



**GREEN MOUNTAIN**  
PARTNERS FOR HEALTH

Welcome to Green Mountain Partners for Health! Dr. Boyd and Dr. Francavilla created a small, independent practice because we believed it was the best way to care for patients. We pride ourselves in taking medicine back to the basics. We focus on partnering with our patients to provide personalized care, preventing health problems before they start, and being here when you need us. We believe your appointment time should be your appointment time, that you should have enough time with your provider, and that you should be able to get in for an appointment or reach your doctor when you need one. We love taking excellent care of our patients and building relationships. In order to be able to provide this level of care, we ask that you read over the following services and policies:

### YOUR FIRST VISIT

Before your initial visit, please notify your health insurance company of your new primary care provider, if required. Please bring all your medications with you to the first appointment so we accurately prescribe them. Due to insurance limitations, we are not able to see you for BOTH a physical/wellness visit and managing medical issues at your first visit. We will try to help direct you towards what type of appointment is best for your first visit.

### WELLNESS VISITS AND PHYSICALS

We recommend these yearly. The goal of a wellness visit or physical is to focus on wellness and preventive care, ideally when you are feeling well. Your provider will evaluate your need for vaccines, labs and screening tests based on age, gender, family history, your personal health and goals. We will then customize a plan to keep you healthy. If you have a specific concern, problem or need for medication refill you usually need a separate office visit to address these while your well exam or physical is usually included with insurance. If you do have a specific issue addressed as part of your physical or wellness visit, you will likely have additional charges as this will be considered an office visit in addition to your physical/wellness visit.

### APPOINTMENTS

Here at Green Mountain Partners for Health, we believe your time is valuable and have created a process to limit wait times, usually eliminating them altogether. Your appointment time is almost always your actual visit time. In order to keep on schedule, please arrive 15 minutes prior to your first appointment to complete any necessary forms and obtain copies of your insurance card and government issued photo identification. Should you be delayed by more than 10 minutes please contact the office as we may need to re-schedule. Also, please cancel any appointments at least 24 hours in advance. Cancellations less than 24 hours in advance or arriving too late to be seen, will count as a “no-show”. If you “no-show” more than 2 times, you may be asked to find a new doctor’s office.

You may schedule appoints online at: [www.DrFrancavilla.com](http://www.DrFrancavilla.com) or [www.JamesBoydMD.com](http://www.JamesBoydMD.com) or by phone. If you need an urgent appointment, please call and we will do our very best to get you an appointment the same or next day, as appropriate.

Starting in 2017, we will be offering video consultations and phone consultations. Many of the main insurance providers will cover services for video consultations (with the exception of

Medicare). Phone consultations are generally not covered by insurance, but will be offered at \$40.00. This can often save you a trip to the office. Not all issues can be treated over the phone or video visit and may necessitate an in person appointment.

### PATIENT PORTAL

You will receive an invitation, by email, to access our Patient Fusion portal. This portal allows convenient communication with your provider and can be used to send and receive messages, make an appointment, view your medical history and get copies of your results. Our staff are happy to help if you have any difficulty accessing any information. Please do not use the patient portal for urgent communication.

### YOUR INSURANCE PLAN

We do our best to send you to the correct lab, imaging center, or specialist for your insurance, but it is your responsibility to know if you have any special requirements from your insurance and to understand the cost of these services. The benefits included in your insurance, and the costs of your medical care are a contract between you and your insurance plan and it is your responsibility to know what is covered by your insurance plan.

### PAYMENT

Please bring payment for any co-payments you will owe, according to your insurance benefits, to your office visit. If you have a high deductible plan, you may be asked to pay a percentage at your first visit. If you have a balance due, you may be asked to pay a portion of that balance before you can be seen.

If you are “self-pay” (without insurance), you will be asked to pay for your visit at the time of service. You will get a 30% discount for paying at the time of service.

### AFTER HOURS CARE

Should you need urgent medical care after hours please contact the on call physician by calling the office at 303-566-7170, option 9. We can help you decide if you need to go to the emergency room, urgent care, can wait for a visit with us, or can have your problem solved by phone. If a medication is prescribed for a new problem you may be charged for a telephone visit. This can keep you from having to go to an urgent care or ER if it is an issue we can safely treat by phone.

### SUPPLEMENTS

We know sometimes it is hard to find the right and best quality supplement that your doctor has recommended. Comparable versions of our supplements can be purchased at drug stores or online. We offer high quality versions of the supplements we often recommend, for purchase in our office, for your convenience. We also offer a meal replacement program as part of Dr. Francavilla’s Colorado Weight Care program. These products are offered as part of one of many treatment options for weight loss.

Thank you for trusting Green Mountain Partners for Health with your care!