**SCHEDULING FAQ PAGE (WHITE GLOVE)**

**Notes**

* **PRECOVID**: Appointment is a 2-step process, with intake via telephone followed by an onsite appointment. The telephone intake is scheduled for one hour, the onsite for 30 minutes.
* **Under Covid**: Medicare has approved full completion by telephone which limits a patient’s potential exposure during this Public Health Emergency (PHE). Appointments are scheduled for 90 minutes.

**Please inform the patients**

* The appointment can take up to 90 minutes.
* Please have their Medicare number and any prescription containers (pill bottles, inhalers) with them.
* We will not be calling them from a phone number with the practice name, so it may say unknown number.
	+ If a patient has call blocking, please advise them to answer the phone at the appointment time.
* ***IF COMPLETION IS ONSITE***: Please arrive 15 minutes early to watch videos in advance of the appointment.
* ***IF COMPLETION IS VIA PHONE***: Please watch videos in advance of the appointment.
	+ ***Practice should send a confirmation email that includes a link to the videos.***

**What is the purpose for the Annual Wellness Visit?**

1. ***To assure your medical records are up-to-date*** for critical information like your medications, your other healthcare providers, or making sure we have a copy of screening results that were completed outside of the practice, like a colonoscopy.
2. ***To assure you are aware of and getting your preventive screenings***: Medicare provides most of your preventive screenings free because Medicare knows that the preventive services assures you stay healthy and stay home.
3. ***To assure we identify any health issues early, for discussion with your doctor***: Your AWV includes more than 15 health assessments that are shared with you and your provider. Health assessments are a first step. Together, you and your provider will determine if further testing makes sense.

**Doesn’t my doctor have all this information already?**

Yes, but it’s important to make sure we review and update your records annually and to assure that every year, we pause to make sure we are addressing all your healthcare needs fully.

**Will I be charged for this?**

No, Medicare covers the Annual Wellness Visit 100%.

**Is this required by Medicare?**

This is not required by Medicare, but recommended by ***Dr Name*** , to assure we have updated and accurate records for you and can create a personalized prevention plan to help keep you as healthy as possible. ***Dr Name*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ wants you to get an AWV each year.

**Why is this going to take so long?**

Some patients finish faster, but we want you to know in advance it may be as long as 90 minutes. Our job is to be as thorough as possible and gather as much information as is necessary to assure we have all the information we need to assure your records are up-to-date and to create your prevention plan.

**Do I need to go to the office?**

* **Under Covid**, Medicare recognizes that its safer to do Annual Wellness Visits from the comfort and safety of home. Your AWV will be completed on the telephone call. Your results will be provider to ***Dr Name*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who will work with you to schedule follow up services.
* **NOT UNDER COVID**: Yes, the office part of the AWV is to do the hands-on portion of the Annual Wellness Visit, anything we are not able to do over the phone with you, such as checking your vital signs and your vision.

**Can I just do both parts on the phone?**

* ***Under COVID,*** patients do not need to visit the office: the AWV can be completed via telephone.
* **NOT UNDER COVID**: No, the second portion must be completed in the office. While we do the majority of the visit via telephone, there is a portion that needs to be done in person with the office nurse. Medicare does require completion onsite.

**Can I just do both parts IN THE OFFICE?**

* **Under COVID**, both the practice and Medicare want patients doing this from home to prevent the patients from potentially being exposed to Covid.
* **NOT UNDER COVID**: While an AWV can be conducted fully onsite, many patients find it easier to do a portion of this from home. In part because they have a shorter onsite visit and no travel time, and in part, because they don’t have to travel with medications and their Medicare ID.
	+ **PRACTICE PREFERENCE: Even under the White Glove program, we can train an in-house team member to administer the AWV on site, especially for patients who demand it, or as sometimes happens, for patients who misunderstand and show up at the practice expecting to do the AWV at the office.**