

GENESIS MEDICAL
ASSOCIATES, INC.
A TRADITION OF QUALITY HEALTHCARE

Heyl Family Practice New Patient Welcome Packet



1020 Center Avenue West View, PA 15229
412.931.3066



WELCOME TO HEYL FAMILY PRACTICE!

Heyl Family Practice, part of the Genesis Medical Associates network, is a local team of primary care providers located north of Pittsburgh in the heart of West View. Founded in 1948 by Dr. Frank Heyl, Dr. Louis Heyl's father, this practice has evolved into a trusted resource for the local community and their healthcare needs. Currently led by Dr. Louis Heyl, Dr. Donald Shoenthal, Dr. Scott Heyl, and Dr. Matthew Macken, Heyl Family Practice's dynamic and knowledgeable team provides a variety of immediate and long-term medical services for the whole family all under one roof, including counseling and mental health services. For many patients, this practice has (and will continue to) support generations of their family by providing an unmatched level of care, knowledge and attention.

This *New Patient Welcome Packet* has been designed to welcome you into our system of care with important information about our practice. Our goal is to thoughtfully guide you through the patient experience before, during and after your scheduled appointment so that you feel well-connected to your provider and our entire care team every step of the way.

Thank you for entrusting us with your care.



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Scheduling Appointments

As a new patient at Heyl Family Practice, you likely scheduled your initial appointment through our online form for new patients. After becoming an established patient at the practice, you will have the opportunity to schedule appointments through multiple means:

- Logging in to the Online Patient Portal (Please see page 6 for detailed instructions).
- Calling the Main Office at 412-931-3066.

NOTE: In-Person and TeleHealth visits can be scheduled through both of these options.

Canceling Appointments

We understand that circumstances arise that may require you to cancel your appointment. We ask that if at all possible, you provide at least 24 hours notice before canceling an upcoming appointment.

If you are a new patient and you are attempting to cancel your initial appointment, please call the Main Office at 412-931-3066.

If you are an established patient at the practice, you can cancel your appointment using either of the following options:

- Logging in to the Online Patient Portal (Please see page 6 for detailed instructions).
- Calling the Main Office at 412-931-3066.

Preparing for Your Scheduled Appointment

IN-PERSON APPOINTMENTS

It is essential to bring the following items to each scheduled appointment:

- Completed Patient Information Forms (New Patients Only, unless otherwise specified)
- Current Insurance Card
- License
- Form of Payment (in the case that a co-pay is due)
- Health History Information (including updates for current patients)
- Updated List of Current Medications

TELEHEALTH APPOINTMENTS

It is important to ensure you have the following items prior to logging into your TeleHealth appointment:

- Completed Patient Information Forms (New Patients Only, unless otherwise specified)
- Updated List of Current Medications

Heyl Family Practice Office

Heyl Family Practice is located in West View, just north of the city of Pittsburgh. The office is easily accessible with a patient parking lot located at the front of the building. The office provides laboratory services and counseling services onsite.



Office Address:

1020 Center Avenue
Pittsburgh, PA 15229

Office Hours:

Mon 09:00 am - 08:00 pm
Tue 09:00 am - 06:30 pm
Wed 09:00 am - 08:00 pm
Thu 09:00 am - 08:00 pm
Fri 09:00 am - 05:00 pm
Sat Closed
Sun Closed

Office Phone Number:

412.931.3066

Crisis and Emergency Hotline:

1.888.796.8226

Insurance Carriers

As an independent Pittsburgh practice, Genesis Medical Associates, Inc. & Heyl Family Practice are committed to accepting as many insurance plans as possible to accommodate the region's patients. Just some of the top insurances we accept are listed here. If you do not find yours or have any questions related to coverage, please contact us. Our staff can help you get the information you need to plan your visit.



Feedback

As a longstanding family practice, our priority is continuing to build lasting relationships with the individuals and families we support in the community. The way we ensure that is through feedback from our current patients on their experience at the practice. There are a variety of ways you can provide feedback to us, but one of the most beneficial ways is through writing a review on Google! This helps others not only find our practice, but read about the experiences others have with our practice providers.

Write a review about your experience by scanning the QR code below!



Understanding Your Insurance Coverage

Following your appointment, you will receive a bill in the mail outlining what your insurance covered and what you owe. In some cases, additional clarification may be necessary depending when your bill was generated. As always, it is recommended that you not only speak to our staff about your insurance coverage, but that you call your insurance provider to ensure you are aware of your benefits and coverage.

Billing and Payments

Bills are provided in the mail but can be viewed and paid online through our website or the Patient Portal. Your previous bills are also accessible through the Patient Portal. Additionally, payments can be taken over the phone by calling the Main Office at 412-931-3066.

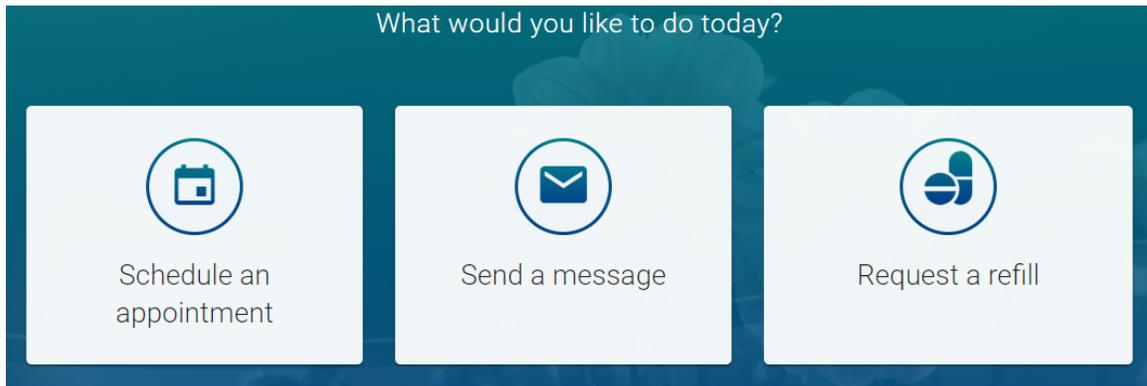
Prescription Refills

Depending on your medication needs, refills can be requested over the phone by calling our Main Office (412-931-3066) and choosing Option 5. If you are requesting a refill on a controlled substance, it will require an appointment before a refill will be called in. If you call in your request Monday–Thursday, it should be completed within 24 hours. If your request is made on a Friday, it will be called in the following Monday.

Laboratory Services & Receiving Your Tests Results

In most cases following laboratory services, you will receive a follow-up call from our office as soon as your results are available and have been reviewed by the provider. Typically, you will be made aware of turn-around times with your specific laboratory service and test results before leaving the office. If you haven't received your results and you would like to follow-up on their status, you can call the Main Office and choose Option 7.

Patient Portal



As a Genesis Medical and Heyl Family Practice patient, you have the ability to access our Patient Portal, My Genesis Chart, 24/7.

With My Genesis Chart you will be able to perform the following tasks:

- Request, reschedule, and even cancel appointments from home
- Request medication refills without having to call your practice or doctor
- Request Referrals without having to call your practice or doctor
- Have 24/7 access to your medical record
- And much more!

INSTRUCTIONS ON REGISTERING YOUR ACCOUNT

1. Choose an email address that you'd like to use for your Patient Portal account.
2. Choose a password that is at least 8 characters long and contains at least 1 number.
3. Provide information about yourself including: Birthdate, Security Question & Answer to Security Question.
4. You will not have a PIN provided to you beforehand, so choose "I Don't Have a Pin".
5. After your request is received and approved by Genesis Medical Associates, you will be able to see your patient records.

Pulses

Pulses are sent regularly to patients as a means to communicate important reminders related to our professional care, updates related to the practice, and worthwhile content from our team or other trusted healthcare resources. These communications are sent via email to patients that sign-up to receive this communication.

SUBSCRIBE TO OUR PULSES

 Enter your name

 Enter your email

SUBSCRIBE

Primary Care Services

The following are just a few examples of the immediate and long-term services you can obtain through primary care visits with our team:

- Flu Care (including vaccinations, symptom monitoring, etc.)
- Vaccines (including ensuring your vaccinations are administered and boosted as needed)
- Preventative care (includes tailored counseling based on the findings of our exams)
- CHF, or Congestive Heart Failure (including prevention and treatment)
- Diabetes (including prevention, number tracking, lifestyle recommendations, etc.)
- High Blood Pressure (including prevention and treatment)

Counseling & Mental Health Services

While primary care doctors are often the first professional a person will talk to about symptoms related to depression or other mental health issues, they are not able to provide the in-depth counseling needed to manage these health issues. Mental health is complex, often involving cognitive processes as well as hormonal imbalances in the brain. And while primary care doctors are trained in a variety of physical ailments and care, they do not traditionally have the expertise to practice psychotherapy. With that in mind, it is best to seek out mental health services from a counseling professional and coordinate this care with your primary doctor to ensure they have a complete picture of your health at any given time.

At Heyl Family Practice, we have two in-house professional counselors available that work closely with our team of physicians and nurse practitioners to create an integrated health model for our patient population. Brad and Emily Heyl have various specialties including (but not limited to):

- depression
- anxiety
- obsessive compulsive disorders
- grief
- life transitions
- couples and marriage counseling
- and trauma

Counseling services are provided at the West View and Wexford Offices for Heyl Family Practice patients.

Telehealth Services

For patients who are unable to utilize the traditional face-to-face appointments, Heyl Family Practice offers Telehealth and Telemental health services. These high-quality, secure services can be done via computer or mobile device without having to leave the comfort of your home. The appointments can be scheduled online through the patient portal or over the phone with one of our staff members.

Phone Menu Reference Guide

Your calls are very important to us. As a way to enhance our service to our patients, we are implementing an automated phone attendant. This reference card outlines the updated menu options and the information needed to complete your request. Please be mindful of choosing the appropriate option to ensure your request is sent to the correct department. Selecting the wrong option delays our response to you. Thank you for your cooperation and understanding.

Option 3: Scheduling an In-Office or Telehealth Appointment

- Current patients also have the ability to schedule an appointment through the patient portal on our website: <https://www.genesismedical.org/resources/patient-portal>

Option 4: Scheduling a Counseling Appointment

- If an emergency, call 911 or the crisis hotline at 1-888-796-8226.
- If not an emergency, leave a message with the patient's name, DOB, phone number and reason for call.

Option 5: Requesting a Medication Refill

- Leave a message with the patient's first and last name, DOB, phone number, name of medication (including strength and dosage) and prescriber's name.
- Prescriptions will be sent to the pharmacy within 24 hours, unless they are called in on a Friday. In that case, they will be called in on a Monday.
- Controlled substance refills require an appointment before a refill is sent to the pharmacy.

Option 6: Billing or Insurance Questions

- Leave a message with with the patient's first and last name, DOB, phone number and brief message.
- If you do not receive a call back in 24 hours, call the main number and press 3.

Option 7: Inquiry about Testing or Labs

- Leave a message with the patient's first and last name, DOB, phone number, type of test that was completed (including the date of the test and name of the facility where the test was performed).
- Your call will be returned once the test has been reviewed by the doctor.
- If you do not receive a call back in 24 hours, call the main number and press 3.

Option 8: Clinical Questions

- Leave a message with the patient's first and last name, DOB, phone number and reason for your call.

Connect With Us

Did you know Heyl Family Practice is on Facebook? Follow-us to stay connected between appointments, gain access to informative content and read up on what's happening at the practice!



Like us on Facebook