

## WELCOME

We are pleased to welcome you as a patient to Mountain Valley Medical Clinic, a non-profit, community owned clinic serving the residents of and visitors to the greater Londonderry area. Please feel free to call if you have any questions or concerns at 802-824-6901 or visit our website for information at [www.ourclinic.org](http://www.ourclinic.org) Your feedback and support is very important in helping us better serve the community for years to come. There is also a comment box located at the front desk for your convenience.

We are located at 38 Rt 11 in Londonderry across from the Flood Brook school.

Scope of practice: We are a full service family medical practice providing care for the entire family; including pediatrics. We have on-site a full service laboratory, radiology, bone densitometry, and physical therapy services provided by Mountain View Physical Therapy.

Office Hours: Our office hours are Monday – Friday, 8:30AM to 5PM. Before or after regular office hours, your call will be answered by our answering service. If you need to speak with a physician, they will notify the on-call physician for you. In case of emergency, you should dial 911.

Payment: Payment is expected at time of service; Visa, MasterCard, or personal checks are accepted. There will be a \$6 processing charge for failure to pay co-pays at time of visit. As a patient courtesy, the Clinic will bill your insurance company. It is the patient's responsibility, however, to know the details of their particular plan and to notify MVMC of any changes or updates at the time of service. MVMC accepts assignment for Medicare, Medicaid of VT, BC/BS of VT, CBA, Cigna, GreatWest Life, MVP, New England Financial, Tricare, VCS, and Worker's Compensation.

Billing: MVMC contracts with Network Management Services (NMS) in Springfield, Vt to provide our billing services. Please call them at 1-800-272-0197 to answer any charges or billing questions you may have.

Reduced fee: MVMC does offer a reduced fee program to residences within our catchment area. If you think you may qualify and would like an application, please ask a receptionist for a copy.

Prescription renewal line: In order to better serve our patients, MVMC has a prescription renewal line which we encourage all patients to use for prescription renewal requests. To leave your information, please call 1-802-824-9578 ext. 38 and leave all pertinent information.

Welcome aboard! We look forward to participating in your health care needs.