



IMPACT

Family Wellness

WELCOME GUIDE



As the CEO of Impact Family Wellness, I am thrilled to extend a warm welcome to you. It is with great pleasure that I welcome you to our family-centered healthcare community.

At Impact Family Wellness, we prioritize your well-being above all else. Our dedicated team of healthcare professionals is committed to providing you with personalized care tailored to your unique needs. Whether you're seeking preventive services, treatment for an ailment, or guidance on living a healthier lifestyle, we're here to support you every step of the way.

We understand that choosing a healthcare provider is an important decision, and we are honored that you have entrusted us with your care. Rest assured, we will strive to exceed your expectations and ensure that you receive the highest quality of service.

If you have any questions or concerns, please do not hesitate to reach out to us. We are here to listen, support, and empower you on your journey to optimal health and wellness.

Once again, welcome to Impact Family Wellness. We look forward to partnering with you in achieving your health goals and making a positive impact on your life.

**Sincerely,
Monica
monica@impactfamilywellness.com**

ABOUT US

Our team of Family Nurse Practitioners is here to educate, assist, and ensure you reach and maintain your optimal health and wellness. Life is a journey and we are here to walk through it with you.



Monica McKitterick
CHEIF EXECUTIVE OFFICER
FAMILY NURSE PRACTITIONER



Jessica Hernandez
FAMILY NURSE PRACTITIONER
HABLA ESPANOL



Erika Henson
FAMILY NURSE PRACTITIONER
HABLA ESPANOL



Anita Herrera
FAMILY NURSE
PRACTITIONER



Bethany Collop
FAMILY NURSE
PRACTITIONER



Megan Sellars
FAMILY NURSE
PRACTITIONER



Molly Black
FAMILY NURSE
PRACTITIONER



Courtney Paulsen
FAMILY NURSE
PRACTITIONER



Jessi Hadley
FAMILY NURSE
PRACTITIONER



Shelby Leonard
PRACTICE
MANAGER

HELPFUL TIPS



CLINIC OFFICE HOURS

MON-FRI 8:30-4:30

We do **NOT** accept walk ins. We encourage you to text and/or call us if you have an urgent need so that we can ensure you receive the best care.

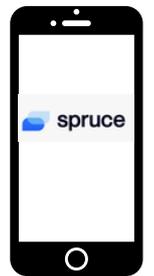
We do have **SAME DAY** appointments available for our members that have urgent needs.

GETTING IN TOUCH



*There are several ways to reach us here at
Impact Family Wellness*

1. **Spruce Message** - This is our HIPAA compliant app where you can send and receive SECURED messages. This is our RECOMMENDED communication platform for all patients as it is the safest when discussing your healthcare needs. If you need to download the app you can do so [HERE](#).



2. **Text Message** - You are welcome to send us a text to our main office numbers at any time.

We do our best to respond to these messages in a timely manner but promise to get back to you by the end of the day. Keep in mind our appointments are 30-60 minutes so if you aren't getting a rapid response it's likely because your provider is seeing a patient at the time.

3. **Phone Call** - You are welcome to give us a call anytime!

Cedar Park - **512-537-2177**

Liberty Hill - **512-537-2177**

Thorndale - **512-898-4001**

4. **E-mail** - Typically we save this for sending records. If you have records to send us, please send them to admin@impactfamilywellness.com

Please note - Messages sent outside of normal business hours are NOT monitored. Please see following page for after hours information.

www.impactfamilywellness.com

AFTER HOURS



There is always a provider “on call” outside of normal business hours

If you are in need of medical advice or care we are here to help, but please follow the instructions below:

- You **MUST** call the office after hours
- You **MUST** push 1 to reach the urgent line
- You **MUST** leave a voicemail detailing who you are and what your needs are
- You **MUST** also send us a text message with a brief reason for your call

The on call provider will get back in touch with you via phone or text as soon as possible.

Our providers are also moms, wives, aunts, sisters, and friends to many people that count on them. We are here to help you but please keep this in mind. We are not an emergency room and pharmacies close around 8pm so we are not much help after this time.

We are VERY good at responding to messages that are sent after hours, first thing in the morning, so if your request can wait until normal business hours please just send a text or leave a non-urgent voicemail.

PLEASE NOTE: Text message and non-urgent voicemails are NOT monitored after hours.

PROVIDER SCHEDULES



Our top priority is your health, but we also have to make sure our providers are also cared for. To ensure our providers have a great life/work balance and can focus on their patients while at the office they each work 4 days a week.

Our providers work in teams and cross cover to ensure all patient concerns are taken care of everyday. This means, even on the day that your provider is out of the office, someone will be monitoring messages and able to see you virtually or in office if needed.

Please note your provider's "day off" below but know that this is subject to change.

Cedar Park Location

- Jessica** - out of office on Tuesday
- Bethany** - out of office on Wednesday
- Erika** - out of office on Thursday
- Anita** - out of office on Wednesday

Liberty Hill Location

- Megan** - out of office on Friday
- Molly** - out of office on Tuesday

Thorndale Location

- Courtney** - out of office on Wednesday
- Jessi** - out of office on Thursday

APPOINTMENTS



Scheduling appointments is simple! The fastest and easiest way to schedule an appointment is with our online scheduling system that can be found [HERE](#).

Instructions to schedule your appointment:

1. Select the location you are looking for
2. Select **YOUR PROVIDER**
3. Select the appropriate appointment type
 - a. **Office visit** – 30 minute appointment for sick visits, follow ups, or new problems for established patients
 - b. **New Patient** – 60 minute appointment for new patients
 - c. **Annual/Well Woman** – 60 minute appointment for a full head to toe physical including pap/pelvic exam if needed
 - d. **Well child check** – 45 minute appointment for well child check up
 - e. **Telehealth appointment** – 30 minute VIRTUAL appointment for follow up or new concern
 - f. **Injection** – 15 minute appointment for injection only
 - g. **Flu shot/COVID test** – 15 minute appointment for vaccine or rapid testing
 - h. **Cosmetic** – 45 minute appointment for Botox or spider vein treatment.

[Click Here to Watch a Video: How to Schedule an Appointment](#)

The screenshots illustrate the following steps in the appointment scheduling process:

- Step 1:** A landing page titled "Need to Schedule an Appointment?" with a calendar graphic and a prompt: "Please select the location you would like to visit:". Three location buttons are visible: Cedar Park, Liberty Hill, and Thorndale.
- Step 2:** A page titled "Impact Family Wellness" showing the "Please choose YOUR PROVIDER" section. A dropdown menu is open, listing providers: Bethany Collop, APRN, FNP-C; Erika Henson, APRN, FNP-C; Jessica Hernandez, APRN, FNP-C; and Joanna Meley, APRN, FNP-C. The first provider is circled in red.
- Step 3:** A page titled "Impact Family Wellness Cedar Park" with a "Have an account?" section. The "Continue as Guest" button is circled in red.
- Step 4:** A "Review and confirm appointment for John Smith" page. It displays appointment details: "Office Visit (members only) with Bethany Collop, APRN, FNP-C" on "Monday, Mar 25 @ 10:00 AM CDT". A "Confirm Appointment" button is circled in red.
- Step 5:** A confirmation page titled "Appointment Booked for John Smith!". It repeats the appointment details and includes a note: "We sent a confirmation with appointment details as well as an invite to your patient account to john@example.com".

MEDICATION REFILLS



Getting medication refills should be simple and stress free!

At Impact Family Wellness we strive to make healthcare easy and convenient, and medication refills are no different. There are 3 easy ways to get your medications refilled.

1. Look at your bottle from the pharmacy to determine if there are any refills remaining. If so, just simply call your pharmacy directly to get this refilled.



2. If your bottle does not have refills, please send us a text message or message through Spruce to get your medication refilled. Please include the **NAME** of the medication and the **DOSAGE** you are wanting refilled as well as the **PHARMACY** you wish for the refill to be sent to. We do our best to keep all records up to date but we want to make sure our records match what you are needing.

3. You are also welcome to call your pharmacy and ask them to send us an electronic request to refill your medication. Although they try, pharmacies aren't the best at follow through so if you decide to take this route and the medication has not been refilled in 24 hours please text or call the office.

***If you need your non-controlled substance sent to another pharmacy the **EASIEST** way to do this is to ask the pharmacy to transfer it.**

CONTROLLED SUBSTANCE GUIDELINES



Controlled substance prescriptions are those that have been deemed high risk for abuse and addiction and are highly regulated by the government. Because of this we have specific guidelines on the prescribing of these medications as explained below.

Schedule II medications, including **ADHD/ADD medication**, are highly controlled by the DEA and the state of Texas. Because of these rules and regulations all schedule II medications must be signed by our collaborating physician.

Our collaborating physician is a general surgeon running a busy practice. Although he is available for any emergent questions we may have, he simply cannot spend his days sending in Rx's for our patients. For this reason, he fills these prescriptions twice a week, **over the weekend and Tuesday evening**.

We realize this is not ideal, but thankfully none of these medications are urgent or life threatening. We ask that all requests for these medications are requested to your provider by Friday and Monday to ensure that requests are placed appropriately.

There has been a shortage of these medications so we advise you to call your pharmacy prior to requesting the Rx be sent to your pharmacy to ensure they have it in stock. If the pharmacy does not have the medication in stock, we can request that the Rx be sent to another pharmacy but this will be done at the next fill time (i.e. weekend or Monday).

We do our best to ensure all requests are complete and we understand the frustration with these medications but please be patient as we are doing the best we can and we appreciate your patience.

Our office does NOT write any schedule II narcotic medications.

Controlled substance agreements are required to be signed once a year and urine drug screens are required every 3-6 months.

Please let us know if you have any specific questions regarding controlled substance medications.

TECHNOLOGY

We use 4 main softwares at Impact Family Wellness and we want you to be familiar with them.

Hint Health is our membership management software. This is the website where you signed up for membership and you will receive invoice and billing notices to your e-mail from this software.



Elation EHR is our electronic health records. This software is where we manage all your health records and documents and also where you will schedule your appointments. You will receive appointment reminders through this system. Unfortunately the patient portal (Elation Passport) is not very useful or user friendly so we will send any health information to you via Spruce.

Spruce is our HIPAA compliant telecommunication software. This app will allow you to send secured messages directly to your provider as well as allows us to to phone and telehealth visits. We can also send attachments and reports to you via Spruce.



Amplify DPC is our customer relationship management software and helps us to stay in touch with all our patients. You may get e-mails or texts from this system that don't match our normal office contact information for special announcements. **Please DO NOT send medical questions or requests to this phone number.**

LAB INFORMATION

Lab work is a very important part of ensuring your overall health and wellness is as optimal as possible! We want to ensure we know all the information to help guide your healthcare decisions. For this reason, your annual physical labs are **included*** in your membership!

Once a year, you will be able to get a full panel of lab work with no additional cost. This panel includes:

- Blood count (CBC)
- Electrolyte, liver and kidney function (CMP)
- Cholesterol panel
- Vitamin D
- Diabetes screen (Hgb A1C)
- Thyroid screen (TSH, T3, T4)
- Prostate screen for men over 40 (PSA)

***eligible for included lab panel after 90 days of membership**



What if you need lab work above and beyond your annual physical?

We have a contract with LabCorp to ensure our patients receive labs at the best possible cost, typically 90% less than the average price!

It's your choice how you want to have these billed:

1. You can choose our **cash pay pricing** and we can tell you the total cost. We will bill your payment source on file on the day these labs are ordered.
2. You can choose to **bill your insurance**. We are unable to tell you the cost associated with this so you may want to check with your insurance company to see if they can provide you with a cost estimate.

THANK YOU!



**We are honored to be your healthcare provider.
Please contact us with any questions**

Questions? We're here to help.

Cedar Park Location

12171 W Parmer Ln #102
Cedar Park, TX 78613

Phone 512-537-2177
Fax 512-572-1277

Liberty Hill Location

9017 W. Hwy 29,
Bldg 1, Ste 205,
Liberty Hill, TX 78642

Phone 512-537-2177
Fax 512-572-1277

Thorndale Location

200 Sydney Blvd
Thorndale, TX 76577

Phone 512-898-4001
Fax 512-572-2177