Welcome to [insert practice name]! We are so happy to have you join our family and want you and your family to get the most out of your membership with us. The following are some guides for how to get things done with our office, to help you get what you need, when you need it.

**Hours:**

[insert office hours]

We take lunch from 12pm -1pm and the doors are closed.

We close on and around major holidays

Occasionally we will take vacation and may not be available during those days. We will give you plenty of notice so you can plan accordingly. You may need to use Urgent Care or a provider on-call during those rare occasions.

We are available to you for emergencies anytime, but please be respectful of our family time if your problem can wait until business hours.

**Medication Refills:**

Medication refill requests should be emailed (with the subject line "Medication Refill") to [insert office email]. We will make every effort to refill your medication within 24 hours of your request unless we need more information or need you to schedule a visit with us.

Please plan ahead and ensure you have at least a week’s supply of your medication remaining when you request a refill, so that you do not run out before a refill can be completed for you. Once a refill is sent, you should receive a text and/or email confirmation. Please contact us if you do not.

**Appointments:**

* Routine appointments, such as well-child checks, annual exams, sports physicals, and follow-up visits should be booked in advance. At least a week’s notice is requested, but more is always appreciated. This allows us to keep same-day appointments open for your urgent matters. You can book your appointment by calling [insert office phone number] or emailing [insert office email].
* **Non-Urgent Matters:** A non-urgent matter is one that can be addressed within the next 24 hours or next business day. These requests should be emailed to [insert physician's name] at [insert physician's email] (with the subject line Non-Urgent Illness, Quick Question, etc). These include, but are not limited to, lab results, simple colds, seasonal allergies, non-urgent questions, etc. These matters can often be handled via email, which saves you lots of time by avoiding an unnecessary office visit. If you have not received a response within one business day please call or text [insert physician's name] at [insert physician's phone number] during business hours. Please note this is [insert physician's name] actual cell phone number, so avoid texting after hours unless the matter is urgent.
* Urgent Matters: An urgent matter is one that needs to be addressed within the next few hours, such as minor allergic reactions, mild asthma attacks, skin infections, or lacerations needing stitches. If you have an urgent issue, please call or text [insert physician's name] at [insert physician's phone number]. During business hours, [insert staff's name] or [insert physician's name] will either take care of your need by phone or schedule you in our next available appointment that day. After business hours, [insert physician's name] will take your call as quickly as she is able. Please note that if you are calling after hours and it is urgent, you may have to call (NOT text) [insert physician's name] so you can get the response you need in a timely fashion.
* Emergencies: For any true emergency, including, but not limited to, heart attack, stroke, anaphylactic reaction, immediate suicide risk, near drowning, severe accident, etc ALWAYS call 911 to receive immediate medical attention, then call [insert physician's name] at [insert physician's phone number] as soon as you are able to inform them of the situation.

**Quick reference:**

Med refills: email [insert staff name] at [insert office email]

Routine appointments: call [insert office number] or email [insert staff name] at [insert office email]

Non-urgent matters: email [insert physician's name] at [insert physician's email]

During business hours, call the office or text [insert physician's name] at [insert physician's phone]

Urgent matters: Call office at [insert office number]

After hours call [insert physician's name] at [insert physician's phone]

Emergencies: CALL 911

Call or text [insert physician's name] at [insert physician email] once the situation is stable

[insert physician's name] cell phone: [insert physician's phone number]

[insert staff's name]/front desk: [insert office phone number]

Fax number: [insert office fax number]

**Other communication:**

Our policy is ‘no news is no news’. You should always hear from us about ANY tests you have through [insert office name]. If you do not hear from us within 1-2 weeks on most matters, please contact us.

* Phone calls: There are only two of us in the office. Sometimes we are both busy. Phone calls will be returned the same or very next business day. Please leave a message. Repeated calls for non-urgent matters slow us down and delay your care. We promise to call you back!
* Labs: Please give us 5-7 business days to get back to you on most labs. Special labs may take longer.
* Pap smears, skin biopsies: You should hear from us within 7 days of your procedure. Special stains may take longer.
* Mammograms, Bone Density, Sleep studies and cardiology tests: Please give us 7-14 days on these results, they take a bit of time!
* Referrals: If we refer you somewhere and you don’t get a call within a week, let us know. We’ll try again!

**Payment:**

Payment matters. To keep our prices low, we operate on a very low budget with minimal staff, but we also must have cooperation from our patients regarding timely payment.

* Billing for labs, supplies, pathology, medications, etc. will be due at the time of service and will come out of your bank draft or credit card on file.
* The membership fee is due monthly, quarterly, or yearly depending on your preference.
* Members who accrue more than 60 days of unpaid balance will be discharged from the clinic.
* Members who chose to ‘sign off and on’ will be charged a $200 re-join fee each time they desire to re-join. This is because we cannot keep costs low for everyone if some patients use us as a fee-for-service clinic. There is no guarantee there will be space for patients to re-enroll if the clinic is full.

We are going to change healthcare, and we are so grateful you are on this adventure with us. Help us make this the best clinic in Wichita Falls! Thank you for your support and understanding.

[insert signature]