

## FREQUENTLY ASKED QUESTIONS

**1) Can I still get my medications refilled if I have not been seen at the Encompass office?**

Yes – once you have transferred your records to Encompass Medical Group, we will be able to provide any care you need, even if you haven't been seen. If you need monthly refills of scheduled medications, we strongly recommend you get your records transferred ASAP to avoid any lapse in your refills. Once LSPG has closed on 6/30/22 we will no longer be able to fill any medications from this location and Encompass will not be able to begin filling any meds until your record release has been received and your records have been transferred.

**2) How do I transfer my records to the new office?**

Click [here](#) for the form to transfer records to Dr. Robb and Dr. Geidl

Click [here](#) for the form to transfer records to Dr. Barnard and Dr. Lewandowski

**\*\*\*PLEASE NOTE, THESE FORMS MUST BE PRINTED AND FAXED, MAILED, OR RETURNED TO THEIR OFFICE\*\*\***

**3) When will you start scheduling patients at the new office?**

We will start seeing patients at the new locations on 7/6/2022.

You may call the main lines at either Encompass location to get scheduled.

Douglass location: 816-246-0200

Hickman Mills location: 816-348-2260

**4) Does Encompass take my insurance?**

You will need to confirm with your insurance carrier that they are in network with Encompass Medical Group. Unfortunately we will not be able to see any Medicaid patients. Please reach out to Medicaid to get a list of in-network providers and have your records transferred.

**5) I will need medications filled between 6/30 and 7/6 – what do I do?**

Please try and reach out to your provider that you may need an early refill to avoid missing any medications. We will try and anticipate who will need meds during that time and possibly provide extra pills to cover that week.

**6) What if I have issues that need to be addressed between 6/30 and 7/6?**

In case of an emergency – please be seen at your nearest ER. You may also seek care at any urgent care facility.

**7) I have an appointment already scheduled at LSPG after 6/30, what should I do?**

Please transfer your records and then call the appropriate Encompass location to get scheduled with your provider at the new location.

**8) I would like to transfer my records to a different provider, how do I do that?**

Record transfer requests can be submitted [here](#).

**9) What services are available at your new location?**

We will have lab available onsite. Encompass also has full service radiology throughout their locations. Urgent Care is also available at the Wornall location.

**10) Will your office hours change?**

We will have the same schedules at our new locations, except Dr. Lewandowski and Dr. Geidl will start seeing patients at 8am.

**11) What happens to the information/labs I have on my patient portal with LSPG?**

LSPG's patient portal will not be accessible after 6/30/22. Please print off or download to your own computer any information, labs, etc. that you would like to keep for your own records prior to 6/30/22.

**12) Do you have a portal at your new office?**

Yes! Encompass has an excellent patient portal to allow you access to all sorts of things.