



PATIENT HANDBOOK



WELCOME!

Who we are:

Welcome to Sparrow Family Medicine. We are honored to care for you! Here at Sparrow we want you to feel you are cared for, valued and have a health care advocate. Life is hard enough, your medical care should be convenient. We look forward to listening to you, being thorough in evaluating any concerns that you have and adding convenience through transparent pricing and easy communication.

Health Care. Hassle Free.



Personalized
Care



Timely
Service



Flexible
Visits



Dedicated
Provider

How we do it:

We are able to do this by being a membership based practice. There are no surprise bills, just a monthly membership fee. Visits are customized to your needs including taking more time if needed and same day or next day appointments for urgent concerns. Dr. Cavicchia Miller is available after hours to discuss urgent medical issues that arise.

We are excited to partner with you on your journey toward health!



Our Team

Wherever you are on your health journey,
we are ready to meet you there.



"As a daughter, sister, mother, wife, grandchild and individual, I've experienced the impact of illness. When I or my loved one is sick I want help. I want someone by my side to help me fight for the best care possible. I want to know that someone cares for my family like I do. Everyone deserves to have that someone and that is why I created Sparrow."

Candice Cavicchia Miller, MD

Kayla is our Certified Medical Assistant. She is dedicated, kind and committed to serving our patients. She answers phone calls, assists at office visits and has amazing phlebotomy skills. She's great with kids and truly cares about all of her patients. We are so lucky to have her and excited for you to get to know her too.



Kayla Feathers, CMA



Welcome to the Sparrow family where we care for
you and your family as our family.



Membership & Insurance

Ages 0-24
\$40
Per Month

Ages 25-49
\$75
Per Month

Ages 50+
\$95
Per Month

One time enrollment fee of \$75. Maximum \$150 per family.

What is included in your membership:

- Acute and Non-Acute Office visits
- Telehealth visits
- Preventive care including annual, personalized, in-depth, wellness exam which includes:
 - Detailed review of medical, surgical, family and social history and update of your medical record
 - Personalized health risk assessment based on current screening guidelines
 - Preventative health counseling
 - Complete physical exam and form completion as needed
- Well child exams, school and sport physicals
- Well woman care including paps, contraception, menopause symptom management
- Access to commonly prescribed medications at a discount.
- Discounted cash pay pricing for labs
- Immunization administration
- Procedures (for example, but not limited to):
 - Skin Biopsy
 - Abscess I&D
 - EKG interpretation
 - Fluorescein eye exam
 - Laceration repair
 - Skin tag removal
- In office testing including urinalysis, strep and covid tests
- Vision and hearing screening
- Venipuncture - drawing of labs in office

After hours access to Dr. Cavicchia Miller for urgent concerns.

Easy Communication including phone calls, text, email and portal access.

Same day or next day appointments for urgent concerns and coordination with your specialists.

What about my insurance:

You can still use your insurance for imaging, labs, specialist visits and hospitalizations. We will work with your insurance to do prior authorizations. Insurance is great and needed, but now as a Sparrow Member you also have high quality, convenient care with peace of mind that you aren't alone in navigating the healthcare system. We are here to help you.

Elation Passport

This is your portal to our electronic medical record. You can email us including attachments, make your own appointments and see your medical history. You can access this online or through an app on your phone.

1. Look for an email from Elation Passport Support in your email inbox.
2. Click the button to "Sign into Passport" inside the email and you will be directed to the registration web page.
3. Choose a password and enter it twice in the fields labeled "Password." Do not share your password with anyone.
4. Enter your Passport invitation code in the field labeled "Invitation Code." The invitation code will be sent to your mobile phone via an SMS text message

Once signed up, log in through:

<https://app.elationpassport.com/passport/login/>

or

Search your app store for "Elation Passport" and download



spruce

Spruce is a HIPAA compliant texting app that we use to communicate. You can also send pictures or video through it.

- You must own a phone that accepts sms text to verify your identity.
- You can use an iOS or Android app or your web browser.
- You must use our link to sign up and download the app.

spruce.care/sparrowfamilymedicine



If technology isn't your thing, we understand and appreciate that! Just call us at 717-478-3850 for anything you need.



Communication Guidelines



- Life Threatening Emergencies
 - Ex: chest pain, difficulty breathing, slurred speech
 - Action: **Call 911** and go to the ER. Family or friends can then call to let us know.
- Urgent or immediate concerns, needing ASAP response day, night or weekends
 - Ex: Severe headache, fever, vomiting, abdominal pain
 - **Call Sparrow at 717-478-3850** and text through the Spruce app. After hours select option 2 to have it ring through to Dr. Cavicchia Miller's cell phone. If she doesn't answer please leave a message and she will call you back ASAP. Dr. Cavicchia Miller will discuss your symptoms with you and recommend a plan of action.
- Non-urgent Matters
 - Ex: Ongoing medical issues, joint pain, cold symptoms, medication questions or refills
 - Text via the Spruce app or email through the Elation portal. Texts and emails are answered in a routine timeframe during office hours and the next business day if after hours.

**To Schedule
an appointment:**

Call the office or
Elation Passport Portal Self-Schedule or
Text through Spruce

Emergency: Call 911 or go to the ER





Medication & Refills

Member Experience



Pharmacy Prescription Medication Refills

- Your pharmacy can request refills. If you want to personally request them then please use any of our communication options including Spruce text message, Elation Passport Portal email or calling our office.
- In your message for prescription refills, please tell us:
 - Your name & phone number
 - The name of the prescription, dose and quantity
 - The pharmacy name, phone number and address where it is to be refilled
- We require 2 business days for a refill request.
 - While we can often fill it earlier, this allows time for potential issues to be resolved.
 - Leaving refill requests during office hours will expedite how quickly your refills are filled.
- Some refills may require an appointment with your Provider.

Controlled Substances

- Controlled substances will require an appointment for initiation of therapy and at least every 3 months for refills.
- We are unable to refill controlled medications without an appointment.

Patient Experience



Discounted Labs:

In order to get the lowest price, labs must get billed to our office and then billed to you. We do our best to notify you in advance of the approximate cost, but cost is not final until we receive the bill from the lab. We will reach out and notify you of the final cost. You will be emailed or mailed an invoice which can be paid online or through the billing information we have on file.

A few examples of our prices (as of February, 2023):
CBC \$5.75 CMP \$5.25 HgbA1c \$4.63 Lipid Panel \$5.45, TSH \$5.50

Discounted Medication:

We will notify you of the cost of the medication at the time of dispensing and then create an invoice indicating the cost. The invoice can be paid online or we can use the billing information we have on file.

A few examples of our prices for 30 day supplies (as of February, 2023):
Atorvastatin (Lipitor) \$2.00 Escitalopram (Lexapro) \$2.50. Lisinopril \$1.50

**Please note that these are extra services.
Medication and labs are not covered by your membership.**

Patient Experience

Sparrow Family Medicine works hard to keep communications with you simple. If you are signed up with Spruce or the Portal we will use these to communicate the following needs:

- 1) Medication refill requests*
- 2) Lab and x-ray results*
- 3) Answers to non-urgent medical questions*
- 4) Instructions for referrals*

If you do not utilize Spruce or the Elation Passport Portal then we will call for all of the above concerns.

Sparrow Family Medicine's communications are often expedient, but the hand-off to other offices or a hospital can run into delays. We appreciate when our members keep in contact and help us track orders and referrals!

Response times that you can expect from Sparrow Family Medicine:

Routine phone calls: will be returned the same or next business day.

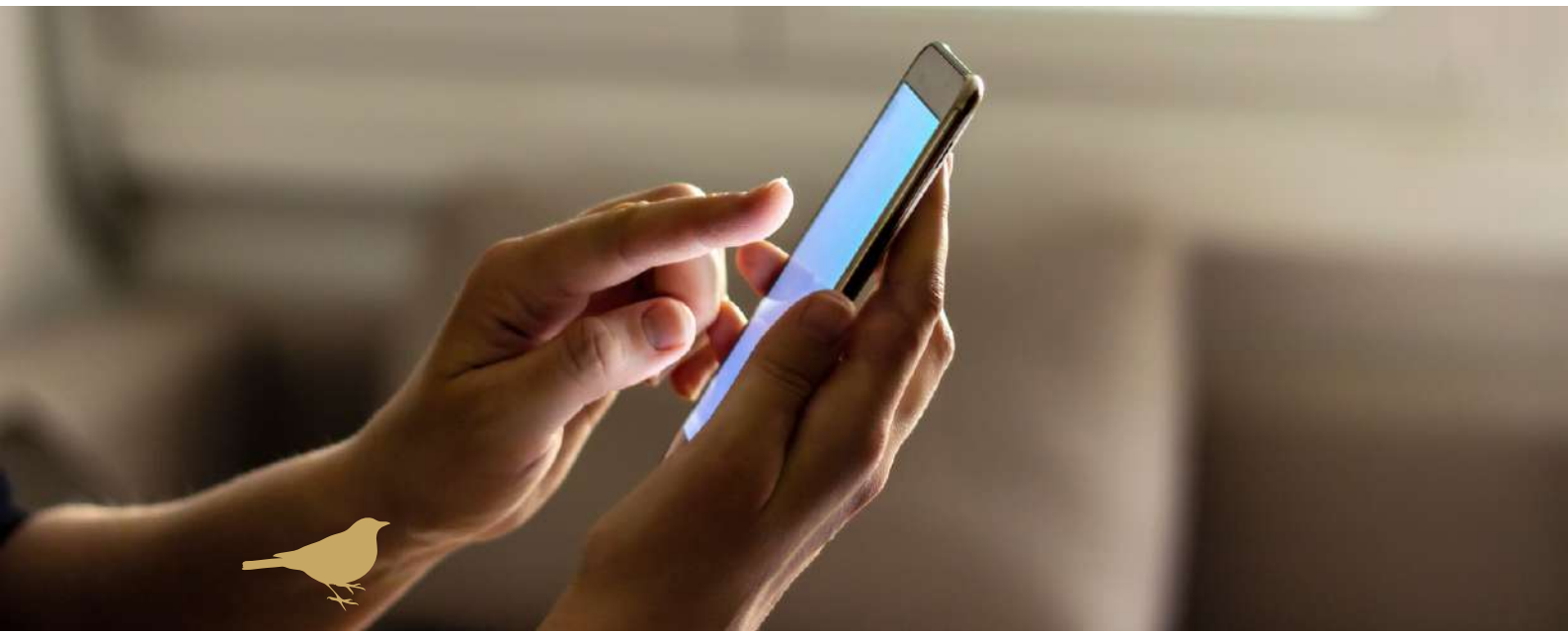
Labs: Please give us 3-5 business days for results

Pap smears, skin biopsies: 7-10 days for results

Speciality Referrals: 1 week; please call if you have not been contacted

Please note that often results are relayed faster than these times.

We do our best to provide results in an expedient manner.





Appointments



Ongoing Care

Use us when you need us. Call to schedule. Same or next day appointments are available.

Annual Wellness Exams

Part of your membership is an annual, personalized, in-depth wellness exam. We will reach out to you when it is time for your annual physical if you have not already been scheduled.

Changing/Canceling appointments

To change appointment times/days or cancel, please give us a minimum 24 hours notice.

Last-minute appointments

Appointments within 24 hours: Call the office for same-day appointments (717-478-3850). We schedule room for urgent care needs daily. If we are full, we will do our best to manage your wellness until we can have you seen.

Clinic Closures

Sparrow Family Medicine provides time off for our staff with clinic closures on several holidays per year. On-call coverage is usually available during these clinic closures.

If there are times when Dr. Cavicchia Miller will not be available, you will be notified as far in advance as possible.

Hospital Care

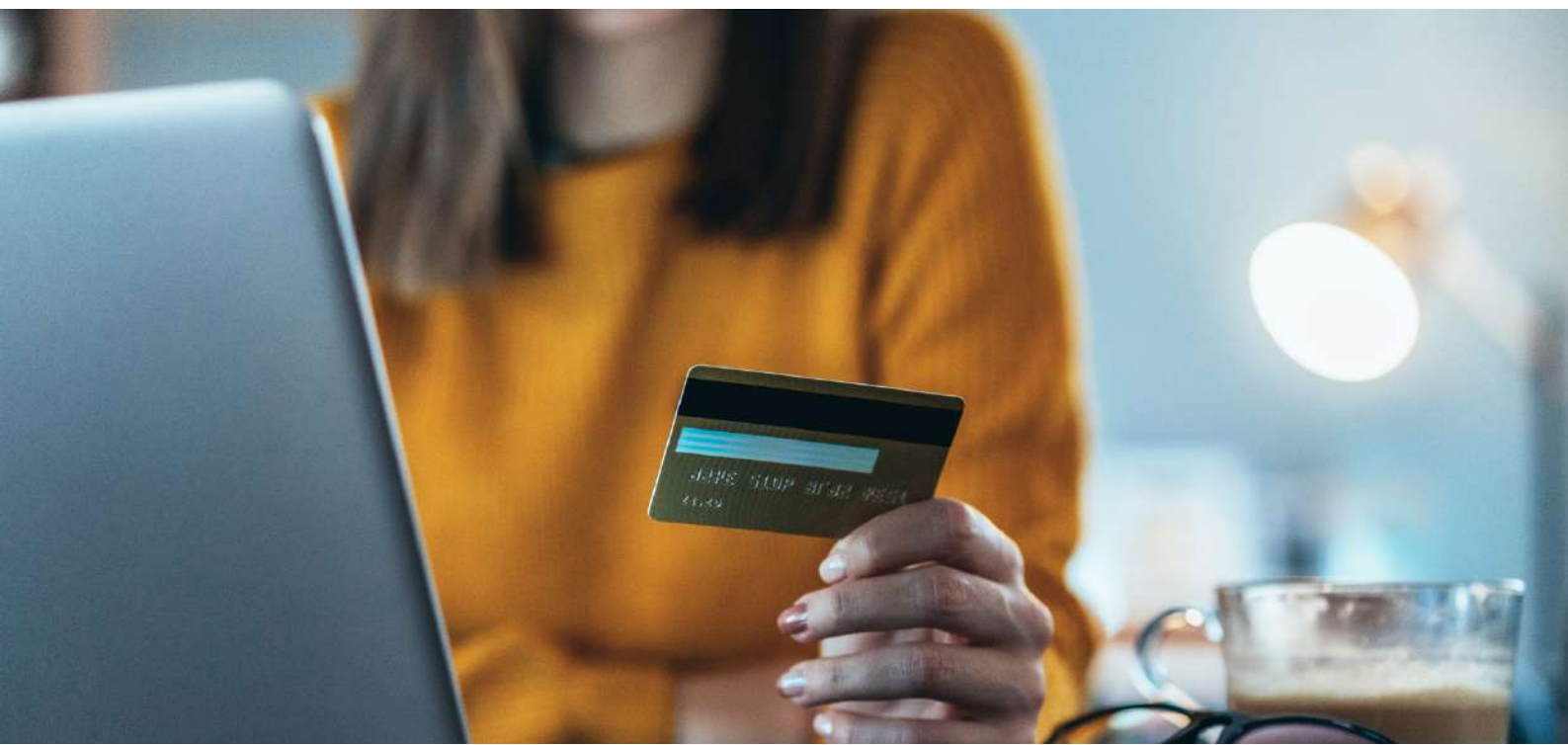
Hospital care is provided by hospitalists through our local hospitals. We will communicate with all hospitals to make your inpatient care and the transition home as seamless as possible.

- Payment for membership is due monthly.
- Payment can be made through ACH withdrawal from your bank or through a credit card. When possible, we prefer members use an ACH withdrawal as this saves us between \$20-25 per year per member. We try to keep prices as affordable as we can for members and this assists us in doing that.
- Payment can be automated if desired and always comes out the first of the month.
- Failure to routinely pay the membership will result in discharge from Sparrow Family Medicine.
- A 30 day written notice is required to terminate your membership.
- All invoices including monthly membership are available for your review in our patient portal at any time or can be mailed upon request.
- You can call the office to change your payment method or you can log into the payment portal to update your information or payment method at any time.

Patient Portal: <https://sparrowfamilymedicine.hint.com/login/request>

Insurance Prior Authorizations

- If you have insurance and need a study (MRI, CT or sleep study, for example) or referral to a specialist, we will process this for you.
- We will complete any prior authorizations necessary. These are time intensive and we will do our best to communicate with you in a timely manner.





Thank you!

Treating you like family.
Because you are.
Welcome to Sparrow.

Vision:

Individuals and families who are healthy physically, emotionally and spiritually and know they aren't alone in the journey.

Mission:

To care for you and your family like our family.

Thank you for allowing us to work with you!



Questions? We're here to help.



Sparrow Family Medicine

Monday: 9am - 4pm
Tuesday: 9am - 4pm
Wednesday: 9am - 4pm
Thursday: 9am - 4pm
Friday: 9am - 4pm
Visits by Appointment Only

www.sparrowfamilymedicine.com

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Suite 500
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