



PATIENT HANDBOOK



WELCOME!

Who we are:

We are honored to care for you!
Please take a moment and read about JCPC Health

Health Care. Hassle Free.



Personalized
Care



Timely
Service



Flexible
Visits



Dedicated
Provider

How we do it:

At JCPC, we value your time and your health!

We are excited to partner with you on your journey toward health!



ABOUT US

Wherever you are on your health journey,
we are ready to meet you there.

OUR TEAM



Julia Tjandera
APRN, FNP-BC



Memberships & Insurance

Individual DPC Memberships \$80/ month
(\$5 OFF/month for Healthcare workers, Law enforcements workers, Teachers, Military, Veterans, and College Students)

Two adults (couple) \$155/ month

Family (Parents + 1 child) \$230/ month

Each additional child \$75

Insurance we accept Traditional Medicare Part B

Note:

Patients do not need to be a member to be seen at clinic.

Please refer to list of fees for individual services that JCPC Health offer in-clinic.



BASIC INFO

HOURS & CONTACT INFO

Monday: 9:00am - 6pm
Tuesday: 9:00am - 6pm
Wednesday: 9:00am - 6pm
Thursday: 9:00am - 6pm
Friday: 9:00am - 6:00pm
Saturday and Sunday: By appointment only

- Office: (850) 779-0719
- Fax: (850) 299-0310
- Email: Patientservices@jcpchealth.com

TO SCHEDULE

Call or text: (850) 779-0719
Email: patientservices@jcpchealth.com

Phone, Email, Text, and Video:

There are several secure, HIPAA-compliant ways to message JCPC Health:

- 1) Text directly to our clinic number at (850) 779-0719
- 2) Message through our secure phone app - Spruce
- 3) Email our clinic at patientservices@jcpchealth.com

The Spruce app also allows for video uploads, and for scheduled telemedicine visits.

- Texts and emails are answered in a routine timeframe during office hours.

Urgent Care needs:

If appropriate, our providers gladly care for your urgent needs after hours (including weekends and holidays).

To reach the on-call provider after hours you will need to call the clinic PHONE and follow the prompt! This will ring through to the provider's personal phone.

Text messages or emails are NOT received as urgent and will be responded to during the next business day.



MEDICATION & REFILLS

Member Experience



Pharmacy Prescription Medication Refills

- Some refills may require an appointment with your Provider.
- Email refill requests through your patient portal or call us: (850) 779-0719
- In your message for prescription refills, tell us:
 - Your name & phone number.
 - The name of the prescription, dose and quantity.
 - The pharmacy name, phone number and address where it is to be refilled.
- We require 48 business hours for a refill request.
 - While we can often fill it earlier, this allows time for issues and schedules.
 - Leaving refill requests during office hours will expedite this.

Controlled Substances

- Controlled substances will require an appointment for initiation of therapy and at least every 3 months for refills.
- We are unable to refill controlled medications without an appointment.



SUPPLEMENTS

Patient Experience



Supplements

We offer our members high quality pharmaceutical grade supplements through Full Script. All are tested for purity.

All current members of the practice will receive a 10% discount to a handful of select items our providers highly recommend

- ProOmega LDL
- ProOmega Blood sugar
- Marine Collagen
- Vitamin B Complex

Please visit our website to place your supplement order or call our office to set up a time to discuss your options with your provider.



COMMUNICATION

Patient Experience

JCPC Health works hard to keep communications with you simple. We use text or email for the following needs:

- 1) Medication refill requests*
- 2) Lab and x-ray results*
- 3) Non urgent medical question*
- 4) Instructions for referrals*

JCPC Health communications are often expedient, but the hand-off to other offices or the hospital can run into gaps. We appreciate when our members keep in contact and help us track orders!

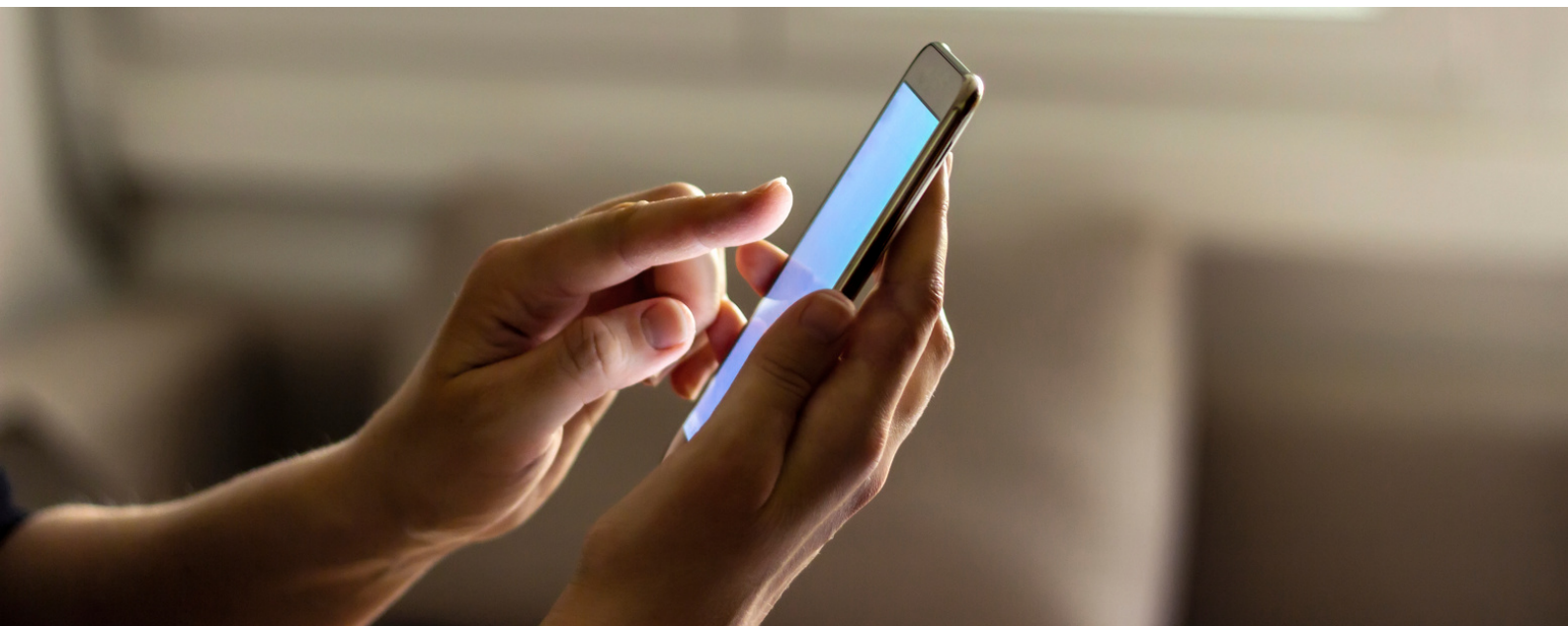
Response times that you can expect from JCPC Health:

Routine phone calls: will be returned the same or next business day.

Labs: Please give us 3-5 business days for results

Pap smears, skin biopsies: 7-10 days for results

Speciality Referrals: 1 week; please call if you have not been contacted





APPOINTMENTS



Ongoing Care

Use us when you need us. Call to schedule. Same or next day appointments available.

Changing/Cancelling appointments

To change appointment times/days or cancel please give us minimum 24 hours notice. Please refer to our cancellation policy.

Last-minute appointments

Appointments within 24 hours: Call the office for same-day appointments (phone). We schedule room for urgent care needs daily, but if we are full, we will do our best to manage your wellness until we can have you seen.

Clinic Closures

JCPC Health provides time off for our staff with clinic closures on several holidays per year. On-call coverage is usually available during these clinic closures.

Home Visits

JCPC Health providers are pleased to care for you at home, as appropriate. Please contact our office to arrange.

Hospital Care

We do not provide hospital care, please follow up in office once you have been discharged from hospital.



BILLING

Payment

Membership is due monthly. Failure to routinely pay the membership will result in discharge from JCPC Health. A 30 day written notice is required to terminate your membership.

Please notify us if you need to change your payment method on file or log into the payment portal to update your information.

Insurance Prior Authorizations

If you have insurance and need a study (MRI or CT or sleep study, for example) or referral to a specialist, we will process this for you.

Prior authorizations are very time intensive and we will do our best to communicate with you in a timely manner.





THANK YOU!

An ounce of prevention is worth a pound of cure!

Vision:

JCPC Health will be one of the healthcare wellness clinic in the communities we serve, the primary care provider and wellness clinic that local communities turn to and trust for their healthcare needs.

Mission:

At JCPC, our mission is provide the highest standards of clinical care and to improve the wellness of individuals and treating patient's mind, body, and soul.

we are dedicated to serving the communities with high-quality, cost-effective, compassionate, and personalized healthcare.

Thank you for allowing us to work with you!

**Questions?
We're here to help.**

www.jcpchealth.com

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Ste.400
Tallahassee, FL 32312

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Fax:(850) 299-0310: