

Como/Roseville

1050 W. Larpenteur Avenue
St. Paul, MN 55113

East Side

911 East Maryland Avenue
St. Paul, MN 55106

Highland

1540 Randolph Avenue
St. Paul, MN 55105

Inver Grove Heights

2980 Buckley Way
Inver Grove Heights, MN 55076

Maplewood/Battle Creek

2716 Upper Afton Road
Maplewood, MN 55119

North St. Paul

2601 Centennial Drive, Suite 100
North St. Paul, MN 55109

Shoreview

404 West Highway 96
Shoreview, MN 55126

Vadnais Heights

3550 LaBore Road, Suite 7
Vadnais Heights, MN 55110

West St. Paul

234 East Wentworth Avenue
West Saint Paul, MN 55118

White Bear Lake – Banning Avenue

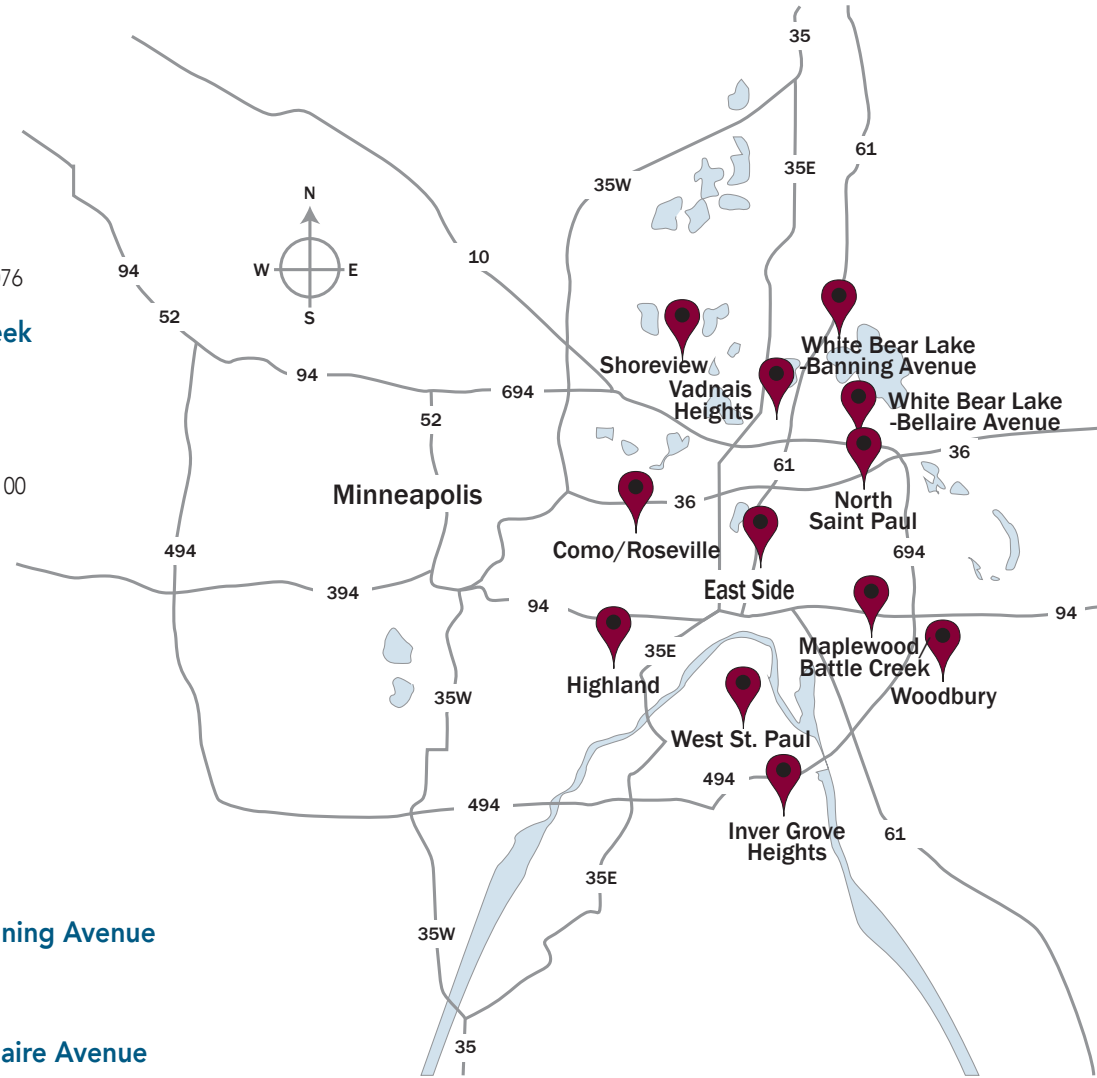
4786 Banning Avenue
White Bear Lake, MN 55110

White Bear Lake – Bellaire Avenue

3220 Bellaire Avenue
White Bear Lake, MN 55110

Woodbury

8325 City Centre Drive
Woodbury, MN 55125



Information on individual providers can be found at www.EntiraFamilyClinics.com



Entira Medical Services

True to our name, we offer a full range of services to meet the health needs of every member of your family.

For more information on specific services, please visit our website at EntiraFamilyClinics.com.

General Family Medicine

- Pregnancy, Labor & Delivery
- Newborn, Pediatric & Adolescent Medicine
- Adult Medicine
- Geriatric Medicine
- Family Medicine
- Gynecology
- Preventive Medicine
- Chronic Disease Management
- On-Site Lab & X-Ray
- Minor Office Surgery
- On-Site Osteoporosis Screening (DEXA Scan)
- Behavioral Medicine & Mental Health
- Occupational Health & Worker's Compensation
- On-Site Echocardiograms

Specialty Family Medicine

- Sports Medicine
- FAA Flight Physicals (2nd & 3rd Class)
- Osteopathic Manipulation
- Diabetes Education
- Vasectomy
- IUD Insertion
- Cryotherapy
- Laser Treatment
- Holter Monitoring
- Colposcopy
- Palliative Care
- Fracture Care
- Home Sleep Studies

The Entira Online Patient Portal

Our online Patient Portal gives you instant access to your healthcare information – plus the ability to interact with your clinic from any computer or mobile device. Using your secure username and password, you can simply log in to:

- Send a message
- Request an appointment
- View your lab results
- Update your demographic data
- Request a referral

To receive your username and password, stop by your clinic, request access to the Patient Portal, and show your photo identification.

“My mother was a patient. All of us kids grew up there – I can't imagine going somewhere else.”

“I love the friendliness of the staff. I can't even explain how above and beyond it is. The staff is impeccable.”

“All of them, from nurses to doctors, take their time. I'm not just another patient.”



ADMINISTRATIVE OFFICE
2025 Sloan Place, Suite 35
St. Paul, MN 55117

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Serving East Metro Families



Everything you need to know to thrive under our care



Look inside for details on:

- Health Services
- Clinic Locations
- Online Patient Portal
- Referrals & Pre-authorizations
- Prescriptions
- Insurance & Financial Policies
- Appointments & After-Hours Care

651-788-4444

EntiraFamilyClinics.com

Welcome!

Thank you for choosing Entira Family Clinics as your family's primary care provider. We are honored to help you and your family thrive in the years ahead.

Choose a Clinic Location & Care Provider

To make it easy for you to get care when you need it, we have a dozen neighborhood clinics located throughout the Saint Paul/East Metro area. Simply choose the clinic that's most convenient for you, and then select a personal care provider from our roster of more than 65 family medicine specialists. Please visit our website to read profiles on all our providers, and select the one that best fits your needs.

Family Medicine Specialists

Physicians (MD & DO) – Most of our providers are Board Certified Physicians and trained to 1) diagnose and treat most illnesses and injuries, 2) manage pregnancy, labor and delivery, 3) provide pediatric, adolescent and geriatric care, and 4) provide preventative care during every stage of life. As family practice specialists, we look after all aspects of your health, and coordinate your care with other medical and surgical specialists when necessary.

Mid-level Providers

Family Nurse Practitioners (FNP) & Certified Physician Assistants (PA-C) – Our Family Nurse Practitioners and Physician Assistants are licensed to 1) take your comprehensive medical history, 2) conduct physical exams, 3) order and interpret diagnostic tests, 4) and diagnose and provide appropriate treatment, including prescribing medications. They work under the guidance of a supervising physician and can serve as your primary healthcare provider. Both Family Nurse Practitioners and Physician Assistants see patients of all ages.

Registered Nurse Triage

Entira Family Clinics has a telephone triage department, staffed with specially trained registered nurses who are ready to take your call from 7 a.m. to 5 p.m., Monday through Friday. The nurses will listen to your concerns and offer advice or recommendations for appropriate, timely medical care. Entira registered nurses work in close contact with providers, supporting their goal to ensure you receive the best medical care available.

Health Care Home

We are strong believers in the benefits of coordinated, patient-centered care teams – especially for people with chronic health conditions. This physician-led, team-delivered care model is designed to dramatically improve the quality, access and reliability of your care. Ask your provider if you would benefit from participating. For more information about our Health Care Home, visit our website.

“ I chose Entira because I didn't want to be treated like a number. I stay because of the relationship with my doctor. ”

Appointments & After Hours Care

Make an Appointment

You may make an appointment by calling 651-788-4444 M to F from 7 am to 6 pm, or by visiting our online Patient Portal on our website. For your convenience, many of our clinics have extended office hours for scheduling appointments. Our phone lines are busiest in the mornings and on Mondays. If you need to schedule a routine appointment or are inquiring about test results, we can respond to your request more quickly if you call in the afternoon.

You can always schedule an appointment when you're at your clinic. Just stop at the front desk after you complete your visit. Our staff will be happy to help you.

If your primary provider is unavailable at the time that works for you, just ask for an appointment with another Entira physician or care provider.

Cancel or Reschedule an Appointment

We appreciate 24 hours advance notice if you need to cancel or reschedule an appointment.

Prepare for Your Appointment

The first time you arrive at your clinic, we will copy your insurance cards, collect co-pays and verify your billing information. Please bring all medications (including herbal supplements) that you are taking, along with a list of medication allergies.

Alert Us If You've Been in an Accident

Please inform our staff if your clinic visit was prompted by a work injury or motor vehicle accident. This information will enable us to file the appropriate claim. We can answer most question regarding coverage and benefits, or you may visit our website. We'll also make referrals to specialists, if needed.

After-Hours Care

We offer After-Hours Care at our North St. Paul and Inver Grove Heights clinics to address illnesses or injuries that require immediate medical attention and cannot wait until regular office hours. If you need After-Hours Care, please call your primary clinic FIRST. Your call will be directed to our after-hours staff or to the on-call physician if the clinics are closed. If a physician has not contacted you within 30 minutes of your call, please call back so we can be attentive to your medical needs. **Our After-Hours Care is NOT an emergency medical facility. Call 911** for any life-threatening situations.

After-Hours Care Hours of Operation:

Monday - Friday: 6 pm - 9 pm

Saturday: 9 am - 5 pm • Sunday: 9 am - 5 pm

Holidays: Refer to our website for specific holiday hours

Insurance & Financial Policies

In-Network Insurance Processing

We are a preferred provider for several major insurance plans in the Twin Cities. (See our website for a complete list of carriers.) Please check with your insurance carrier to make sure Entira Family Clinics is in your care network. As a courtesy, we are happy to file insurance claims on your behalf.

Insurance companies require that we maintain a current copy of your insurance card. If for any reason you are not able to provide proof of insurance coverage, we require a refundable deposit on your first visit. This deposit may be refunded to you upon proof of your insurance coverage or payment of the charges.

Please note that you are responsible for your account – even if you have insurance. That's because your insurance contract is an agreement between you and your insurance company.

Worker's Comp or Personal Injury Claims

We file claims to Worker's Compensation, motor vehicle and personal injury insurances when your injury involves another payor. To file the claims, we need you to provide us with the relevant billing information. If you are unable to do so, we may require you to pay for services at the time of your visit. Our business office can assist you with information needed to file injury claims.

Private Pay Patients and Uninsured Patients

If you are a private-pay patient, we encourage payment at the time of service. We offer a 10% discount when paying by cash, check, debit or credit card as long as there is not an outstanding balance on your account. We accept VISA, MasterCard, Discover and American Express.

If you do not have health insurance, we require you to pay for all services at the time of your visit. If you are unable to do so, we can assist you in finding other affordable healthcare options.

Co-Payments

Insurance-required co-payments for office or lab visits must be paid at the time of service. All other payments are due upon receipt of the first statement.

Referrals, Pre-authorizations & Prescriptions

Comprehensive, Coordinated Care

As your primary care clinic, Entira is home base for most of your medical needs. We also coordinate all of the care you receive at hospitals or from other specialists. Comprehensive, coordinated care is one of our hallmarks. If your Entira provider believes that you need specialty care or testing, he or she will refer you to a specialist or facility. We have trusted relationships with a wide range of sub-specialists in the Twin Cities region. You also may request a referral on our online Patient Portal.

How to Ensure That Specialist Services Are Covered

Your insurance may require that you contact your primary provider BEFORE seeking care with a sub-specialist. Our patient care coordinators will be happy to help you schedule appointments outside of our clinic. They can also notify your health insurance company and help ensure that you receive the highest eligible coverage.

Know Your Insurance Policy

Since incurred costs are ultimately your responsibility, we always advise you to contact your insurance company directly for specific benefit coverage information.

Here are some questions to ask:

- Do you need a referral from your primary care provider to receive specialty care?
- Which services are never covered under your policy, even with a referral?
- Do emergency room visits require a referral?
- Which hospital does your insurance require you to use?
- Who are the contracted healthcare providers in your network?

Prescription Refills

Pharmacy Refills

Please call your pharmacy at least 72 hours in advance when you need to refill a medication. The pharmacy will contact your Entira provider to approve your request. If you are going to run out of your medication, or your prescription will expire before your next clinic visit, remember to allow three business days to have your prescription authorized. Please be aware that your care provider may need to see you before refilling your prescription. We're sorry, but prescriptions cannot be refilled through our After-Hours Care.

Mail-Order Refills

If you have mail-order prescriptions, please contact your mail order pharmacy well before your prescription runs out. Just like any other pharmacy, they will contact your Entira care provider to approve the refill. Please allow extra time for mail delivery.

“ I've been going to this clinic since I was 14. Some of the people have been here since it opened. They seem like family. ”