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Welcome to our office  
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**USA UNIVERSITY OF SOUTH ALABAMA
FAMILY MEDICINE CLINIC**

1504 Springhill Avenue
Suite 1800
Mobile, AL 36604
Phone: (251) 434-3475
Fax: (251) 434-3985

GREETINGS!

We welcome you as a patient to our office, and we appreciate the opportunity to provide you with quality, personalized medical care. We would like to take a few moments to tell you about ourselves and our practice.

THE SPECIALTY OF FAMILY MEDICINE

Our doctors are Family Physicians, and we are an accredited Family Medicine Residency Program. This means many of our doctors are physicians in training, who are supervised by teaching physicians on the faculty at the University of South Alabama College of Medicine. We also have a variety of ancillary front office and nursing staff, social workers, nurse practitioners, physician assistants, and doctors of pharmacy. Our specialty is very broad-based, and includes adult medicine, pediatrics, gynecology, obstetrics, minor surgery, and counseling services, and our goal is to provide complete medical care for all patients.

OFFICE HOURS AND APPOINTMENT POLICIES

Our office is open 8:00 AM - 5:00 PM Monday-Friday; our first appointment time is generally 8:30 AM, while our last appointment is typically 4:15 PM. Except at the busiest of times, you can usually be seen on a same-day basis, either by appointment, or as a walk-in patient. Please keep in mind your wait will usually be shorter if you make an appointment. We try to make sure you see the same doctor, or at least a member of a specific doctor team, at each visit, so your doctor will be more familiar with the details of your medical history. The further in advance you make your appointment, the greater the likelihood that we will be able to do this.

If you are unable to keep your appointment, please call us as soon as possible, so that we may give that appointment time to another patient. Failure to keep three appointments in a six-month period may result in loss of appointment-making privileges, meaning you will only be seen on a walk-in, time-permitted basis.

DAYTIME TELEPHONE CALLS AND ELECTRONIC COMMUNICATIONS

We encourage you to call with any questions you have about your medical care. Please note, however, that during office hours our primary focus is the care of patients who are being seen in the clinic. Our office will respond to your calls as soon as possible, most often within one business day.

We will soon include Email and text messaging as additional means of communicating with you. If you wish to take advantage of these opportunities, you will be given the opportunity to provide us with this contact information.

Please let us know if any of your contact information has changed since your last visit with us.

EMERGENCIES AND AFTER-HOURS CALLS

Our office telephone is answered after business hours for *medical emergencies*. The physician on call will respond at the earliest opportunity, most often within 20-60 minutes. If you feel you need attention in a shorter period of time, we recommend that you go to the nearest emergency care facility. For non-emergent problems, please call during office hours.

MEDICATIONS AND REFILLS

Please bring *all* of your medicines, given to you by *any* doctor, to *all* of your appointments.

Your medicines are best refilled during your appointments. You may also request refills over the telephone; these requests will be reviewed with your physician, and you will receive an answer within three business days. Note that in some instances you will need to make an appointment to refill a prescription.

We send most prescriptions electronically to your pharmacy, so please let us know which drug store you would like to use, and tell us if this changes in the future. This results in faster and more accurate service for you. The speed with which your pharmacy will have your prescription ready will depend upon how busy the pharmacist is. We suggest that you wait three to four hours after leaving the office to pick up your medicine, or call your pharmacy to confirm it is ready; also contact your pharmacy if you it to rush your prescription.

Some insurance companies require a prior authorization before they will pay for your prescription; this process generally takes three business days. If you need your medication sooner than that, your pharmacy may require that you pay for your prescription.

We closely monitor prescribing of controlled substances (e.g., pain medicines and tranquilizers). You will often need an appointment for refills on this type of medicine, and you may be required to sign a controlled-substance agreement with one of our physicians if we prescribe such medications for you. Though rules may change in the near future, we are currently required to print (rather than electronically prescribe) prescriptions for controlled substances.

The after-hours phone line is *not* to be used for medication refills.

FORMS, LETTERS, AND MEDICAL RECORDS REQUESTS

If you have a form that you would like filled out, or a letter that you need us to write on your behalf, bring these requests to our attention as early as possible before you need them completed. Our goal is to address such items by the end of the third business day after we receive them. However, please note that some forms will require a visit for us to complete them.

With written authorization, we will provide copies of your medical records to you or any other party you specify, such as another doctor or insurance company. There is a nominal charge for the cost of copying. Please allow one week for us to complete these requests.

Note: Medicaid regulations prevent us from releasing medical records directly to you.

PAYMENT AND INSURANCE

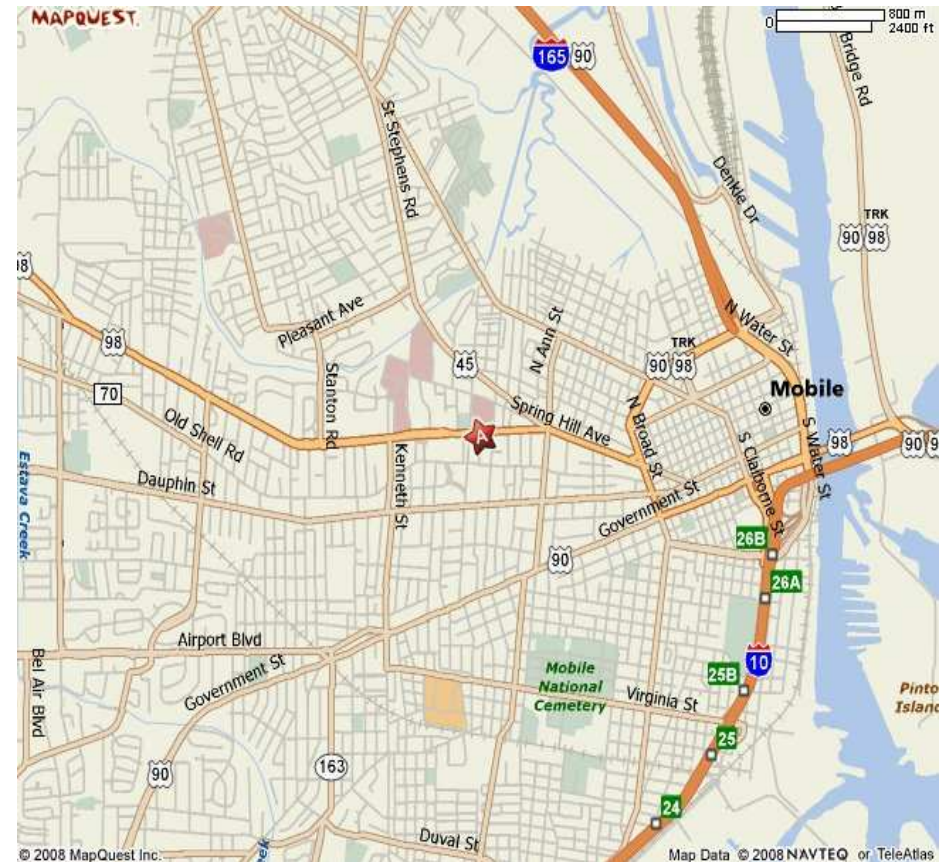
Payment is due at the time service is rendered; this includes any copay or deductible required by your insurance coverage. We are happy to file claims for you with most insurance plans. For us to assist you, you will need to provide us your insurance information when you schedule your appointment, and bring your insurance card to every visit. If you do not provide this, or if we cannot confirm your insurance coverage, your appointment may be rescheduled until a time when your coverage can be verified, or you may be responsible for the charges yourself.

HOSPITALS

We provide emergency and inpatient services at the University of South Alabama Medical Center for our general adult population, and at the University of South Alabama Children's and Women's Hospital for our pediatric and obstetrical patients.

THANK YOU!

We appreciate the trust you place in us by allowing us to care for you and your family. If you have any questions, or if you have any suggestions about how we can improve your experience in our office, please let us know. You can pick up a comment card at the desk, or complete your comments online at www.southalabama.edu/usahealthsystem/patientsurvey.html.



We are located at the University of South Alabama Springhill Avenue Campus, 1504 Springhill Avenue. We are next to Lyons Park, and near USA Children's and Women's Hospital, USA Medical Center, and Mobile Infirmary. Our clinic and parking are in the back, at the northeast corner of the building.