

Welcome to AALFA Family Clinic!

We are so glad you have chosen to visit our practice and hope that you will continue to choose AALFA for your medical care.

AALFA Family Clinic is an independent clinic. We are a member of the Midwest Independent Practice Association (MIPA), the largest organization of independent clinics in the five state area. AALFA Family Clinic is a growing practice served by five physicians and a physician's assistant. Our mission is to provide pro-life, Christian health care for you and your family.

Please take a little time to review this brochure about the policies our staff follows in order to provide you with access to care when you need it.

Certified Medical Home

A Certified Medical Home assures that all patients diagnosed with a chronic illness, or requiring any services to meet their individual health needs receive timely comprehensive care through a medical care team effort.

AALFA Family Clinic is in the process of becoming National Council of Quality Assurance (NCQA) certified to serve you as a Medical Home, providing patients a lasting relationship with a care team to coordinate their healthcare needs. Your care team will consist of the primary doctor you select and other doctors and caregivers who will participate in your care.

Appointment Scheduling

During office hours, you may call (651) 653-0062 to speak to one of our service coordinators who can assist you with scheduling an appointment, speaking with someone from your care team, or directing your call to others who may assist you as needed.

Be assured that every effort will be made to return your call in a timely manner.

Your care team's schedule is designed to have open appointments during clinic hours to allow scheduling

of urgent care appointments on the day you contact us. If your Primary Provider is not available on that day, an appointment may be scheduled with another member of our care team. Non-urgent appointments may be scheduled for up to one month from the date of request.

After business hours, our Providers take calls through an answering service. Please call after hours only if you have an urgent concern. Providers will return urgent calls within 30 minutes when possible. Please note that providers may not be immediately available if they are on a delivery.

At the Time of Your Visit

When you arrive for your appointment, you will be required to present your current photo ID and insurance card. If you do not have your photo ID, or the displayed address is not current, you will be asked to present a bill showing your new address.

AALFA incorporates a check-out system to give an estimate of your patient responsibility. You will be asked to put this on your FSA, HSA, or any credit card you desire. Please see the Streamline Billing handout included in your new patient packet.

Patient Billing Policies

All Co-pays are due at the time of service.

We accept multiple insurance plans; patients must verify coverage directly with their insurance plan. All charges are ultimately the patient's responsibility, regardless of insurance coverage.

If you require a payment program, we ask for half of your patient responsibility upfront. Your subsequent payments will be determined based on the remaining balance.

Patients who have no insurance will be asked to pay at the time of their appointment.

If a patient is in need of Medical Assistance (MA), we have a packet of information available with contact information, and directions on how to apply for government programs.

General Pricing Information

Patients who wish to inquire about pricing for an upcoming visit will be advised that any pricing quoted prior to a visit is an **estimate** and subject to change depending on the actual services performed within the visit.

The patient's amount due for any office visit can vary significantly. Final pricing depends on numerous factors including but not limited to: the type and extent of the visit, insurance coverage and benefits, additional services performed, and lab work (see Lab Billing below).

Lab Billing

AALFA Family Clinic uses Quest Diagnostics Laboratory for some lab testing.

You may receive a bill from Quest Lab as well as AALFA Family Clinic for your lab work.

The patient is responsible for any balance due to Quest after the insurance has been processed. For Quest billing and questions, call 1-866-MY-QUEST (1-866-697-8378).

Patient Lab and Imaging Results

Each Primary Provider will contact their patients with their Lab Results and Off-Site Imaging Results, and notify them if a follow-up appointment is needed.

Stat Lab Results will be called as soon as the Provider receives them.

If you have not heard from your Primary Provider after 8 business days, please call us for your results (651-653-0062).

Additional Information

Please see the complete New Patient Packet for helpful handouts and additional information.

Patients Referred to a Specialist

All referrals or outside services must first be ordered by the patient's Primary Provider.

The original outside referral order is given to the patient with instructions.

Patient Follow-Up Appointments

If the Primary Provider indicates at point of service that the patient needs to make a follow-up appointment with him/her; the patient can either stop at the front desk to make an appointment or call our office (651-653-0062), between the hours of 8:00 a.m. – 5:00 p.m. to schedule a follow-up appointment.

As per our patient recall process, a reminder letter will be sent out to the patient if an appointment is not scheduled, reminding them to call our office to make an appointment.

Patient Responsibilities

You are responsible for providing information about past illnesses, hospitalizations, medications and other matters related to your health status.

You are responsible for participating in decision making as well as requesting additional information about your health status or treatment when you do not fully understand information and instructions.

You are responsible for providing health care agencies with a copy of your written advance directive if you have one.

You are responsible for informing your physicians and other caregivers if you anticipate problems in following a prescribed treatment.

You are responsible for providing necessary information for insurance claims and for working with our office to make payment arrangements when necessary.

At Your Service

Our staff is dedicated to helping you maintain your health. Please feel free to let us know how we can better serve you.

Visit our website at www.aalfamily.com to learn more about our practice and gain access to a variety of helpful health information resources.



4465 White Bear Parkway
White Bear Lake, MN 55110
651.653.0062, FAX 651.653.0288

Pro-life healthcare for your family

Dr. Paul Spencer, D.O.

Family Practice with OB

Dr. Mary Paquette, M.D.

Family Practice with OB

Dr. Matthew Paquette, M.D.

Internal Medicine

Dr. Kathleen Kobbermann, M.D.

Family Practice with OB

Dr. Matthew Anderson, M.D.

Obstetrics and Gynecology

Cheryl McKee, PA-C, MPAS

Physicians Assistant

Office Hours

Monday – Friday: 8:00AM – 5:00PM

Saturday – Sunday: Closed

Hospital Affiliations

United Hospital

St. John's Hospital

St. Joseph's Hospital

Same day appointments are available for urgent care.

IF YOU HAVE AN EMERGENCY,
PLEASE CALL **911**.