

YOUR HEALTH CARE PROVIDERS



82 Peterborough Street
Monadnock Plaza
Jaffrey, NH 03452

(603) 532-8775
(603) 532-8776

Office Hours:
Monday thru Friday
8:30 am — 12:00 pm
1:00 pm — 5:00 pm



**Lisa S.
Ramey, M.D.**



**James
Potter, M.D.**



**Stephen
Klonel, D.O.**



**Melanie
Presnell,
M.S., A.R.N.P.**



Dr. Lisa Ramey is a Board Certified Family Physician who has been practicing since 1982. She joined Jaffrey Family Medicine in 1986. Dr. Ramey graduated from Boston University School of Medicine. She trained in Wisconsin and then practiced with her husband in North Dakota and Florida before settling in Jaffrey.

Dr. James Potter is a Board Certified Family Physician who has been practicing in the Monadnock region since 1982. He received his M.D. from the University of Rochester School of Medicine and completed his Family Practice Residency at Somerset Medical Center in Somerville, N.J.

Dr. Stephen Klonel received his medical degree from the University of New England College of Osteopathic Medicine in Biddeford, Maine and completed his Osteopathic Family Practice Residency at Saint Joseph Medical Center in Reading, Pa. He has a special interest in Osteopathic medicine and uses manual non-invasive manipulation when appropriate.

Melanie Presnell, A.R.N.P. is a 1980 graduate of Fitchburg State College with a Bachelor of Science in Nursing and has a Master of Science, Family Nurse Practitioner from the University of New Hampshire. She was most recently a Nurse Practitioner at Keene State College in their health clinic. She lives in Jaffrey.

WELCOME TO JAFFREY FAMILY MEDICINE

Welcome to our health care practice. As part of a network of primary care physicians, nurse practitioners, psychiatrists, psychologists, and pediatricians affiliated with Monadnock Community Hospital, we provide a wide range of primary care and behavioral health care services for individuals and families.

OUR PRIMARY CONCERN IS YOU

In addition to providing care while you are sick, we are committed to helping you maintain and improve your health. As part of preventative health care, we may recommend the following:

- Physical examinations
- Lab work and diagnostic testing
- Screening tests and procedures

We also encourage you to attend the health education programs held at Monadnock Community Hospital throughout the year.

APPOINTMENTS

- Appointments are required for all visits.
- Please bring a list of all regular medications with you.
- Please be on time.
- Our office staff will inform you if your provider will be late.
- Please call 24 hours in advance if you cannot keep an appointment. We can then offer that time to another patient and you will avoid a missed appointment charge.

EMERGENCY CARE

In case of emergency, dial 911.

EMERGENCY CARE AND HMOs

Always dial 911 for emergencies first.

If your health insurance is a Health Maintenance Organization (HMO), please contact them using the phone number on your ID card after the emergency has been stabilized. Explain your situation and ask if they require you to notify your Primary Care Provider (PCP) within 24 hours of going to an Emergency Room. If this is required, please call our office. Failure to contact us may result in non-coverage of the visit by your insurance company.

URGENT MEDICAL ISSUES

We understand that urgent health issues occur and we will make the best effort to respond promptly. When you have an urgent issue, please tell the receptionist so that you can be directly connected to a physician or nurse.

AFTER HOURS CARE

A physician is on call 24-hours a day, 365 days a year. If you have an urgent medical problem or you need medical advice after hours, please call the Monadnock Community Hospital switchboard operator at (603) 924-7191 for assistance.

PRESCRIBING MEDICATIONS

- An appointment with your provider is required before we can prescribe new medications for you.
- When you need a refill for existing prescriptions, please call the office at least three to five days in advance.
- After regular office hours, on call physicians may not be able to refill prescriptions.

REFERRALS TO OTHER PHYSICIANS

If you need a referral to another physician's office, please notify our office at least one week in advance with your appointment date and the physician's name, address and phone number.

QUESTIONS

We encourage you to call the office with any questions you may have. Our receptionist will relay all calls regarding your medical condition or concerns to your health care provider or clinical staff, who will return your call at the earliest opportunity.

PATIENT SATISFACTION

Patient feedback is very important to us. Please feel free to share both positive and negative comments with us either during an appointment or by phone.

REFERRING NEW PATIENTS

Our office practice grows mostly by your referrals. We thank you for recommending us to new patients.

CHANGE OF INFORMATION

Please notify the office staff of any changes in your phone number, address or insurance.

BILLING INFORMATION

Billing statements for our practice are sent out by the MCH Health Services Billing Department. For questions regarding your bill, contact that office at: (603) 924-4665, Monday - Friday, 8:00 am to 4:00 pm.

PAYMENT

Payment is expected at the time of service unless prior arrangements have been made. Please note that it is your responsibility to contact your insurance company to verify that we are participating providers with your insurance plan. If so, the Billing Department will submit the claim directly to your insurance carrier for you. You will be responsible for co-payments, deductibles, and any non-covered charges at the time of your appointment.

FINANCIAL ASSISTANCE

If you do not have insurance, please contact the Billing Department to set up mutually acceptable payment plans. If you are unable to pay for medical services, please contact the Financial Grant Program Coordinator at (603) 924-1717 to discuss the financial assistance options available to you.