

**LAKESHORE FAMILY MEDICINE**  
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Suite 4  
Irving, NY 14081  
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**OUR PROVIDERS:**

**MORRIS CAVALIERI, MD    TARIQ SHEIKH, MD    MARY RYKERT-WOLF, MD    HENNA SHEIKH, MD**  
**ANGEL MACKO, PA                      ERIC DIBBEN, PA**

Dear Patient,

Welcome to Lakeshore Family Medicine. Our practice consists of Board Certified Physicians and Physician Assistants. As primary care doctors, we are experienced in providing comprehensive health care for patients of all ages. Our mission is to provide the best care available. Our practice has been seeing patients in Western New York for 45 years. Dr. Russell Joy started our practice many years ago treating people of all ages and we are proud to carry on that tradition.

Our main goals are to achieve the highest quality patient care and patient satisfaction in a friendly, professional environment. The importance of *Preventative Care* for all patients is central to our practice philosophy.

We have three offices in Western New York to serve our communities. Our offices are open from 8am to 5pm Monday through Friday. We also have some late hours until 7PM and Saturday mornings. We accept most insurances including Medicaid and Medicare.

It is important to have a personal clinician and care team responsible for coordinating your care and we are glad you chose our practice. If you have not selected a primary care physician from our staff of physicians please call our office so we can assist you in choosing the provider that meets your preferences.

Here are a few tips to make your visit to our office a better experience:

We will request our previous medical records on your behalf. Please complete the Record Release form included in this packet and bring it with you to your appointment.

You will need to bring your insurance card, picture ID and your complete medications list and any supplements you may take.

If it will make it easier you can also bring in your medication bottles for the provider to go over with you.

You will need to make a list of all of your diagnoses, surgeries and hospital stays. There is a form available to help with this.

We will need a complete history of your immunizations.

**APPOINTMENTS: IF YOU HAVE A REAL EMERGENCY PLEASE DIAL 911.**

Our staff will make every effort to schedule an appointment in a timely manner. In most cases we are able to see urgent problems on the same day. If you are sick, please call as early in the day as possible so that we can schedule you to be seen. Appointments for physicals and surgical procedures are usually booked 2-3 weeks in advance.

Alternative hours are available. Sick calls are scheduled until 7:15PM certain nights of the week and hours are available Saturday morning 8am to 11am.

Translation services for the deaf is available during an appointment from WNY Deaf Access Services. Our staff will make this available to the patients. Some advance notice is needed to make the translator available at the time of appointment. For more information about translation services for the deaf they can be reached at 833-1637.

*Please notify the office within 24 hours if you are unable to keep an appointment.*

*There will be a \$50 no show fee if you do not call in advance if you cannot keep a scheduled appointment.*

#### **PHONE CALLS**

Our staff is here to answer incoming calls in an efficient and timely manner. *If you have a true emergency please call 911.* If you have a call you feel is an urgent health matter please let the staff know immediately.

With the volume of calls we receive, there may be times when you will have to be on-hold for several minutes. Your call is important to us and we will help out as soon as we can. If you are on hold for several minutes do not hang up as your call will go back to the end of the line. If one of the locations should finish early all of the phone calls will be answered at the main office until 5PM.

#### **AFTER HOURS**

A physician is always on call after hours. The provider is available for emergencies. If you call the office, instructions for reaching the physician on call are on a recorded message. The provider will answer your call *not an answering service.* If you should go to voice mail while the provider is speaking with someone else please speak clearly, leave your name, your phone number, your date of birth and your problem. If you are having a true emergency please call 911. The provider will return your call within half an hour.

## **PATIENT PORTAL AND WEBSITE**

**We encourage you to visit our website at [lakeshorefamilymedicine.com](http://lakeshorefamilymedicine.com).**

**A patient portal is available at [lakeshorefamilymedicine.com](http://lakeshorefamilymedicine.com) for our patients use. This will allow you to have access to information about the practice and access to your medical record information. The portal allows for secure messaging to your physician for non-emergent issues. You will also be able to request refills, referrals, test results and appointments at the portal.**

***Ask our staff to set you up with your personal activation code and instructions to access your chart through the patient portal.***

## **REFERRAL REQUESTS**

**Some insurances require a referral from your primary care physician to be seen by a specialist. You will need to check with your insurance contract and notify us if you need a referral. Please call the office with your specialists first and last name, date of the appointment and diagnosis. Your referral will be ready on line in about 3 business days.**

## **HOSPITAL AFFILIATIONS**

**We are affiliated with Catholic Health Care Systems. Mercy is the closest to our offices. We are also affiliated with Lake Shore Hospital. We no longer make rounds on our patients in the event of hospitalization. We have secured the services of a hospitalist group who work with the patients on our behalf.**

**Hospitalists are physicians who specialize in the acute care of hospitalized patients only. They will care for our patients in the event of a hospitalization and available in the hospital all day in case any changes in the patient's condition occur. The Hospitalists will communicate with your Primary Care Physician and will provide a detailed outline of your care upon discharge.**

**Lakeshore Family Medicine remains ultimately responsible for your care. We are "on call" and available by phone 24 hours a day, 7 days a week.**

## **MEDICAL RECORDS**

**Our staff is dedicated to ensuring patient confidentiality at all times. Your health information can only be released with your consent. Please understand that it is our office's policy not to disclose any information regarding your health without our written consent, this includes giving results to spouses. You will be asked to fill out and sign a HIPAA Privacy Consent Form at the office detailing who we can speak to about your health.**

**To have records transferred to our office you will be asked to sign a Medical Records Release Form and bring it to our office. You can also contact the office with any questions regarding records release forms.**

**You can request a copy of your records: however there is a processing fee of .75 cents per page.**

## **TEST RESULTS**

Please be advised that even though a lab/x-ray technician may tell you your results will be ready the same or next day, that may not be the case, and we do not receive them for several days. If the results are normal you will be notified within 14 business days. If you have not heard from us in 48-72 hours and would like the results of your tests call the office for your results.

## **PRESCRIPTION REFILLS**

Refill requests are reviewed by the physician and phoned to your pharmacy in one business day. In some cases you will be requested to make an appointment before refilling your medication. If you are do for an appointment only one month will be called over the phone. Schedule your checkup while you still have one refill to ensure you will be able to get the day and time of your choice.

New prescriptions, requests to change medications, and antibiotics cannot be given without seeing your physician first.

No controlled substances will be called in to the pharmacy. Controlled substances are filled in at appointments only. If you are running low on medication schedule an appointment while you still have a weeks' worth of a controlled substance. Your physician may not be in the office you prefer for several days.

We will not call in emergency supplies. Scripts cannot be sent through the mail.

## **FORM COMPLETION**

Please provide our office with ample time to complete forms needed for work, school, disability, and worker's comp. Most often the provider will need to see you to be able to complete the form accurately. In general, we are not able to complete these forms at the time of the appointment and will require 5 days to do so.

Any forms not provided at the time of visit will have a fee of \$10 for 1-4 pages. A form of 5 pages or more will have a fee of \$20.

If your insurance contract requires you to pay a co-insurance or co-payment your payment is expected on the day of your visit. You will have to contact the customer service number on the back of your insurance card to notify your insurance provider you are changing your primary care provider. We ask that you request a confirmation number and bring this to your appointment. Please refer to the financial policy that accompanies this form, you also can request a copy at any time or review it on the portal.

If you are private pay please call the office for further information.

Our courteous and experienced staff will be happy to answer questions to make your transition a better experience.