



## Helpful Information for Patients

### Appointments

Types of appointments and time typically allotted. This can vary depending on specific patient needs and the preferences of the treating physician.

New patient/establish care	30 minutes
Follow-up appointments	15-30 minutes
Annual well exam	30-60 minutes
Annual well woman exam (with pap)	60 minutes
Well child exams	30-60 minutes
Urgent care appointments	15 minutes
Procedural appointments	30 minutes
Telemedicine appointments	15-30 minutes

- We do our best to stay on schedule out of respect to all our patients. At times, there will be unexpected delays, but we will do our best to keep you informed should this occur.
- We would like to give you the time you feel you need to discuss your medical concerns. Feel free to let our front desk staff how much time you would like for your appointment when scheduling and they will do their best to accommodate.
- Please arrive at least 15 minutes before your appointment time so that you can check in and the nurses can obtain your vital signs.

### Behavioral Health

- You can make an appointment with our psychologists by emailing [bh@flynnsmmedical.com](mailto:bh@flynnsmmedical.com)
- The minimum age for an appointment with our psychologists is 14 years old. Exceptions for 13 years old are made on a case-by-case basis.
- There is no guarantee of immediate appointments for referrals from the Family Advocacy Program or LPMC Behavioral Health.

### Billing

- Both claim form and insurance cards are required to submit invoices.
- Telemedicine appointments are currently unavailable for Tricare Select patients.
- For inquiries regarding payments you can email [billiing@flynnsmmedical.com](mailto:billiing@flynnsmmedical.com).



### **Child Well Visits**

- Please arrive 30 minutes prior to well visits. This allows the nurses to obtain vital signs, create height/weight charts, and to review immunization records.
- If your child needs immunizations and has not been seen in our clinic or it has been more than a year, then a doctor's appointment will be necessary. Typically, we will schedule this appointment as a well visit unless the child has had a recent well visit at another location.

### **Emergencies**

- Even if you are not eligible for care on base, you can be seen at the LPMC Emergency Department if you have access to military bases.
- If it is a life-threatening emergency, please call 112 and they will take you to the nearest Emergency Department. The German ambulance can also take you to LPMC if they feel you are stable enough and that is where you wish to be treated.
- If you are seen at the LPMC Emergency Department, it is not guaranteed you will be eligible to be admitted at that facility. Your care may be transferred to a German hospital depending on eligibility, availability of beds, and care required.

### **Labs**

- The doctors will usually email you lab results unless we know we have a follow-up appointment to discuss this. However, there are times when our system does not notify us that lab results are available. You can always request your results by emailing [nursing@flynnsmc.com](mailto:nursing@flynnsmc.com)
- In general, we will request you to make a lab appointment as our nursing staff is quite busy throughout the day. Exceptions are made if you live far away, there is an urgent condition, or nursing staff is able to accommodate after your doctor's appointment.
- Please understand if your lab results are abnormal, we will request that you make an appointment with a doctor to discuss further evaluation and/or treatment.



## Medication refills

You can request refills through the website or emailing [refills@flynnsmmedical.com](mailto:refills@flynnsmmedical.com)

Maximum time in between appointments to obtain refills.

New medication follow-up	1 month (typically)
Weight management medications	1 month (until stable dose)
Weight management medications	3 months (stable dose)
Controlled medications (most pain medications, ADHD meds)	3 months
Type 2 Diabetes medications	3-6 months
Anxiety/Anti-depressant medications	6 months
Hypertensive medications	6 months
Thyroid medications	12 months
GERD	12 months
Cholesterol medications	12 months
Oral contraceptives	12 months

- These are general guidelines for how often you will need to schedule an appointment for a medication refill. A change in the dose of a medication requires an appointment and typically I will ask you to follow up 1 month after change in dose.

## Prescriptions

- Government employees and retirees can get prescriptions filled on base (If you can get on base, then you can get prescriptions filled on base). You will also need to be registered in DEERS which requires a visit to the Ramstein or LRMC Tricare Operations and Patient Administration (TOPA) office.
- Paper prescriptions can be filled at LRMC or on the second floor of the BX at Ramstein Air base in this area. Typically, pharmacies at bases outside of this area (e.g. Baumholder, Kleber) will also fill prescriptions.
- Every patient has the option of getting prescriptions filled at a German Apotheke (pharmacy). You will need to pay up front and get reimbursed through your insurance.
- Prescriptions are written differently if you go to the German or American pharmacy. You cannot take a prescription written for the German pharmacy to have it filled on base and vice versa.



### **Radiology**

- A referral will be written by the doctor which can be picked up at the front desk along with the location of where you can have the imaging completed.
- We will usually be notified when the clinic has received the radiology report. We will email you the results and may ask you to schedule a follow up appointment to discuss the findings and further recommendations. Again, there are times we do not get notified when results are available, in which case you can email [nursing@flynnsmedical.com](mailto:nursing@flynnsmedical.com) to obtain the results.

### **Referrals**

- Referrals to the German economy: a referral will be written for you by the doctor which you can pick up at the front desk. Typically, you will be able to call and make your own appointment. In some cases, it is advised that we make the appointment for you, in which case, one of our nurses will send you an email with the appointment date, time, and location.
- Most German clinics and hospitals do not bill American insurances directly, in which case you will need to request reimbursement through your insurance company. Typically, if we refer a patient to a specialist, your insurance will cover the costs, but this is not a guarantee. We always recommend checking with your insurance company to see what costs will be covered prior to the appointment.
- Referrals to LRMC: these will be made through our nurses. If approved, you will receive an email with a number to call to make your appointment.

### **Urgent Care**

- We offer urgent care appointments to be treated within 24 hours during office hours. These appointments are reserved for complaints that are immediate and typically began within the last 72 hours. These appointments can be made by phone or urgent care email, which is checked regularly throughout the day. [UrgentCare@FlynnsMedical.com](mailto:UrgentCare@FlynnsMedical.com).

### **Contact information**

- To schedule an appointment, please contact the Front Desk by emailing [frontdesk@flynnsmedical.com](mailto:frontdesk@flynnsmedical.com) or calling at 06371 952 7070.
- For brief questions, you may contact our doctors directly by email, which can be found on our business cards at the front desk. Please understand we may ask you to schedule an appointment if a more detailed discussion is required based on the question.

The Flynn Family staff will do our best to be respectful to you and understanding of your concerns. Please be respectful to our staff. If you have a complaint, please ask for our office manager to discuss your concerns.