

## ***Keuka Family Practice...***

***\* Your Primary Care Physicians***

***\* Comprehensive Management of acute and chronic problems***

***\* A staff committed to fostering good health and wellness***

***\* Same day appointments for acute or urgent illness or injury***

## ***Philosophy***

***Keuka Family Practice*** is a group of family practice specialists whose goal is to provide the very best, comprehensive healthcare in a family centered, team approach.

***We*** strive to provide knowledgeable, friendly, cost effective, timely, courteous service to all our patients, their families and all who come in contact with our practice.

***To*** this end, we have assembled a team of individuals who are pleased and proud to provide friendly, professional service to our patients.

***Be sure to visit our website*** and access our patient portal. This will give you access to your medical records and allow you to take an active role in your healthcare. If you have an email address, please give it to our receptionist and ask for a portal activation letter.

Note: Language assistance is available

## ***Please note . . .***

***Federal law requires us to follow “Red Flag Rules” to help prevent and protect you from identity theft. Therefore, we may ask that you show both your health insurance card and a form of photo ID at registration/check in.***

***During the winter months when the weather conditions can be extremely bad, please listen to radio station WVIN. If we decide that we need to close because of severe conditions, we will have it announced on the radio. We make those decisions for the safety of both our patients and our staff. We will also post a notice on our facebook page.***



***Like us on Facebook***

***Payment is expected at time of service. We accept cash, most major credit cards and personal checks. Please note there is a \$40 service charge for all returned checks.***

## ***Keuka***

## ***Family***

## ***Practice***

## ***Associates***

***Keuka Family Practice Associates LLP is a recognized Patient –Centered Medical Home***

***Our providers and staff are committed to providing comprehensive health care to all of our patients.***

***Dennis W. O'Connor, MD***

***Curtis J. Cranmer, MD***

***Werner K. Brammer, MD***

***Cynthia L. Ripple, FNP***

***Catrina N. Noniewicz, FNP***

***Kim McGregor, RN, AHP care manager***

***7573 State Route 54***

***Bath, NY 14810***

***(607) 776-2247***

***Office Hours:***

***Monday – Friday***

***8AM to 5PM***

***~Established 1977~***

***Website: [www.keukafamilypractice.com](http://www.keukafamilypractice.com)***

## **What we do . . .**

- √ *Same day acute and urgent care*
- √ *Preventive and illness-oriented medicine*
- √ *Promote healthy life choices*
- √ *Women's health & gynecological care*
- √ *Minor office surgery*
- √ *Long-term management of on-going medical problems*
- √ *Management of total medical care*
- √ *We see patients of all ages: Newborns, Children, Adults & Elderly*

**Your Doctor:** Your doctor has a routine schedule each week. When your doctor's schedule is full or when he is out of the office, you will be offered an appointment with one of our other providers or the physician on call that day.

### **\*Board certified Family Practice Physicians**

Dennis O'Connor, MD  
Curtis Cranmer, MD  
Werner Brammer, MD

### **\*Certified Family Nurse Practitioner**

Cynthia Ripple, FNP  
Catrina Noniewicz, FNP

*Family Practice Residency Rural Track program*

## **About our office . . .**

**Appointments:** We see our patients by appointment. Acute illness & emergencies can usually be scheduled on an urgent basis the same day.

**Cancellations:** If you need to cancel your appointment, please notify the office at least 24 hours in advance: (607) 776-2247

**Urgent Care:** We address urgent care through our office during regular office hours. Emergency after hours calls are handled through Health on Demand (607) 737-4499. The on-call physician is available for calls through the answering service. Give your name, your doctor's name, your telephone number and your concern for a return call. There is always a Physician on-call to cover the practice 24 hours/day.

**Messages:** If you have a question, please feel free to call our office during regular business hours. The nurses, Nurse Practitioners, Physician Assistant and Physicians review messages throughout the day and someone will return your call.

**Prescriptions Refill Requests:** We recommend prescription refills be done at the time of your visit. If not, we require 24 hours advance notice for regular medications and 3 day notice for controlled substance prescriptions. All scripts will be sent directly to the Pharmacy at the end of the day.

**Forms:** A request to complete a form requires a form fee be paid in advance of form completion. All

*forms should be given to the receptionist, not the Nurse or Provider.*

## **Payment Policy . . .**

**Payment is expected at time of service. We accept cash, most major credit cards and personal checks.**

**Insurance:** We participate with the following insurance plans, which we will bill directly:

- HMO- CNY
- Excellus/ Blue Shield of Central NY
- Excellus Blue Choice-HMO
- Empire Plan
- Fidelis Care
- GHI
- Medicare
- Medicaid
- North American Administrators
- North Americare
- North American Preferred
- MVP-HMO
- Child Health Plus
- Family Health Plus
- United Health Care
- Wellcare

*Unpaid accounts are billed by monthly statements but payment is expected at the time of service unless previous arrangements have been made.*

**Your insurance company requires co-payments paid at the time of service. For additional insurance coverage, a copy of the bill may be attached to your insurance form and submitted by you to that specific insurance company. Insurance coverage varies among policies.**

*Please direct any questions to our Business Office.*