



LINK PRIMARY CARE



LINK PRIMARY CARE WELCOME GUIDE



WELCOME!

WE ARE HONORED TO CARE FOR YOU.

MISSION

Our purpose at Link Primary Care is to make people happy and healthy.

Our members get amazing access to excellent physicians that want close, personal, trusting relationships with their patients - and who let their passion for medicine shine through.

We make great health care simple and affordable.

Jeffrey Davis, MD
Founder of Link Primary Care

www.linkprimarycare.com | Main Phone: (314) 798-7422



Link Primary Care

Meet Your Team

Link Primary Care cares about you, and it shows.
Compassionate and committed people dedicated to the practice of medicine.



Dr. Jeffrey Davis

Emergency Medicine Physician
Founder of Link Primary Care



Dr. Lillian Whalen

Family Medicine Physician



Annette Copeland, CMA

Certified Medical Assistant



Casey Yehling, CMA

Certified Medical Assistant



Link Primary Care

Practice Information

What are the hours of operation?

Link Primary Care has normal office hours 5 days a week to care for you and your family.

Monday - Friday 8:30 am - 4:30 pm

What is the office address?

Link Primary Care
1034 S. Brentwood Blvd
Suite 530
Richmond Heights, MO 63117

How do I contact the office?

Office: (314) 798-7422

Fax: (314) 279-0366

Elation Passport Message Category 5 - "General Inquiries"

Email: info@linkprimarycare.com

Follow us:



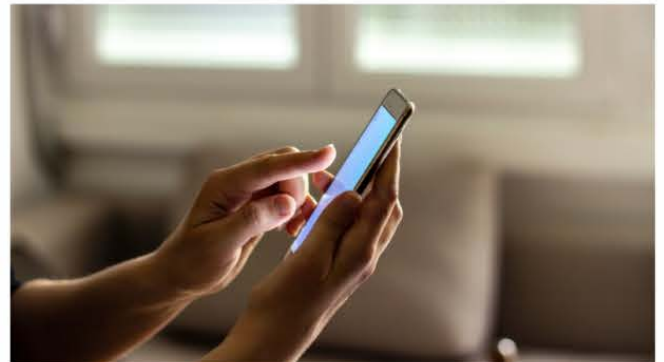
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Link Primary Care

Elation Passport

What is Elation Passport?

Elation Passport is a secure online portal to communicate with our office. You can send messages, text, and have video visits via the smartphone app or web browser.

Why use Elation Passport?

To communicate easily with your doctor during and after office hours.
To share key clinical information, like lab reports, directly from your chart.
To get visit summaries automatically after each visit, allowing you to reference instructions anytime.
To give you quick access to your health information (including allergies, problems, history, medications, & immunizations).

How to sign up for Elation:

https://www.youtube.com/watch?v=2VE8_mPfyp4

How to login to Elation:

You can log into your account on your computer on the website or by downloading the Elation Passport iOS application on your phone or iPad.

Elation Setup:

Choose "Settings" from the upper right menu.
Set preferred contact method to "SMS Text Message"
Elation Notification Passport FAQ:
<https://www.elationhealth.com/patient-passport/>
To manage your child's account, use One-Login:
<https://help.elationhealth.com/s/article/one-login-patients>



Link Primary Care

Communication

How to schedule appointments:

Call our Office: (314) 798-7422

Elation Passport Message Category 1 - "Appointments"

Email: info@linkprimarycare.com

Same-day appointments are available for urgent problems.

Please provide 24 hours notice to change or cancel your appointment.

How to reach your physician for urgent needs:

Elation Passport Message:

Category 6 – "Question About My Health"

Sends a message directly to your doctor for same day attention.

For emergencies that you need to discuss immediately:

Dr. Lillian Whalen phone: (314) 408-5099

Dr. Jeffrey Davis phone: (314) 834-6707

(do not text this number - your doctor only receives texts in Elation Passport)

Dr. Lillian Whalen
(314) 408-5099



Dr. Jeffrey Davis
(314) 834-6707





Link Primary Care

Medications & Refills

How do I get a medication refill?

Contact our office for medication refills.

Office: (314) 798-7422

Elation Passport Message Categories 3 - "Prescriptions & Refills"

Email: info@linkprimarycare.com

Please allow 2 business days for medication refills.

What information do I need for medication refills?

Please include:

Name of prescription, dose, and quantity.

Pharmacy name, phone number, and address where it is to be refilled.

What pharmacy can I use for medications?

You are welcome to use our in-office wholesale pharmacy.

It is more convenient and less expensive than retail pharmacies.

We offer home delivery for your prescriptions as well.

If you prefer to use a different pharmacy, please provide the name, phone number, and address for your prescriptions.





Link Primary Care

Billing and Prior Authorizations

Billing

Membership is available on a monthly or annual basis. Failure to pay membership fees will result in discharge from our practice. If you would like to end your membership, please contact our office.

If you need to change your payment method, you can contact our office or update your payment information directly through the Hint portal.

Insurance Prior Authorizations:

If you are using insurance for an outside test (MRI, CT, sleep study, etc.) or a referral to a specialist, we will help you with the prior authorization process.

Prior authorizations are slow and time-consuming, but we will communicate with you during the process.





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Labs

What labs are drawn with my annual physical?

The following labs are typically drawn at your annual physical:

Complete Blood Count

Comprehensive Metabolic Panel

Thyroid Stimulating Hormone / free T4

Hemoglobin A1C

Vitamin D Level

Lipid Panel, Apolipoprotein B, Lipoprotein A

PSA (if applicable)

Rapid in-office tests: Urinalysis, Strep, COVID, Influenza

Where are labs drawn and when do I pay for lab tests?

Labs are typically collected at our office during your appointment. You can schedule a separate appointment specifically for lab testing. If you prefer, you can have labs drawn at an outside lab testing facility.

You will be billed for labs at the time of the draw.

Lab invoices may be added to your account when we receive a final bill.





Link Primary Care

Thank you!

OUR PROMISE:

**CONSISTENT, EXCEPTIONAL ACCESS
TRUSTING, PERSONAL RELATIONSHIPS
EXCELLENCE IN CLINICAL CARE**

Questions? We're here to help.

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Email: info@linkprimarycare.com

Address:

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Link Primary Care

**REFER A NEW
PATIENT TODAY
AND GET**

**ONE MONTH
FREE**



**Please spread the word!
Tell your friends, family,
coworkers, and employer
about us!**