



Welcome

Your care is important to us. In order to serve you better, here are some things you need to know:

Medicine Refills

1. **Please allow 24 hours or 1 full business day for most medicine refills.**
2. Check your bottles to make sure you have no refills remaining.
3. Have your bottles available to assure correct names and dosages.
4. Never wait until you run out of your medicine to request a refill.
5. Try to use the same pharmacy for all your prescriptions.
6. **Bring your bottles to all appointments.**

Same Day Appointments

1. Same day appointments are generally reserved for established patients with urgent illnesses.
2. Our nurses will assess your symptoms and make every effort to make sure your needs are met.
3. It is best to call before 9:30 AM to be triaged (assessed) for a same day appointment.
4. Always keep your phone number and address updated with registration.

Referrals

1. Please allow up to one week to schedule specialist or test appointments.
2. Please call to cancel and reschedule appointments at least 24 hours before the scheduled date.
3. You will be responsible for rescheduling missed appointments.

Controlled Medicines (where applicable)

1. Patients prescribed controlled medicines on a regular basis will be required to enter a formal agreement with their provider.
2. Refills of these medications are closely monitored and are at the discretion of your provider.

Forms and Documents

1. Allow at least **one week** for completion of forms and letters. There may be a fee for this service.
2. A release of information must be signed to obtain copies of medical records.
3. Patients must obtain a disability doctor to complete social security and long-term disability claims.