

## Owensville Primary Care

Owensville Primary Care welcomes you and your family, and we appreciate the opportunity to provide your health care services!

Please read the following information, which is provided to help meet your needs and answer questions about our practice.

### Providers

Wayne D. Bierbaum, M.D. *	Internal Medicine
Jonathan J. Hennessee, D.O.	Family Medicine
Thomas Sheesley, D.O. *	Family Medicine
Nancy Bryant, C.R.N.P.	Nurse Practitioner, Family Medicine
Ann Hendon, P.A. – C.	Physician Assistant
Jana Raup, PhD, L.C.P.C.	Behavioral Health
Jennifer Thornton, LCSW-C	Behavioral Health

\*Anne Arundel Medical Center (AAMC) Hospital Privileges

### Office Hours

Monday and Tuesday	7:30am – 5:30pm
Wednesday and Thursday	7:30am – 8:00pm
Friday	7:30am – 4:30pm

Behavioral Health Services available Tuesday through Saturday, early morning and evening hours

### Appointment Scheduling

- Established patients please arrive 15 minutes prior to appointment time
- New patients please arrive 30 minutes prior to appointment time
- Sick visits are typically scheduled for the same day or within 48 hours of appointment request
- Same-day and walk-in appointments are granted based on availability
- Follow-up office visits are scheduled at check-out
- Physical exams/well exams are usually scheduled within 2 to 6 weeks of appointment request
- Our providers may occasionally be running late, and your visit may be delayed. Our staff will try to inform you if this occurs.
- 48-hour advance notice on all cancellations is requested

### Return Telephone Messages

Our providers and/or medical support staff attempt to return all messages in a timely fashion. Return calls are often made during the lunch or late afternoon hours and sometimes on the following day.

### Prescriptions

Our providers believe that patients should be evaluated prior to being prescribed new medications. Prescription refills should be made through the pharmacy, which requires patients to inform their pharmacy with 48 hours advanced notice. "Controlled substance" medications will not be prescribed on Fridays or on the day before a federal holiday and in most cases will require an appointment with the primary provider. Some written prescriptions need to be picked up at the office and cannot be called in to a pharmacy. To avoid delays with medication refills, please review medication needs at each office visit.

### Medical Referrals

You may require a medical referral for specialty and/or urgent care. Owensville Primary Care requests 5 working days to process these referrals. In many cases an office evaluation will be requested to determine the referral's necessity. Urgent care and/or emergency department visits may also require prior authorization. Please contact the office within 48 hours of an urgent care or emergency department visit to determine whether it has been authorized. Please remember that there are many health insurance companies many more individual policies. It is the patient's responsibility to know and abide by the regulations of his or her insurance coverage.

### Medical Records/Medical Forms

In order to obtain a copy of Owensville Primary Care medical records patients must complete a "Request for Medical Records" form and allow a minimum of 5 working days for processing. The processing fee varies depending on the size of the medical chart, but the basic fee is typically \$25.00. There is no charge to obtain copies of immunization records or records pertaining to State of Maryland Workman's Compensation. Depending on the form, there may be a charge applied to the patient bill for this processing. It may also be necessary for the patient to be evaluated in the office prior to form completion.