients.

BCN Referral Process

Do you need a specialist referral completed by our office? If your answer is yes, 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. Sometimes pharmacies do not submit an automatic request to our Prior Authorization Department. If you need 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

Do You Need a Refill?

Stop! Are you out of your medication?

Before calling the office for a refill please check your pill bottle. Often your physician has provided the pharmacy with a script that contains refills. The refill number will be located on the bottom left of your prescription bottle (i.e. Refills: 3 until 05/01/2019). If there are refills listed on your pill bottle please contact the pharmacy directly to get your refill processed. In the case that you are out of refills, feel free to contact our office directly. One of our receptionists will get a message to your physician to get the process completed. **Please be aware that refills may take up to 48 hours to complete.** Please call us prior to running out of your medication to ensure that your medication can be refilled in a timely manner.