



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 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
- 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://21701.portal.athenahealth.com/>

- Our secure portal allows patients and care teams to interact before, during, and after office hours.
- Patients can request a non-urgent appointment, check lab and test results, or pay their bill.
- All established patients can self-register for access to the portal by going to www.FMMTP.com and clicking on “Patient Portal”.

The teams are outlined below. To schedule an appointment or leave a message for a team member, you can call our main number 319-423-3527 and follow the menu prompts to be connected to a scheduler, or you can dial their number directly.

- ❖ Djonggi Situmeang, MD & Grant Jansen, PA-C: 319-385-5381
- ❖ Julie Wagner, DO & Katie Gratz, PA-C: 319-385-5380
- ❖ Kent Metcalf, DO & Laura Miller, PA-C: 319-385-5382
- ❖ Sarah Ledger, DO & Makenna Cox, PA-C: 319-385-5383
- ❖ Kent Rynders, MD & Simon Manring, PA-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.

Clinic Hours

- For non-urgent appointments or cancellations, please call our office during regular business hours.
- It's very important that you provide 24-hours notice of any appointment cancellations so we can accommodate those patients who are on a waiting list.
- If you need to fill a prescription, please contact your pharmacy first.
- You can also communicate with your healthcare team and request an appointment through our portal. Go to www.FMMTP.com and click on Patient Portal to sign up.
- Convenient Care Walk-in Clinic hours are available for all patients from 7:30 AM – 5:00 PM, Monday through Friday, and 8:30 AM – 11:30 AM on Saturday.
- Scheduled appointments are Monday through Friday 8:00 a.m. – 5:00 p.m.

We love what we do and we are here for you!

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