



Welcome to Kennedy Health Alliance!

We are an alliance of doctors and providers committed to connecting South Jersey to total healthcare. We are pleased you have chosen Kennedy Health Alliance (KHA) for your primary and specialty care, and appreciate your trust in us. KHA will serve as your "front door" to healthcare, connecting you and your family with the medical expertise you need, when you need it.

Our team of medical professionals uses a coordinated approach to care that focuses on each patient's individual needs. Your care team will connect you to the support services you need, including medical specialists, hospitals, home health care, laboratory testing, various outpatient services and more.

KHA's primary care practices have received National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Level 3 Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

In addition to Primary and Family Care, we offer a full spectrum of medical specialties to suit your healthcare needs, including: Endocrinology and Metabolism, Gastroenterology, General and Bariatric Surgery, Headache, Neurology, Obstetrics and Gynecology, Osteopathic Musculoskeletal Medicine, Vascular and Cardiothoracic Surgery, Radiation Oncology and Breast Surgery.

KHA offers after-hours care and same-day appointments for all patients. These convenient appointments are designed to provide you with timely access to our healthcare staff and facilities, while helping you avoid potentially costly and time consuming visits to hospital emergency rooms for acute, but non-emergent medical situations. After-hours care is available from 10:30am until 11pm on Sundays, Mondays and Fridays at our Stratford office and Tuesday, Wednesday, Thursday and Saturday at our Washington Township office.

KHA also offers an electronic, web-based *My Patient Portal* to communicate with your provider, request prescription refills and labs, view upcoming appointments and more. Ask our office staff to provide you with login credentials today.

Appointment Policies:

- Offices are open seven days a week from 8am-11pm at our various office locations.
- Please arrive 15 minutes prior to your scheduled appointment time to check in. Patients who arrive more than 15 minutes after their scheduled appointment may be asked to reschedule.
- We require 24 hours notice if you are unable to keep your appointment. This will allow us ample time to schedule another patient who may have an urgent need.
- If you fail to keep your first appointment with KHA two consecutive times, a third appointment will not be scheduled with any KHA Primary Care Provider.
- If you are an established patient with KHA and fail to keep three appointments without proper notification within one calendar year, you may be discharged from the practice.

Medical Records:

We request that you have any recent medical records forwarded to our office prior to your first appointment. Please complete the enclosed form, "Authorization for Release of Information", and submit to your previous physician so we may review those records in collaboration with your current records.

Financials:

- Copays are due at the time of your visit. We accept cash, check or credit card.
- All outstanding balances are to be paid in full at the time of your visit unless payment arrangements have been made with our billing department.
- All self-pay patients are required to pay for their visit in full at the time of service.
- If required, please notify your insurance carrier of your new Primary Care Provider prior to your visit. Failure to do so will result in you being responsible for a bill.

Referral Request:

Referral requests require **three business days notice**. Referrals can be requested through Kennedy Health Alliance’s *My Patient Portal*. If you do not have online access, please have your specialist’s office fax the referral request to your KHA primary care provider, or bring your referral request to your KHA primary care office. Referrals cannot be completed without all required information. **If required by your insurance carrier, please allow enough time to obtain a referral when scheduling an appointment with a specialty provider.*

Prescription Refill Request:

Medication refills are prescribed electronically only. Please have your pharmacy electronically request the refill. Prescription refills can also be requested through KHA’s *My Patient Portal*. **Note:** medical care is best handled with personal office visits; therefore, medications may not be prescribed over the telephone.

Pain Medication/Controlled Substances:

We review each case individually. If you are prescribed a pain medication or controlled substance, you will be required to review and sign a Pain Management/Controlled Substance Contract to receive those prescriptions. Failure to comply with the contract can result in discharge from your Primary Care Provider, as well as all other KHA Primary Care Providers.

Patient Code of Conduct:

Our goal at Kennedy Health Alliance is to treat every patient and their family with dignity and respect. It is our expectation that when communicating with our providers and staff our patients will be respectful and courteous. Patients who exhibit disrespectful, abusive behavior or inappropriate language will be discharged from their primary care or specialty care office, as well as all other KHA primary and specialty care practices.

Patient Service Center:

Patient Service Representatives are available to assist you seven days a week from 7am-9pm EST to schedule appointments, request referrals and more. Call **844-KHA-CAREs** (844-542-2273).

For more information, visit us online at www.kennedyhealthalliance.org

I am in receipt of the practice policies and am aware of my rights and responsibilities.

Patient Name: _____ Date: _____

Patient / Guardian Signature: _____

Relationship to Patient: _____