

PATIENT PORTAL

To ensure timely communication with you, we strongly encourage you to sign up for the patient portal, which can provide a quick and easy method for scheduling appointments, entering and updating medications, making convenient payments on outstanding balances, checking in for scheduled appointments, and sending secure messages to your provider. If you have any questions or need assistance, please feel free to speak with a member of our staff. If you have not signed up for the patient portal, any staff member can assist you with this.

FORMS AND LETTERS

We understand that various forms or letters may be required to assist you with your health care needs. Because this can be time-consuming, we request 7-10 days for completion. The charge for completing forms and letters is \$25 each form (if not part of an appointment).

FEEDBACK

We encourage you to share your email upon registration or check-in. We will not share your email with any outside parties, nor will you receive any solicitation from us. We will email you an invitation to participate in a patient-satisfaction survey. By completing this survey, you provide us feedback, both positive and negative, which enables us to address areas we need to work on. We are continuously striving to improve your experience with us.



LOCATIONS

Jennie Stuart Dermatology

227 Burley Ave. | Hopkinsville, KY 42240 | 270-887-5640

Jennie Stuart Family Health

222 W. 18th St. | Hopkinsville, KY 42240 | 270-886-4625

Jennie Stuart Family Health

223 Burley Ave. | Hopkinsville, KY 42240 | 270-887-6565

Jennie Stuart Family Health

120 N. Main St. | Trenton, KY 42286 | 270-466-9300

Jennie Stuart Gastroenterology

231 Burley Ave. | Hopkinsville, KY 42240 | 270-885-7300

Jennie Stuart General Surgery

1722 High St. | Hopkinsville, KY 42240 | 270-885-8505

Jennie Stuart General Surgery

1724 Kenton St., Suite 2B | Hopkinsville, KY 42240 | 270-632-4555

Jennie Stuart Obstetrics and Gynecology

1717 High St., Suite 4B | Hopkinsville, KY 42240 | 270-887-9058

Jennie Stuart Orthopaedics

105 Keeton Dr. | Hopkinsville, KY 42240 | 270-889-0701

Jennie Stuart Urology

219 W. 17th St. | Hopkinsville, KY 42240 | 270-886-5141



EXPERIENCE MAKES *the* DIFFERENCE.

JennieStuartHealth.org

Jennie Stuart Medical Group complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 270-887-0101. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 270-887-0101.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 270-887-0101。



WELCOME GUIDE



EXPERIENCE MAKES *the* DIFFERENCE.



WELCOME GUIDE FOR PATIENTS

Welcome to Jennie Stuart Medical Group. Thank you for choosing us for all your health care needs. Our primary goal is to provide quality medical care that is easily accessible and responsive to you in your time of need. Our staff includes a comprehensive team of professionals who will consistently strive to exceed your expectations and ensure your experience with us is as comfortable and stress-free as possible.

Jennie Stuart Medical Group has several offices to assist you with your health care needs. Please refer to the directory at the end of this guide for a list of our offices and contact information.

We accept most insurance plans. All patients will be asked to present their current insurance card at each appointment. Failure to do so could cause a delay in or denial of insurance payments. Patients are responsible for co-pays and deductibles at time of service. It is our policy to make all reasonable attempts to collect balances, to prevent accounts being outsourced to a collections agency.



OUR GOAL

Our goal is to provide prompt medical care for routine and urgent needs. We encourage patients to schedule appointments for routine care in advance of the need to ensure timely, continued care. We reserve time throughout each office to accommodate same-day appointment requests.

To respect the medical needs of our patients, please be courteous and call promptly if you are unable to attend an appointment. This time will allow us to serve another patient in need.

Failure to present at the time of a scheduled appointment without cancelling is considered a no-show. No-shows are recorded in your medical chart. You will be contacted as a reminder of your missed appointment; however, if you have three no-shows in a 12-month period, you may be dismissed from the department.

“Most helpful and caring staff I have ever encountered.” -JD

PRIVACY MATTERS TO US

In order for us to disclose any of your medical and billing information, you will be asked to complete a Privacy Notification Form.



PRESCRIPTION INFORMATION

We request all patients bring an up-to-date list of all prescriptions, supplements, and over-the-counter medications you take to every appointment. Please keep us informed of your pharmacy. When requesting refills, please allow up to three business days. If you haven't been seen recently by a provider, an appointment may be necessary prior to a medication order or refill.

Jennie Stuart Medical Group does not routinely order or manage chronic narcotic pain medications, so you may be required to obtain these medications through a pain-management specialist.

Any and all routinely prescribed controlled medications, including narcotic pain and benzodiazepine medications, will require you to agree to and sign a Controlled Medication Agreement, as well as agree to periodic drug screens, as required by the state of Kentucky and the Drug Enforcement Agency.

We have elected to follow the FDA warnings of combined opioid and benzodiazepine use. We will work with any patient who takes these medications to find a safe and healthy treatment plan, utilizing specialists if needed.