



Thank you for choosing Family Medicine of Mount Pleasant to be part of your health care team.

Continuity and coordination of patient care is essential in meeting your healthcare needs. We look forward to your collaboration and providing you with personalized, comprehensive health care focusing on wellness and prevention.

We would like to take this opportunity to introduce you to our new teams. Our entire staff will be working closely in a “team approach” to support your patient care.

Who is part of my Medical Team?

Members include:

- Physicians
- Physician Assistants or Nurse Practitioners
- Medical Assistants
- Care Coordinators
- Schedulers
- Clinic Support Staff

What can you expect with our transition to Team-based Care?

The members of your team act as “coaches” who help you get healthy and stay healthy and provide the services that are right for you.

- ✓ **Help you understand your condition(s)** and how to take care of yourself. We explain your options and help you make decisions about your care. We provide you with educational materials specific to your health.
- ✓ **Know you and your health history.** We know about your personal or family situation and can suggest treatment options that make sense for you.
- ✓ **Coordinate care to a trusted specialist, when needed.** Your medical team and specialists work together and coordinate care so you can get better faster.
- ✓ **Help transfer records from your last provider.** We can make your transition seamless.

How do I contact my medical team?

Patient Portal (for non-urgent communication): <https://portal.fmmtp.com/portal>

- Our secure portal allows patients and care teams to interact before, during, and after office hours.
- Patients can request a non-urgent appointment, or check lab and test results.
- Call us at 319-385-6700 to request a username and password for the portal.

The teams are outlined below. To schedule an appointment or leave a message for a team member, you can call our main number 319-385-6700 and follow the menu prompts to be connected to a scheduler, or you can dial their number directly.

- ❖ Julie Wagner, DO & Katie Gratz, PA-C: 319-385-5380
- ❖ Djonggi Situmeang, MD & Grant Jansen, PA-C: 319-385-5381
- ❖ Kent Metcalf, DO & Laura Miller, PA-C: 319-385-5382
- ❖ Sarah Ledger, DO & Jessica Thomas, PA-C: 319-385-5383
- ❖ Kent Rynders, DO & Katie Reuter NP-C: 319-385-5384

We want you to be involved in your health care decisions. How can *you* help?

✓ Be an active team player:

- Ask health questions so you understand your diagnosis and needs.
- Communicate with your team and keep them informed of any changes to your health status.
- Tell us about your other health care providers, including visits to the emergency department or urgent care.

✓ Take care of your health:

- Collaborate with the team to develop your health care plan and set reachable goals.
- Make sure you understand how to follow the plan.
- Tell your team if you have trouble following the plan or taking your medications.
- Review the plan and change the goals as needed.

✓ Have a checklist for your appointment:

- Bring your questions to the visit and limit them to the specific reason for the appointment.
- Ask the most important ones first and write down the answers.
- Remember that a Physical Appointment focuses on wellness and a Problem Visit addresses a new or chronic health problem.
- Before you leave the office, be sure you know what you need to do until your next visit.

Normal Clinic Hours

For non-urgent appointments or cancellations, please call our office during regular business hours. It's very important that you provide 24 hour notice of any appointment cancellations so we can accommodate those patients who are on a waiting list.

- Acute care walk-in clinic hours for established patients are per available appointment 7:30 a.m. – 8:30 a.m. Monday through Friday, and Saturday 9:00 a.m. – 11:30 a.m.
- To facilitate patient care during this time, phone calls will not be accepted during acute care walk-in hours.
- Scheduled appointments are Monday through Friday 8:30 a.m. – 5:00 p.m.

Please let us know if you have any questions about this new process.

Family Medicine of Mount Pleasant, 501 S. White St., Ste. 1, Mt Pleasant, IA 52641