

PRACTICE NAME
YOUR PARTNER IN EXCELLENT HEALTH CARE

When you choose one of our primary care physicians, your health care becomes our responsibility and we work as hard for your health as you do. We all share that commitment, setting high standards for ourselves and the quality of our care and we deliver on that promise through caring, convenience and qualifications.

We will attempt to have you see your personal physician at each of your appointments. However, if he or she is not available, our physicians work as a team and use our electronic medical system to provide coordinated care.

Combining services and programs is a growing trend for our practice to help our patients find multiple services at a single site. Practice Name proudly offers X-Rays, Ultrasounds, Stress Testing as well as in-house laboratory for patient convenience.

Scheduling Appointments

When you call the office, be sure to tell the receptionist the reason for your appointment so we can plan on a date and time that is most convenient for you. Appointments for physical exams and routine visits are always available and can be scheduled as needed. We know that illnesses are unexpected and we will gladly work around your schedule to bring you in for immediate care and attention.

Regular Office Hours

Telephone: (XXX) XXX-XXXX

Monday	AM – PM
Tuesday	AM – PM
Wednesday	AM – PM
Thursday	AM – PM
Friday	AM – PM
Saturday	AM – PM

Urgent Care Center

Telephone: (XXX) XXX-XXX

Name
Address
City, State Zip
**(Open Daily 7:00am – 11:00pm)*

Extended Hours and After-Hours Emergencies

Health care emergencies can happen anytime. If you have an urgent problem and the office is closed, call us anyway (XXX) XXX-XXXX. We're on call 24 hours a day. If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency room. It is your responsibility to inform the practice regarding care with any other health care facilities and providers.

First Visit and Follow Up Visits

On your visit, check in at the reception desk so your information can be reviewed for accuracy. You can help us serve you better by notifying the receptionist of any changes in name, address, telephone number or insurance coverage since the time of your last visit. Verifying this information at each visit will help ensure the accuracy of submitting your services to your insurance(s) company in a timely manner.

We try to follow our scheduled appointments as closely as possible. However, due to unavoidable circumstances or emergencies, a doctor may have to spend additional time with a patient who may have had an appointment prior to yours. This may result in a delay in seeing your doctor. We appreciate your patience and understanding in such circumstances.

Prescriptions and Refills

We proudly use electronic prescribing to improve prescription safety and efficiency. Prescriptions and refills are issued during regular office hours. Call your local pharmacy for all refill requests.