



## New Year Updates

**Watch  
Us  
Grow!**

**We hope everyone had a wonderful 2007 and wish each of you the same in 2008. With each change Family Care Southwest goes through, we wish to pass updates on to our patients.**

### Watch us grow!

The first part of 2008 we will begin construction within the office to add two new exam rooms. As a result, we will be adding another physician to our team to accommodate our growing practice and our patient's needs.

We are continually working on implementing an E-scribing system for the doctors to forward patient prescription to pharmacies by a secure e-mail address. We will keep you updated on our progress.

### Rob Sims MD

Rob Sims MD recently completed his medical board recertification for family practice. Congratulations to Dr. Sims!



### Helen Story MD and Rob Sims MD Recognized

United Healthcare implemented a program to recognize physicians for their quality and efficiency. A rating is given each year to physicians in different field of care who qualify. Helen Story MD and Rob Sims MD were just awarded a two star rating by United Healthcare insurance. We are very proud of this acknowledgment.

### Insurances and co-pays

At the beginning of the New Year is a good time for us to update your insurance and contact information. Please be prepared to provide this information to the front desk staff at your next appointment.

### Insurance cards

Insurance cards are required at each visit. Even if your insurance is the same as before, the insurance company may change the mailing address or group information slightly; this could lead to incorrect billing.

### Pharmacy cards

Please provide your pharmacy card at time of service. Some insurance companies provide a separate card for prescriptions. Medications are not listed with every insurance company and we may need to call your insurance for prior approval of a medication.

### Insurance co-pay

Your insurance requires the patient to pay at the time of service any time he/she sees the Doctor or Physician Assistant. It is also our policy to collect the co-pay at the time of visit. If you are not prepared to pay your co-pay at the time of your visit with a provider, your appointment may be rescheduled when you are able to present your co-pay.

### Billing update

Any account past due 60 days or more will be assessed a 1.5% interest fee.

Updated 1/2/2008



**FAMILY CARE  
SOUTHWEST, P.C.**

**User's Guide**  
*contact@familycaresw.com for assistance*

**On-line Patient Requests:**  
Medical Records, Secure Mail  
contact with Providers, Rx Refill  
Requests, Appointment Requests

MAIN PHONE 303.933.4555  
TOLL FREE 877.576.5293  
FAX 303.933.8147

FAMILY CARE SOUTHWEST, P.C.  
Swedish Healthpark Southwest  
6169 S. Balsam Way, Suite 250  
Littleton, CO 80123

### Patient Online Services Guide Updated!

Remember that our website [www.familycaresw.com](http://www.familycaresw.com) offers a variety of cutting edge resources for patients including secure e-mail with the doctors and electronic records on-line.

To Register for your own secure account [Click Here.](http://www.familycaresw.com/signup.htm)  
<https://www.familycaresw.com/signup.htm>

Our online services guide has been updated. For help making an appointment online, viewing your medical reports, requesting a prescription refill online or sending a secure message to your healthcare provider.

Click [http://www.familycaresw.com/user-guide\\_FCSW\\_2008.pdf](http://www.familycaresw.com/user-guide_FCSW_2008.pdf) to view the updated User's Guide in PDF format.