

**1. Where is the Williamsport Family Medicine Residency (WFMR) Office located?**

Our office is located on the top (fourth) floor in the Health Innovation Center, which was constructed in the Spring of 2015 and is directly attached to UPMC Williamsport.

**2. How large is the WFMR Office?**

The entire fourth floor is 18,277 square feet with approximately 9,590 square feet of dedicated clinical space and 8,687 square feet of administrative offices, conference rooms, and staff lounge/kitchen space. The clinical space includes 19 modern and well-designed general exam rooms, four dedicated pediatric exam rooms, two osteopathic manipulation rooms, two procedure rooms, and a counseling room (28 rooms total for those keeping score).

**3. Do residents have dedicated office and working space?**

There is a large preceptor/resident work area where each resident has his or her own personal desk space and laptop computer. Most teaching of outpatient medicine occurs in this centralized resident work room in which the residents complete their electronic charts, discuss cases with faculty and community preceptors, and have immediate access to a full library and broad selection of patient education materials.

**4. How many patients come to the office each year for care?**

A full spectrum of care is given in the office, from newborn and adolescent medicine to obstetrical and adult medicine, and geriatrics. The office currently handles approximately 13,000 patient visits a year.

**5. How many patients receive their care at the WFMR office?**

There are approximately 4,000 patients currently enrolled in our office. Roughly 40% have commercial insurances, 40% have medical assistance, and 20% have either medicare or are self-pay patients.

**6. Will I have my own panel of continuity patients?**

Yes! Each first-year resident is given a panel of families to manage over the ensuing three years, and each panel grows as the resident gains experience and has more dedicated office hours. First-year residents should have around 70 to 80 patients. Second-year residents will manage approximately 150 to 160 patients and each third-year resident typically has 180 to 190 patients on his or her panel.

**7. How often will I see patients in the office on any given week?**

Time spent in the office progressively increases over the three years. First-year residents are scheduled for one or two half days a week. Second-year residents are scheduled for two to four half days per week. Third-year residents are scheduled for three to six half days per week, depending on their rotation block.

**8. How long are office appointments?**

Office visits for all residents are scheduled in 20-minute time slots. However, first year residents during their first six months of residency will have 40 or 60 minutes allotted for every patient to get accustomed to the electronic medical record, learn the logistics of office flow, and get in-the-moment teaching from faculty preceptors. By the end of the first year, the vast majority of office visits are 20 or 40 minutes, depending on the type of visit.

**9. Do residents see patients outside of the office setting?**

Yes. During the second and third years of training, residents also provide care to geriatric patients at local nursing homes and via home visits. Residents may also conduct telehealth visits via our electronic medical record.

**10. What electronic medical record do residents and faculty use to document patient encounters?**

Along with all other UPMC residencies, we use EPIC to document in the electronic medical record (EMR). EPIC is a highly customizable EMR that can also be accessed via smart phone and tablet applications. Many residents and faculty choose to document in EPIC through Dragon Medical Voice Recognition software.

**11. What type of procedures are performed in the WFMR Office?**

Please refer to the “**Outpatient Procedures FAQ**” document.

**12. What point of care testing can be performed in the office?**

We have a CLIA-certified in-office lab on site. In addition to running rapid tests such as urine HCG, urine dips, influenza, RSV, and Strep swabs. We also have the equipment to perform EKGs, tympanograms, spirometry, audiometry, and microscopic examination of fluids and tissues.