



Dr. Benjamin Lee

INTERNAL MEDICINE

Welcome Packet

Welcome to Dr. Benjamin Lee Internal Medicine! Thank you for choosing our practice as your Primary Care Providers. Located in Havre de Grace, Maryland, J. T. Lee, MD, PA was founded by Dr. Jean T. Lee in 1992. In 2006, he was joined by his son, Dr. Benjamin Lee, and it was a father-son practice until Dr. Jean Lee's retirement in 2015. Since then, our team has grown to include two dedicated nurse practitioners, Christina Husemann and Robin Brown. Our practice is focused on Internal Medicine and Primary Care for adults.

By remaining a small independent practice, we are dedicated to personalized care for each patient, without being beholden to any other entities. Our top priority is the health and well-being of our patients. Our practice philosophy is helping patients to help themselves. By focusing on patient education, we believe that patients will be more motivated to get healthy and be more compliant with their treatment. We do NOT believe in a "one size fits all" approach to health care. Every patient is different and requires unique considerations. Also, we believe that all treatment decisions should be made together with the patient, taking into account their individual concerns and situations.

All of our healthcare providers are currently accepting new patients. We make every effort to make sure that all routine follow-up visits are with the SAME provider to maintain continuity of care, and to develop strong provider-patient relationships. We look forward to meeting more members of our community and helping them to lead healthy and happy lives.

Dr. Benjamin Lee Internal Medicine is a proud member of Privia Medical Group. The best doctors in our community have joined together to form Privia Medical Group (PMG), a multi-specialty, high-performance medical group that puts patients first. Our physicians are united by the mission of providing better, more coordinated care for their patients.



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The following information is to help you prepare for your upcoming appointment with our practice.

Scheduling Appointments: We strive to provide timely care to all our patients as soon as it is needed. You can make an appointment by calling 410-939-2840 ext 100 during regular office hours. Established patients can schedule appointments online by visiting our Patient Portal at <https://8042-1.portal.athenahealth.com> or by visiting our website at <https://www.drbenjaminlee-hdg.com>. We offer both in office and virtual appointments. We will always encourage you to schedule your next follow up appointment at the completion of your current visit.

Cancelling Appointments: If you need to cancel your appointment, kindly call our office at least 24 hours prior to your scheduled appointment. There may be a fee of \$50 if you cancel with less than 24 hours notice or miss your appointment. While we understand that emergencies may arise, please do your best to notify us promptly of any cancellations.

Arriving for Your Scheduled Appointment: Our practice will let you know how far in advance you should arrive for your scheduled appointment to prepare for your visit in the exam room and begin your appointment on time. We ask that you arrive 10 minutes early for registration. Our practice will also text you an appointment reminder.

Please Note: Patients more than 5 minutes late may be requested to reschedule their appointment. Patients will be given the option to schedule the next available appointment or with the next same-day opening with another provider in the office if medically appropriate. If you believe you may be late to your appointment, please notify us as soon as possible.

What to bring to your appointment:

Please remember to bring the following items to your appointment to insure efficient and accurate care:

- Insurance card
- Government issued photo identification
- Co-pay or payment for any outstanding balance, which are due upon check-in.
- Any other specific documentation that was requested by the practice
- List of all physicians you are seeing and their respective contact information
- Individual labeled original containers of any medications you are currently taking or using (prescription and over the counter bottles, ointments, creams, inhalers, ect.)
- Questions for your provider
- Pharmacy name, address, and telephone number



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Dr. Benjamin Lee Internal Medicine uses an Electronic Health Record (EHR) that offers a secure Patient Portal so you can access your medical information anytime. The Portal is where our practice safely posts and provides you with your lab results, imaging results and visit summaries. Use of our Patient Portal is highly encouraged and free for all patients. Establishing your Patient Portal account before your first or next appointment is fast and easy!

Need a Patient Portal Account? For New & Established Patients

Step 1: Call 410-939-2840 ext 103 and request access to the Patient Portal. A current and valid email address is required.

Step 2: You will receive an email with log-on instructions and a link to the Patient Portal.

Step 3: Click on the Patient Portal link to complete your initial security set-up.

Step 4: You're in; Welcome to the Patient Portal!

Patient Portal Fast Facts: We recommend using a desktop computer with Google Chrome as your browser to access your electronic health record on the Patient Portal. Tablets and mobile devices using the MyPrivia App will give a limited view of your electronic health information and will not show test results and some documents. Once fully activated on our Patient Portal, benefits to you include the ability to:

- View clinical office visit summaries
- Access and view lab results once our office has reviewed and posted your results to the Patient Portal
- Update demographic profile, including pharmacy information for prescription refills
- Receive appointment and health reminders
- Access educational resources about medical conditions and preventive care
- Schedule routine follow-up or urgent same-day appointments (for established patients)
- View statements and pay your bill online

To access the Patient Portal, visit <https://www.drbenjaminlee-hdg.com> and click on the "Patient Login" button located at the top of each web page.

PRESCRIPTION REFILLS



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Prescription refills require close monitoring by your provider to ensure the safe continuation of the appropriate dose, frequency, and term of that medication. The frequency of follow up will be determined by your provider and our staff will abide by this time frame when considering your refill requests. Our office will prescribe the appropriate number of prescription refills to last you until your next scheduled appointment. **Please be sure to schedule your next appointment in advance and with adequate time to receive a prescription refill.**

Here are some important reminders about your prescription refills:

- Schedule your next appointment in advance and with **adequate time to receive a prescription refill.**
- Confirm with our practice that your correct local or mail order pharmacy information is on file. Your local pharmacy will contact you when your prescription is ready for pick up. If they do not, please contact them first. If they say they do not have your refill, then please call our office.
- Our practice will always order generic prescriptions whenever available unless a brand product is medically necessary. Each insurance plan outlines a detailed classification for medications which could impact which medication, generic or brand, is prescribed. If your insurance provider requires a pre-authorization, refills can take up to two weeks. Contact your insurance plan for details.
- If you require an emergency refill, please contact your pharmacy. The pharmacy will work with us directly. If approved by our practice, an appropriate refill will be submitted to your local pharmacy. **Refills can take up to 48 hours.**
- **If your prescription refill is not approved, please contact our office to schedule an appointment.**
- If your prescription requires a prior authorization, we will submit the request to your insurance company for approval. Please note that the insurance company has 72 hours to finalize a decision. If you have further questions about your prior authorization, please contact your prescription drug plan.

Please note as required by the State of Maryland, we will be utilizing the Prescription Monitoring Program database to access historical controlled prescription substance information prior to issuing any controlled substance prescription. The prescribing of controlled substances is at the complete discretion of our providers.



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LABORATORY SERVICES

Laboratory Services & Receiving Your Test Results: Laboratory services include a variety of tests (blood, urine, throat, stool, wound, and more). Our office will follow up with you about your test results (labs and imaging) by phone. If your test results are completely normal and you have an active patient portal, your results will be posted with no telephone notification. **For imaging you will be given an order with a suggested facility, however you can take this order to any facility of your choosing.**

Our practice offers a LabCorp satellite office for our patients only. The LabCorp phlebotomist will collect your samples and it will be sent out to LabCorp for processing. If your insurance requires the use of another lab, please let us know ahead of time.

BILLING & PAYMENTS

Billing & Payments Dr. Benjamin Lee Internal medicine collects patient co-pays and outstanding balances at the time of service. Payments can also be made online by logging on to the Patient Portal or by contacting the Business Office at 410-939-2840 ext 103 during regular office hours. If you have questions about billing, payments or statements, our goal is to connect you with the correct department that can assist you. Here is a list of departments and the types of inquiries they handle. Please contact the appropriate office listed below.

Privia Billing Department: (888) 774-8428 during normal business hours 8:00 a.m. to 6:00 p.m. ET.

LabCorp Billing: 800-845-6167

Insurance Questions: Contact your insurance provider by calling their phone number listed on your insurance card.



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Office Hours:

- Monday 8:30am – 4:00pm
- Tuesday 8:30am – 5:00pm
- Wednesday 8:30am – 4:00pm
- Thursday 8:30am – 4:00pm
- Friday 7:30am – 3:00pm

LabCorp Satellite Office Hours:

- Monday 7:30am- 3:45pm
- Tuesday 8:30am – 4:45pm
- Wednesday 8:30am – 4:45pm
- Thursday 7:30am – 3:45pm
- Friday 7:30am -3:45pm