

## **Town Clinic of Crested Butte, PLLC (FAQs)**

### **General statement:**

*Town Clinic of Crested Butte is a medical office in Crested Butte owned by Dr. Thorson and Dr. Sherman. Our opening date was 1/3/2011. Our mission is to provide the community with high quality primary care that meets the needs of all ages in a manner that is accessible, convenient, and consistent.*

### **Why would I want to come to Town Clinic of Crested Butte?**

*We think there are many reasons for coming to our clinic. We strive to provide excellent care for all ages. For starters the clinic is located in a convenient town location year round. We utilize new technologies and ideas to help improve care to the area. These include night and weekend hours, a website to find out information about the clinic, a focus on email communication and attempts to reduce use of paper products, use of social media, local conversations and gatherings to both disseminate information and inspire discussion, patient portals to store your test results in a place you can access, electronic prescribing, and many others. We think you will enjoy the staff and environment at the new clinic and hope that you will leave with a positive experience.*

### **Is Town Clinic of Crested Butte affiliated with Crested Butte Medical Center?**

*No, they are two separate businesses and are not affiliated. Dr. Sherman remains an owner in both businesses but all business activities including billing are completely separate.*

### **How is Dr. Sherman involved with Town Clinic of Crested Butte?**

*Presently Dr. Sherman is providing NO medical care through the Town Clinic office. Dr. Sherman continues to Crested Butte Medical Center and is part owner in Town Clinic of Crested Butte. Dr. Thorson is the managing partner of Town Clinic of Crested Butte and will be the physician providing the medical care in the Town Clinic of Crested Butte.*

### **What if want to see Dr. Sherman or get ahold of him?**

*You will need to seek care from Dr. Sherman either in the Emergency Department or at the Crested Butte Medical Center during the winter months. All calls for Dr. Sherman should be directed to 970-349-0321.*

### **What happened to my records from previous providers?**

*Town Clinic of Crested Butte has enjoyed a good relationship with several previous Crested Butte providers including Joanne Huntington, MD, Lee Lynch, MD, and Crested Butte Medical Center. Town Clinic did not buy any of the other clinics and therefore does not "own" those records. We have the ability to access the records of each of these providers but only after we have been given authorization by obtaining a release of records from you as the patient.*

### **Why doesn't Town Clinic of Crested Butte take my insurance?**

*As a new medical business we are required to set up new contracts with insurance companies and are not able to automatically tie into contracts that are in place with Crested Butte Medical Center despite Dr. Sherman's involvement with the new business. The process of setting up contracts is exceptionally cumbersome and lengthy. Unfortunately, the process takes between 3-6 months from start to finish. For this reason it is not practical for us as a business to contract with every available insurance company and have tried to contract with insurances that cover a large number of the local residents. As business owners we also feel it is important to contract with companies that value our service and reimburse in a manner that allows for financial viability of the practice. There may be some insurance companies that are accepted by Crested Butte Medical Center that we have elected not to participate with at this time, but we are certainly open to suggestions.*

**What if I don't have insurance?**

*We understand that medical expenses are high and have several options to help with the financial challenges associated with having no insurance.*

**How does Urgent Care work?**

*Town Clinic of Crested Butte is different than a typical "Urgent Care" clinic. Our primary source of business is general primary care involving scheduled appointments. Because of this we do not treat patients on a first come, first serve basis. We routinely have same day appointments and accept walk-ins. However, we will assess your medical need to determine if your condition requires more immediate attention or is more appropriate for an appointment later in the day or possibly on a separate day. We have a small staff with one provider and therefore cannot always see every patient who seeks care on the same day.*

**What about Allergy shots?**

*We administer allergy shots for patients who have seen an allergist and have an established protocol and bring this protocol as well as their serum to the clinic. We do not do allergy testing.*

**What about Drug Testing?**

*We are not a drug testing facility. We contract with several local companies to provide drug testing services and those companies provide the chain of custody forms as well as all materials.*

**Is there X-ray on site?**

*Yes*

**Does Town Clinic of Crested Butte do work comp?**

*Yes*