



Lindsborg *Community Hospital*

 Salina Regional Health Center

*Partners caring for the health of
the Smoky Valley communities.*

Family Health Care Clinic

Patient Handbook

Lindsborg Community Hospital
605 W. Lincoln St.
Lindsborg, Kansas 67456
785-227-3371 (*clinic*)
785-227-3308 (*hospital*)

www.lindsborghospital.org



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Welcome to the Family Health Care Clinic

This handbook will acquaint you with the services and guidelines that will enhance the delivery of quality health care to you and your family. Please keep it in a handy location for future reference.

Mission, Vision Statement & Logo

Mission

Our Mission Statement is “Partners caring for the health of the Smoky Valley communities.”

Vision

Our Vision Statement is “To be the facility of choice, we will be the leader in rural health care and wellness with teamwork, innovation, technology, and compassion.”

Our Logo

The Family Health Care Clinic is a department of the Lindsborg Community Hospital. Introduced in early 2015, the logo was designed to represent our affiliation with Salina Regional Health Center, and was developed with the design elements present in the sculpture created by Lindsborg artist and sculptor, John C. Whitfield. Designed specifically for the location at the medical arts complex, the sculpture represents healing hands holding the lamp of knowledge transforming into wings. The artist was inspired by Psalm 94:4 - "He shall cover you with His feathers, and under His wings you shall take refuge."



Affiliation and Looking Ahead

Lindsborg Community Hospital became an affiliate of Salina Regional Health Center in 2012, creating a partnership that will enable the Smoky Valley communities to enjoy local healthcare for decades to come.

Our Providers (Physicians and Physician Assistants)

Our physicians are certified by the American Board of Family Medicine. Our non-physician providers are Certified Physician Assistants, working under the supervision of a physician. For more information about our providers, please see page 9. The primary provider who coordinates your care is called your PCP (primary care provider). It is possible to change PCPs within the practice by completing a “Change in PCP Request Form”. You will be asked to give a reason for the change request, and a request to change is not a guarantee of acceptance by the new provider.

Important Note: After 36 months without seeing your PCP, you will have to re-establish as a new patient at the Family Health Care Clinic.

Clinic Hours

The Family Health Care Clinic is open Monday through Friday 8 a.m. to 5 p.m. Should you need care after hours, please contact the Lindsborg Community Hospital at 785-227-3308. The provider covering the Emergency Department will direct care recommendations. If you think it is an emergency, call 911 first.

Urgent Care & Emergency Department

Urgent Care is available at the Lindsborg Community Hospital Monday through Friday from 8 a.m.—5:15 p.m., and on Saturday and Sunday from 10 a.m.—1 p.m. Urgent Care is closed on Thanksgiving and Christmas. No appointments are necessary. Urgent care can be accessed through the main lobby of the hospital. The Emergency Department is available 24/7.

New Patients

The Family Health Care Clinic is accepting new patients. New patient paperwork can be mailed to you by calling the clinic at 785-227-3371, picked up in person at registration, or completed online at www.lindsborghospital.org (click on the **New Patients** tab). After paperwork is completed and turned in to the clinic, an appointment can be scheduled.

Holidays

The Family Health Care Clinic is closed most major holidays including New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day. Limited hours may be observed on Christmas Eve day and the day following Thanksgiving.

Appointments

It's recommended that non-emergency visits be scheduled as far in advance as possible to avoid delays for you and other patients. If you are unable to keep your appointment, please cancel as soon as possible and no later than 9:30 a.m. the day of your appointment. Repeated late cancellations and/or missed appointments may be grounds for dismissal from the FHCC. For acute illness, call our office to see if same-day acute appointments are available, or use our Urgent Care Clinic. If your regular provider is not available, you may be offered an appointment with one of our other medical providers. Text, email, or phone reminders are scheduled in advance of your appointment for confirmation.

Our providers ask that your prescriptions be brought to your appointment with you in their original containers. During check-in, you will be given a sheet of paper with demographic information and your medications. Please look over the paper carefully to make sure we have the correct information, make any needed changes and fill in the reason for your visit and any refills that are needed.

Late Arrival Policy: Patients arriving more than 10 minutes past their scheduled arrival time will be rescheduled.

Insurance and Co-Pays

Our financial services department will bill your insurance company and aid you in providing appropriate information for coverage. We do accept most all insurances however, the patient (or guarantor) is ultimately responsible for payment of charges not covered by insurance. We are unable to separate accounts. It is the guarantor's responsibility to provide outstanding balances to other liable parties. We ask that you please notify us of changes in your mailing address or insurance company. Co-pays are expected to be paid at the time of the appointment if required by your insurance.

The patient or guarantor is responsible for payment on the account each month, even though there may be an insurance claim pending. If extended terms are desired on large balances, please visit with financial services department to discuss payment schedules. For your convenience, Visa, MasterCard, and Discover payments are accepted in addition to cash or check.

Co-Pays & Payments Due

Co-pays are expected at the time of check-in if required by your insurance company. Payments for past due amounts may also be required prior to making an appointment.

Payment Plan Guidelines

- Guidelines for payment arrangements are:
 - a. Balances less than \$25 will be required to be paid in full.
 - b. Balances of \$25 - \$1,000 – Account will be paid in full within 12 months.
 - c. Balances of \$1,001 - \$2,500 – Account will be paid in full within 24 months
 - d. Balances of \$2,501 - \$4,000 – Account will be paid in full within 36 months
 - e. Balances of \$4,001 - \$5,500 – Account will be paid in full within 48 months
 - f. Balances of \$5,500+ - Account will be paid in full within 60 months
- Payments are expected to be made monthly to keep the accounts active and in good standing.
 - a. If new services are added to a previous balance, the payment agreement shall be updated to the applicable guidelines.
 - b. Exceptions to the guidelines are subject to the Chief Financial Officer or Designee's approval.
- If the responsible party fails to make payment on their account within 60 days after the insurance payment or denial or fails to keep the agreed upon arrangement, the account may be outsourced (turned) to a collection agency.
- If the responsible party contacts Customer Service and cannot meet the above guidelines, the account may be outsourced (turned) to a collection agency.
- If the responsible party does not have a valid address or phone number, the account will be outsourced (turned) to a collection agency.
- Payments, including monthly payments can be made on line at www.lindsborghospital.org - Pay My Bill; by phone to Customer Service using a debit or credit card; by mail; by ACH; auto recurring debit or credit card; or in person at LCH.

For any questions, please contact Financial Services at this number: 785-450-5791

Effective: 10/25/24

Delinquent Accounts

Delinquent accounts will be referred to an outside collection agency when payment in full has not been received or appropriate payment plans have not been established or adhered to. Statements are sent monthly. Beginning January 1, 2015 appointments may not be scheduled with our providers if accounts are not current and in good standing. When a payment is made on an account that is delinquent, an appointment may be scheduled. Questions about account balances or payments can be directed to the Financial Services Department at the hospital at 785-450-5791. The Family Health Care Clinic reserves the right to dismiss patients from their practice for non-payment.

Telephone Calls

Due to the large volume of telephone calls received by the clinic, it may not be possible to talk to your provider's nurse. Please leave a message and the nurse will return your call if left before 4:00 p.m.

Please keep in mind that our telephones are off during the lunch hour, but the lobby and front desk is open.

Prescription Refills

- 1) We ask that you check your medications prior to your regular appointments and notify the nurse during your appointment of refill needs.
- 2) If you need a prescription refill between visits to your physician, **please call your pharmacy first**. The pharmacist will contact the clinic and obtain all needed information to fill your prescription.
- 3) Please plan on a 48 hour turn-around for telephone refill requests due to the very large volume of prescription refill requests.

Immunizations

Immunizations for children and adults are available at the Family Health Care Clinic. Immunizations for children are given by appointment only and should be scheduled by calling the clinic. See page 4 for more information.

Flu Shots

During flu season, flu shots can be obtained without an appointment in our Urgent Care Clinic. Call first to make sure the flu vaccination is in stock and available.

Sports Physicals

Sports physicals are available at the Family Health Care Clinic by appointment. Special cash pricing is often available as well as off-site sport physical clinics. Watch area newspapers, our website, Social Media, or call 785-227-3371 for more information.

Records Release

Before we will release information concerning your medical file, you will be asked to sign a special form authorizing the release of this confidential information. There may be a fee involved in some record releases.

Pain Management

Patients that are on long-term narcotic prescriptions for pain management, will be expected to sign a pain contract and receive a baseline urine screen prior to the first prescription being given to the patient. Once yearly random urine screens are done on all patients who have a Pain Contract and are receiving prescriptions for pain management. Your insurance will be billed, but your insurance may not cover the charge.

Patient Portal

A portal is a secure online tool that displays your health information. Access to the patient portal is on your schedule, whether at home, on vacation, or at another medical office. The Clinic portal is the same portal used by the hospital and all SRHC affiliates.

The portal offers options to:

- ◆ View your medication list
- ◆ Securely message your healthcare team
- ◆ Use the Health Record tab to view a summary of allergies, conditions, and preventative care
- ◆ View test results
- ◆ View letters from your health care provider
- ◆ Schedule appointments

To get started:

- Make sure the clinic has a valid email address for you on file.
- Go to www.lindsborghospital.org and click the **Patient Portals** tab at the top of the website.
- If you are already signed up for the hospital's patient portal, **click Log in to Hospital Portal.**
- If you have not signed up for the patient portal, click **Create Hospital Portal Account** and follow the directions.
- If you need assistance to sign up or reset your password, call 785-227-3308 ext. 132.

The Kansas Health Information Network (KHIN) is a health information organization that connects a broad geographic region covering large urban and rural areas in Kansas. KHIN utilizes a technology platform to connect healthcare facilities and providers across the entire state of Kansas. This broad statewide collaborative effort is enhancing healthcare delivery through the secure exchange of health information throughout the entire region. Lindsborg Community Hospital participates by information-sharing with KHIN.

Our Providers



Wendy Dinkel, DO, is Board Certified in Family Medicine.

Dr. Dinkel joined our staff in March, 2017.



Benjamin Dolezal, MD is Board Certified in Family Medicine.

Dr. Dolezal joined our staff in July, 2006.



Raegan Chapman, PA-C is a Board Certified Physician Assistant.

Raegan joined our staff in November, 2022.



Kelsey Swisher, PA-C is a Board Certified Physician Assistant.

Kelsey joined our staff in August, 2012.



Jade Banning, PA-C is a Board Certified Physician Assistant.

Jade joined our staff in December, 2017.

Jade is a team member of the Medically Supervised Weight Management team.



Greg Lindholm, PA-C, MPH is a Board Certified Physician Assistant.

Greg joined our staff in May, 2016.

Greg is a team member of the Medically Supervised Weight Management team.

More information regarding our providers is available on our website:

www.lindsborghospital.org

Notes

Portal User Name: _____

Portal Password Hint: _____

Notes



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