

# FamilyCare

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Welcome to Family Care of Black Mountain/Old Fort! Here at Family Care, Drew David Schnyder, MD, Morgan Burks, FNP, Anne Parker FNP, Rhonda Morris, DNP, FNP-BC and Allie Gaskin, FNP-C, look forward to providing you the best care possible. We are pleased you have chosen our practice for your healthcare needs. Our providers and staff are devoted to making your healthcare experience with us as pleasant as possible. This Welcome Packet is designed to help you make a smooth transition to becoming a Family Care patient!

At Family Care, you can expect to receive care based on the Patient Centered Medical Home standard of care. This includes care that is carefully designed around evidence-based practice guidelines to assist our patients in reaching their best possible health status; which including providing patients with health education and support needed to effectively manage any chronic conditions. Here at Family Care, you will be a partner in your health care and will be involved in every decision regarding your plan of care.

A key point in Patient Centered Medical Care is choosing a primary care provider, which assures you the most coordinated care possible. You will be asked to designate a primary care provider at your first office visit. Your chosen provider and the health care team that surrounds them will work hard to know you as a person and coordinate all aspects of the care you receive in our office and through other health care providers.

As your primary care practice, Family Care will become the hub of your medical care. We strive to be available to our patients at all times. We encourage you to call our office any time you require medical advice, before seeking care through an Emergency Department or Urgent Care. Calls to our office are returned based on urgency and all calls will be returned within 24 hours of receiving your message. You can reach our office after hours by dialing the office number and speaking with a member of our answering service; our on-call physician will then return your call within **15 minutes**. Any non-emergent requests can also be made through our patient portal (log-in information will be provided to you through e-mail invitation). All portal messages are answered within 24 hours; however we request that you do not use the patient portal for urgent or emergency health questions but instead call the office directly.

We are concerned with your overall health and ask that you share information with us about visits made to providers outside of Family Care to help us better coordinate your care. This packet includes a specialist agreement and we ask that you share this agreement with any specialist you receive care from. Please update us at each visit if you have been to the hospital, Urgent Care, or specialist. If possible, please bring information about this care to your visit or ask your specialist to forward any office notes to us. This helps us coordinate the information into your record and treatment plan. Also, if you have been seen by an Urgent Care or hospital we ask that you call us within 24 hours of your discharge to schedule a follow up appointment with your primary care physician.

If you currently take any medications please bring your medication bottles to your first visit so that your medication and dosage can be documented accurately. Also, please bring a list of any over the counter medications or supplements you are currently using.

Thank you for choosing Family Care of Black Mountain/Old Fort! We look forward to partnering with you to help achieve your best health status possible!