



*Inspiring healthy
living by providing
exceptional health
and life services
for every person,
every time.*

Why is it important to identify a primary Care Provider?

A primary care provider is the first step in building a trusting relationship and staying on top of your health. Seeing the same provider on a regular basis for your yearly physicals, medication refills, and chronic health conditions allows the provider to detect changes in your health or potential problems earlier than a new provider who is unfamiliar with your medical history. . As a patient you will feel comfortable asking questions and talking with your healthcare provider to come up with the best approach to your lifetime of health.

There may be times when you are not feeling well and will need to see a different provider within the clinic which is fine. The clinic typically has same day appointments available with an on-call or acute visit provider.

Please tell registration at check-in who your established Primary Care Provider is to keep our records updated. If you are a new patient, please let us know which provider you would like to see.

Scheduling

To schedule an appointment, please call 402-729-3361, and choose option 1.

We schedule appointments up to six months in advance. Depending on which provider you wish to see it is a good idea to call well ahead of your desired appointment date to schedule. If something comes up you can call and reschedule your appointment in advance. If you are unable to make an appointment, please call at least 24 hours in advance if possible.

Same day appointments are typically available for urgent needs, but you may have limited choices in which provider you see.

If you are scheduling for a visit due to illness you will be asked your symptoms. You may be asked to park on the Southwest side of the clinic and enter through our Negative Pressure area if you have two or more symptoms of illness which have been going on for 5 days or less. If your symptoms are outside of those criteria, you can enter through the main entrance but will be asked to wear a mask during your time inside for the protection of our staff and other patients.

Our Providers

At JCH&L Fairbury Clinic we have 5 Doctors- Sean Flor, M.D., Madhav Narayan, M.D., Craig Shumard, M.D., Rebecca Stroklund, D.O. and Brett Wergin, M.D. 4 Family Nurse Practitioners- Kirisha Afuh, FNP-C, Carolyn Ferguson, FNP-C, Megan Knutson, FNP-C and Keegan Williams, FNP-C. 2 Physician Assistants- Bryce Taylor, PA-C and Kensly Williams, PA-C. Our providers are passionate about helping our patients and want to work in a rural area to make a difference. Same day appointments available. **Accepting new patients!**



Dr. Flor



Dr. Narayan



Dr. Stroklund



Dr. Shumard



Dr. Wergin



Kirisha
Afuh
FNP-C



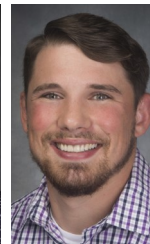
Carolyn
Ferguson
FNP-C



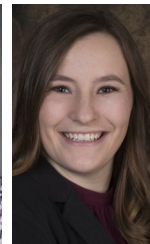
Megan
Knutson
FNP-C



Bryce
Taylor
PA-C



Keegan
Williams
FNP-C



Kensly
Williams
PA-C

Do you have questions?

Q: Can I Come to the clinic and have a nurse check my Blood Pressure?

A: Yes, you can come in free of charge and have a nurse check your blood pressure. We do ask that you call ahead to schedule a nurse only appointment. We also recommend that you bring in your home blood pressure monitor, if you have one, to compare for accuracy.

Q: Does my insurance cover the cost of toenail trimming?

A: Your insurance may cover the cost of toenail trimming by your family medicine physician or the podiatrist if you have certain medical conditions. Some examples of these would include Diabetes or Peripheral Neuropathy. Check with your insurance carrier for coverage specifics.

Q: What is the difference between a diagnostic test and a screening?

A. **Diagnostic Test:** A test that is used to help determine a condition for a patient based on symptoms. This can also be used to monitor a current diagnosis or chronic health condition. For example, if a patient has a diagnosis of high cholesterol and the provider orders a cholesterol panel to check levels this would be a diagnostic test. This would not be covered as wellness under a screening benefit.

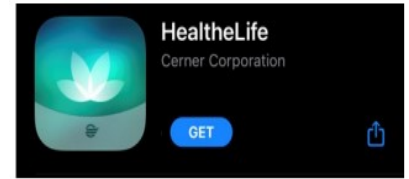
Screening Test: A test ordered by a provider when no signs or symptoms of a disease are present. For example, a healthy patient that the provider orders a screening cholesterol panel on. Insurance would cover this as wellness under their screening benefits.

Have Questions? Call 402-729-3361 or check out our website at
JCHealthandLife.org

Patient Portal

JCH&L Patient Portal Web address: <https://jchealthandlife.ighealth.com>

You can also access the portal from our JCH&L.org website, from the Patient Portal link in the upper right corner OR by downloading the HealtheLife app on your mobile device (IOS or Android.) In your app store, search for HealtheLife.



Benefits

The portal is free. You can see a portion of your health record on the patient portal. The patient portal is a secure portal that only you or those that you allow have access to. You can see your health profile- medications, immunizations, allergies and current health issues. View test results, procedure history, health record and visit summaries. You can also send a message to your health care provider, view upcoming appointments and request an appointment.

How do I sign up?

When you receive services at any JCH&L facility, you will be asked if you would like a portal invitation. A portal invitation will be sent to you by email. If you have not had an appointment and would like to sign up for the portal, please call 402-729-3351 and ask for Patient Portal information.

For those at least 19 years of age, a current patient and have a social security number on file can use the self enrollment link: <https://jchealthandlife.ighealth.com/self-enroll/>

For assistance with your patient portal, please call Jefferson Community Health & Life at 402-729-3351, and ask for Patient Portal information.

For Release of Health Information requests and authorized representative requests, please call the JCH&L release of information line at 402-587-5221.

Improvements and Surveys

We are continuously striving to deliver the best customer service and quality care that you deserve. Our staff recently participated in customer service training with NRC Health. Our staff enjoyed the training and their perspectives on empathy and listening.

We do a patient satisfaction survey by text, email and/or phone call. The system will attempt to contact you three times. You should only receive survey calls for clinic visits about once every six months. You may not receive a call if you have received other JCH&L services within the previous 2 weeks. You may receive calls for other JCH&L services.

If you prefer to **opt out** of the survey or have concerns, please call Ashley Norden, clinic administrator, at 402-729-3361, extension 7125.

Parking is continuing to be evaluated for improvement, especially the handicap designated parking. Please call for assistance and we will have a staff member come assist you. If you do not have a cell phone you can also call prior to leaving your house with your details.



Kindergarten, Sports Physicals Are Important

The Nebraska School Activities Association requires that a physical evaluation be completed each year before an athlete can participate in sports. The state of Nebraska requires students entering Kindergarten and Seventh grade have school physicals. JCH&L Fairbury Clinic has scheduled 2 evenings for sports physical appointments this summer, July 6 and 25, in addition to regular daytime appointments.

"A sports physical is completed to evaluate the overall health of an athlete to ensure they can safely do the sport they are enrolled in," said Brett Wergin MD, family medicine provider at Jefferson Community Health & Life.

By having your Primary Care Provider complete a physical exam once per year they will be able to check the appearance of the athlete including musculoskeletal, check for conditions that would be exacerbated by exertion including asthma, cardiac conditions including the presence of a heart murmur. During the sports physical the medical provider will do an exam, listen to heart and lungs, evaluate ears, nose and throat. The provider will also ask about your family history which would put the athlete at risk for serious cardiac conditions or sudden death.

For school physicals, students entering Kindergarten and seventh grade are required to have physicals. A urine screening is not required. Forms can generally be picked up at your school, or are available on our website, and should be filled out before a student arrives for a school or sports physical.

Typically, Kindergarten and seventh grade physicals are required to be complete and immunizations up to date before school starts. Sports physicals are generally required before the first sports conditioning or practice.

At JCH&L Fairbury Clinic, school and sports physicals may be billed to insurance and combined with a well-child check if the child has not had a well child check in the last 12 months. To make an appointment with one of our family medicine physicians, nurse practitioners or physician assistant's, please call 402-729-3361.

Have a question for your provider or their nurse?

The Patient Services department at the Fairbury Clinic is a team of nurses that are ready to help you. These friendly nurses will assist you with any needs that may arise while you outside of the clinic and can help with questions such as:

- ◆ Am I up to date on my immunizations?
- ◆ Do I need to see my doctor?
- ◆ What is this medication and what is my dose?
- ◆ Can I get a handicap permit?

For medication refills we recommend that you call your pharmacy, they will send us a request electronically. However, if you have contacted your pharmacy and still have question or problems, please contact us.

When you have questions, JCH&L Fairbury Clinic's Patient Services Department is ready to find you answers. Call 402-587-5181 OR 402-729-3361, extension 5023.