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Special Notes from Dr Troy...

- In the near future, you may get a call from us regarding annual "health maintenance". We are doing chart reviews to make sure all of our patients are up to date on vaccinations and screening tools for early detection of breast, cervical, and colon cancers. The following list is just the basics, NOT all inclusive:
 - ✓ Men under age 50: Tetanus shot every 10years
 - ✓ Men 50yrs & older: Tetanus shot every 10years
Colonoscopy every 10years (or more often based on risk factors)
 - ✓ Women under age 40: Tetanus shot every 10years; PAP smear every 1-5years
 - ✓ Women under age 50: Tetanus + PAP + Annual Mammogram
 - ✓ Women 50yrs & older: Tetanus + PAP + Annual Mammogram
Colonoscopy every 10years (or more often based on risk factors)
 - ✓ Everyone at age 60: Shingles vaccine
 - ✓ Everyone at age 65: Pneumonia shot (diabetics and asthmatics get this every 5years)
- **Attention Gentlemen:** I realize this is an odd little notation, seemingly out of nowhere, but it's based on some feedback I've had from a few gentleman patients. In the event you undergo a prostate biopsy, it is essential to drink a lot of water afterward; a prostate biopsy will cause some blood in the urine afterward, and to avoid painful urine retention, it's important to flush the urethra generously, especially in the first 48-72 hours after the biopsy. For whatever reason, these post-procedure instructions either are not consistently provided, are easily forgotten, or are buried in the volumes of paperwork that goes with "anything medical".
- **Attention Ladies:** About a year ago, there was a state mandate that radiologists advise women of the density of their breast tissue as part of their mammogram report. I understand this sounds a little odd, but the reason is that dense breast tissue: ① may make it harder to detect breast cancer, & ② may lead to an increased risk for breast cancer. The confusing part is that women are getting mammogram reports from radiology saying "YAY!! NO BREAST CANCER! ...but your tissue is dense, so do discuss this with your physician." I've enclosed some information about this to help address any confusion. Please see the enclosed 'pink sheet' for additional information.



- **Hand-washing is best the defense in fighting the spread of Cold & Flu!** Flu Shots are available at your local pharmacy. PLEASE ask them to send us notification when you've gotten your shot.
- **Bring all Insurance Cards & your copay to each office visit!** Otherwise, we will be happy to reschedule the appointment allowing time for financial arrangements. Insurance billing requires we verify all insurance coverage at every visit for accurate billing. Note: Patients under 18 years of age must have a parent present for EACH office visit.
- ***Account Statements*** - Statements are typically mailed every other month. As cost savings, we are NOT mailing statements for balances less than \$20. Regardless of the amount due, your account balances is expected to be PAID IN FULL at or before your next office visit. Please Contact Cathy at the office in the event of need for payment arrangement. If your balance is delinquent, your appointment may be rescheduled to accommodate financial arrangements.
- ***Timely Prescription Refills require planning ahead & is very helpful to Dr. Troy!*** Check your medication supply, mark your calendars & contact the pharmacy at least 7 days before you are out of medication. Please remember these requests require 2 days for processing AFTER receipt in the office. Requests received after 4pm will begin processing the next business day.
- **Need to reschedule your appointment?** Please call us 48hours BEFORE YOUR APPOINTMENT to reschedule. This makes the time slot available to someone else. Effective 07/01/2014 there will be a charge for repeat "No-Show" of scheduled office visits.
- **Do you have a new home address, telephone number, pharmacy, or eMail?** We find this information often needs updating when trying to reach you regarding medications, appointments, & referrals. Please call us to update your contact information & verify it's been done at your next appointment.
- **Lab Hours effective August 1st:** No appointment required - but **DO** bring all insurance cards with you. Marsha, our resident 'vampire', is here Monday - Thursday starting at 7:30am. She is no longer here on Fridays. Questions related to lab charges should be directed to Solstas Customer Service @ 1-888-664-7601. *** Self-pay lab charges must be paid when labs are drawn.
- Dr. Troy does **NOT** join internet social networks. However, please **DO** try out the PATIENT PORTAL!! From the portal, you will be able to review your lab results, send a quick note to Dr. Troy, or forward your FMC medical records to other providers. REMINDER - the portal is not a substitute for an office visit. Feel free to call us for update of your email address, reset your password or if we may be of assistance with portal access.

Our patient portal address is: <https://mycw31.eclinicalweb.com/portal3243/jsp/login.jsp>

Or - use the link provided on our web site at www.friendshipmedical.com



Even though I'm an Internist, sometimes I feel like a...

MUSHROOM

...left in the dark & fed >>nothing<<...

On the average, we get notes from one quarter to one third of the specialists to whom we send patients. A light bulb went off in my head recently, after hearing for the umpteenth time "I told them you were my primary care doc". Just because you tell them I'm your primary care doc does not mean that a note will be sent to tell me what's going on with your specialty provider visits, even if we referred you to them. Sometimes I get the initial office not and then... silence.... It's a bit frustrating, getting that note: "Dr. Troy, we are planning to remove a widget from the gizzard of your patient Ima Tummy-ache" and then hearing nothing until that patient shows for a routine visit 6mos later & says: "Oh, gee, didn't they tell you? It turned out it was not a widget problem, it was really my vision, & once I got new glasses, my tummy settled down." ☺

Ok, yes, I will take some cheese with that whine.

We do our best to follow up our specialist referrals by checking for received notes & follow-up care. However, tracking those visits beyond the initial visit can be problematic & outrageously time consuming. So... when you come for visits with me, please imagine that you may be asked about specialist visits --not because we're sloppy, but because there is so much information to follow up! If we find that we are not up to speed on the latest information regarding all issues surrounding your health-care, we may just ask you to sign a new "release of information" so that we may request the specialty visit notes that are MIA.

FINALLY... if you go to an ER or Urgent Care, or see a specialist that was not a direct referral from this office, please shoot us a note through the patient portal to help us keep on top of what's going on. THANK YOU for 'listening'. And, speaking of that wonderful Patient Portal, here's a bit more info:

Full of Features

Friendship Medical Center
now offers patients easy & private on-line access to Medical Records!

Using a secure portal & your choice of password, view your personal health record whenever is convenient & wherever patients have internet access!

You will also receive periodic updates & reminders from Dr. Troy via e-mail as notification of new information or medical reports available on the

what are my Patient Benefits

With Patient Portal, you will have access to:

- Appointment Reminders**
View future scheduled appointments
- Lab Results**
Access & view lab results
- Medication**
Request prescription refills
- Medical Records**
View & print your personal health record information
- Education**
Receive educational materials & Office Visit Summaries
- Messages**
Send & receive messages to our Staff

how do I Get Web-Enabled

Access to the Patient Portal requires a few simple steps:

- Call us with your personal eMail address to receive a sign on & password
- Visit our office web-site @ www.friendshipmedicalcenter.com & click this button in upper right hand portion of the screen:

Patient Portal

During your initial visit to the site, you will be prompted to enter a personal password for future secure access. In the event of need to reset your password, use the portal link from our web page and click on this link: "Can't Access your account?"