

# Newsletter Jan.2025

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## Happy New Year!



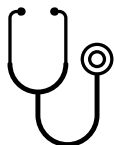
### Getting Ready for the New Year

We thought it would be helpful to provide our patients with some helpful reminders and changes for the upcoming year, as well as some helpful tips. Our goal is to provide a newsletter every few months via email, portal, attached to statements, and available to pick up in office.

We Welcome

Krystal Jackson, PA-C

to our practice!



Congratulations

Jenna Riley, PA-C

on your six months being

with our Team!

### New to 2025

When checking in for an appointment, staff will be collecting copays and ALL current and past due balances. Statement may not have been generated for current balances; however, we can provide you one at check in.

### Billing & Insurance

At the start of the new year, we will be asking for your insurance cards and confirming your address and phone number when you check in for your appointment. Please be sure to bring you insurance card(s) to EVERY appointment.

If we are unable to verify insurance eligibility, we may need to reschedule your appointment. If you prefer to be seen, we can change your account to cash pay. With cash pay, an amount will be estimated and ELFHP will collect that amount.

In addition to updating demographics, we will be requesting emails if we don't have one on file. Emails will be needed for future newsletters, updates, and quality updates.

### Spread Joy Not Germs

In efforts to keep fellow patients and staff healthy, we do ask that if you are experiencing any cough/cold/flu like symptoms to please wear a mask. We have masks available at the front door entrance. Also, we ask that you remain in your car and give the office a call and we will provide further instructions.

REMINDER:



*Inclement Weather Policy*

The office will notify patients who are scheduled if we open late or are closed for the day. Reminder messages will be sent out via phone calls or text messages. We do encourage patients to call the office before travelling to your appointment if weather conditions are questionable.

## Prescription Reminders

Maintenance medications that are stable and no changes are needed will be considered for a year refill at an Annual Wellness Visit/Physical.

Controlled medications will be refilled ONLY during an appointment.

Medications for conditions that are being monitored, may need an appointment every 1 to 3 months.

If you have medication requests or questions, it is always best to directly speak with the pharmacy and not the automation as it can be incorrect

If you change pharmacies, please notify our office as we will need to cancel any prescriptions at the previous pharmacy.

Please allow 5-7 working days for medication refills.

Medications needing approval by your insurance may take up to 3 weeks for us to complete the request.

## Clinical Quality Care

Our providers believe in providing quality care and evaluation for all patients. In efforts to provide this standard of care, we will be requesting our patients to be seen for an Annual Wellness Visit/Physical every calendar year. Please give us at least a month advance notice from the time you would like to be scheduled.

## HIPAA

We are required to have legal documents regarding Guardianship, Power of Attorney, Release of Information, or any other documents on file in order to provide medical care. Please bring all updated paperwork for our files.

## Follow- Up Appointments

It is essential that we know your current medications, therefore we ask that you bring you a current medication list with you to your appointments. Please include name, dosage, and prescriber. If it is easier, you can bring your medications in the original bottles with you.

## Immunizations

ELFHP recommends making sure you are up -to date with your immunizations. Please note our office does not administer the COVID or RSV vaccinations. Please check with your local pharmacy.

## No Shows

We understand from time-to-time appointments may be forgotten or circumstances arise that appointments are missed; however, we do ask if you need to cancel your appointment, please give NO less than 24 hours' notice. Frequent **No Shows** and **Late Cancellations** may result in being released from the office.

## Home Blood Pressure Readings

If you keep a log or monitor your blood pressure at home, please bring your BP log/readings in with you to your appointments.

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### **Let's talk about Blood Pressure!**

High blood pressure is known as the silent killer, it typically has no symptoms, can lead to heart attack, strokes, and kidney failure.

The only way to know if you have high blood pressure is to take an accurate blood pressure reading.

Good blood pressure readings at home are important.

### **Here are some helpful tips for how to take an accurate measurement at home:**

First, get a validated home blood pressure monitor.

Blood pressure cuffs that meets the American Medical Association's criteria can be found at [validateBP.org](http://validateBP.org) or ask your provider to recommended a blood pressure cuff.

- The device should measure blood pressure on the upper arm as these results are more reliable than from the wrist.
- Use a cuff that fits your arm.
- Have your health care provider check your device about once a year to ensure its accuracy.
- Make sure the bottom of the cuff is just above the bend of the elbow.
- Take two blood pressures in the morning 1 minute apart and two blood pressures in the evening 1 minute apart.
- If your blood pressure is very high, the top number (systolic) is 180 or higher or the bottom number (diastolic) is 110 or higher, you should call your doctor right away.
- The longer your blood pressure is high, the more you are at risk for heart attack and stroke.
- Do not smoke, drink caffeinated beverages or exercise within 30 minutes before measuring your blood pressure
- Sit for five minutes before taking a measurement. Resist the urge to talk or look at a cellphone.
- Place the cuff on your bare arm.
- Sit in an upright position with your back supported, feet flat on the floor and your arm supported at heart level.