

PRIMARY CARE GROUP OF WEST GEORGIA, PC

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Welcome - for New Primary Care Patients

Thank you for choosing the Primary Care Group of West Georgia. We look forward to meeting you at your upcoming appointment. We will need to know a lot of information about you when you get here so we ask that you arrive about 30 minutes before your scheduled appointment time.

You also need to know about us. We are a private practice, not owned by the hospital (Tanner). We have been in business since 1995 and our doctors are boarded in Family Medicine, Internal Medicine, Pulmonary Disease, Critical Care, Sleep Medicine and Rheumatology.

Key Things for you to know:

- We **do not** write pain or anxiety medications for new patients.
- The providers will only address three or less problems per visit.
- If a patient signs in 10 minutes after the scheduled appointment time they are a no-show.
- New Patient visits are generally not physicals; they are a transition of care.
- Free Physicals or Wellness Exams evaluate general conditions and labs but do not address medical problems.

What to bring on the day of your appointment:

- Picture I.D.
- Insurance cards
- Funds to pay for your visit deductible or Co-Pay (if required with your insurance plan)
- All medications to each visit

CONFIRMATION & CANCELANATION OF APPOINTMENTS

- You will receive an appointment reminder 48 hours prior to your appointment date. If you need to cancel or reschedule your appointment, you **MUST CALL AT LEAST 24 hours prior**.
- A \$25 no-show fee will be automatically charged if you do not show up for your appointment without notifying the office of cancellation greater than **24 hours prior**. This fee is not covered by your medical insurance.
- We try our best to dedicate enough time to each patient. If you check-in **10 minutes late** for your appointment, you will be asked to reschedule.
- If you do not show up for 3 scheduled appointments within a rolling calendar year, we will request that you seek care with another practice.

MEDICATION REFILLS

- We require at least **7 days** notice for refill requests to provide us enough time to process your order and avoid missing your medications.

PAIN MANAGEMENT

- Primary Care Physicians specialize in treating many conditions but long term conditions that involve pain require treatment by pain specialist. If you are in need of narcotics, you will be referred to a Pain Management physician.