

Thank you for choosing Newport Family Practice for your family's health care needs. We are very happy to be reaching out to our families of Perry and Juniata Counties for over 50 years. As pediatric and family physicians, we will try to solve your current medical problems and detect or prevent other health problems by sick and routine visits or physicals. We think that our office can provide you with an excellent "medical home". This is a patient care concept that uses a team approach and an electronic medical record to equip you to learn about your illnesses and chronic medical conditions. We hope to make this first visit not just an opportunity to deal with any medical concerns you may have, but also a time to get acquainted with you.

To make your healthcare transition easier, please fill out the attached history form on yourself or your child(ren). This information will become part of your computerized medical record. If you are the parent of a minor child, please read the attached documents regarding the treatment of minors by our medical practice. The following guidelines and information will help you at your visits and with your phone calls or electronic correspondence.

- 1.) Please present your current insurance cards at check-in. If your insurance company requires a co-pay for your visit, this will be collected at check-in.
- 2.) Bring a list of your current medications and any changes to your medical history to each visit. Please update us each visit on any interim medical visits with specialists that could influence your care. This allows us to keep current with your care and correspond with your specialists effectively. We will send your necessary health information to any specialists upon the request of you or your family doctor/pediatrician for ongoing treatment. At the end of each visit, you will be provided with either an electronic or printed copy of a patient summary. Please check this for accuracy and also use it as a medical history to take to your specialists.
- 3.) Refills for medications should be requested at routine visits. If you are unable to do this, we do have a prescription refill phone line – those requests are processed within 24 hours. You may also log in to your web portal and request a prescription refill.
- 4.) Our office hours are from 8:00 am to 8:00 pm Mondays, Tuesdays, Wednesdays, and Thursdays and from 8:00 am – 4:30 pm on Friday. We are open on Saturday mornings for sick visits only. Whenever our office is closed, one of our

physicians is on call at all times for medical emergencies. We are here to give you and your family expert advice, both during and after office hours. You can reach this service by dialing our main number (717)567-3151 and following the prompts.

- 5.) If you are an adult and have a current email address, we will gladly web enable your medical account so that you can receive your test results in a confidential manner. Please request this from our front desk staff.

We hope that after your visit you will feel confident that you've made a wise decision by choosing our practice. Because your health is important to us, please schedule your return appointments and physicals as advised. We look forward to caring for you!

Respectfully,

Dr. Albert Knouse, Family Practice  
Dr. Michelle Brenizer, Family Practice

Dr. Michael Thieblemont, Family Practice  
Dr. Kathleen Knouse, Pediatrics

Lacie Sanderson, PA-C  
Jillian Sanno, CRNP