



## ABOUT US:

High Mountain Health believes in and uses the “Patient Centered Medical Home” practice model. A Patient Centered Medical Home (PCMH) provides optimum evidence-based medicine, preventive care, education and self-management support while being cognizant of cost. As a PCMH, High Mountain Health coordinates your care across multiple settings. We provide patient care to you as a whole, including behavioral and mental health.

Visit our website at [www.highmountainhealth.com](http://www.highmountainhealth.com) to find our individual office locations and hours. We have multiple locations and share electronic medical records between locations. At least one of our offices is open 7 days a week 365 days a year. All our offices reserve time for and accept walk-in appointments.

If you need clinical advice during the day, call our office. The receptionist will relay your message to the doctor and clinical staff. You should receive a response within 24 to 72 hours, depending on the nature of the call. If you need clinical advice when the office is closed, our answering service will contact the on-call doctor for appropriate instructions. If at any time you feel your symptoms are serious enough to visit the emergency room, inform the hospital that you are a patient of High Mountain Health and they will contact our on-call doctor.

The clinical health care team at High Mountain Health can most effectively manage and coordinate your healthcare if you choose a primary provider within the practice and provide us with a complete medical history. This includes all information about healthcare obtained outside the practice, medications, health status, self-care, recent hospitalizations, ER visits and visits to a specialist.

We will send a care summary to any specialist we refer you to, so they will be aware of the reason for your visit and of your medical history. Also, please inform the specialist to send us a summary of your visit or a consult note to keep in your electronic medical record.

Because High Mountain Health strives to bring new medical technology to our patients and we encourage patients to get involved in their own healthcare, we have recently implemented a Patient Portal. The patient portal will allow you to securely view and print what is in your personal medical history in our electronic record. As clinicians finish your visit note, a summary of the visit will be uploaded to your portal account. Test results will be sent to you via the portal and you can send any question, request for medication refills and referral requests, as well as billing questions. Patients can also review and edit their personal information, past medical history and medications.

We appreciate your feedback. If you have any questions concerning our policies, please feel free to discuss them with any of our staff.

---

### Wayne – Urgent Care

246 Hamburg Tpk,  
Ph: 973.389.1800  
Fax: 973.636.2734

### Wayne

468 Parish Drive  
Ph: 973.305.8300  
Fax: 973.305.8157

### Waldwick – Urgent Care

71 Crescent Ave  
Ph: 201.445.1700  
Fax: 201.445.1701

### Billing/Management

401 Hamburg Tpk  
Ph: 973.890.2780  
Fax: 973.890.8960



## Patient Compact and Policy Notifications

If you have any chronic diagnoses or take chronic medication you should be seen, at minimum, every three months. You should be seen monthly by a clinician until your condition is adequately controlled. This will allow our clinicians to evaluate your progress, make changes to medications, order blood work to monitor any long-term effects of medications used, answer any questions or concerns you may have, and to create a plan to optimize your care until the next office visit. We encourage patients to set their next visit while still in the office.

In addition to those diagnoses listed if the following statements apply to you, please read carefully:

**If you are on chronic medications:** bloodwork should be ordered at least every six months in order to avoid any adverse effects. Some medications may require more frequent blood work.

**Controlled substances:** such as narcotics and sedatives will require an office visit in order to have a prescription ordered. These medications cannot be refilled over the phone for your safety.

**Antibiotics prescriptions:** will be given if necessary only after a thorough examination by a certified clinician. They may not be prescribed over the phone. This is to avoid unnecessary use of antibiotics and to avoid misdiagnosis.

**Test Results (Labs/Radiology):** Please call our office if you have not received information about your blood work or test results ordered by our clinicians after one week of having your blood taken or test performed. It is our policy to inform patients of all results received within 7 days. You may be asked to make a follow up appointment to review lab work, test results or consultations. It is possible there may be a change in plan of care or follow up tests or examination is needed. Scheduling a follow up visit to review labs with the clinician is always the best way to communicate and to make sure all questions are answered accordingly. If you were sent urgently for a procedure, we usually receive results within 24-48 hours. Please call the office at that time for results.

**Forms:** Please make an appointment to have forms filled out correctly in your presence to avoid any mistakes or incorrect statements. Some of examples of these forms are, FMLA, Disability, Drivers handicapped forms, School forms. If you have questions about any of the forms or need assistance from our staff, simply complete as much as you can at home and bring them with you or obtain the forms when you arrive at our office. We will be more than happy to assist you.

We encourage all patients to schedule an Annual Physical Examination or an Annual Well Visit.

---

**Wayne – Urgent Care**  
246 Hamburg Tpk,  
Ph: 973.389.1800  
Fax: 973.636.2734

**Wayne**  
468 Parish Drive  
Ph: 973.305.8300  
Fax: 973.305.8157

**Waldwick – Urgent Care**  
71 Crescent Ave  
Ph: 201.445.1700  
Fax: 201.445.1701

**Billing/Management**  
401 Hamburg Tpk  
Ph: 973.890.2780  
Fax: 973.890.8960