

FAMILY MEDICAL CLINIC OF NORTH MISSISSIPPI, INC.
GENERAL INFORMATION

OFFICE HOURS

Our office is open Monday through Friday from 7:00 a.m. to 5:00 p.m. We see patients by appointment only; appointments are available from 7:00 a.m. to 11:45 a.m. and 1:00 p.m. to 4:30 p.m.

We realize that sometimes illnesses occur unexpectedly so we provide room in each provider's schedule for same day appointments for these situations. We will make every effort to see you on the same day if necessary.

CANCELLATIONS & MISSED APPOINTMENTS

If you need to reschedule your appointment please give at least a 24 hour notice, so that your appointment time may be available to others that need it. Repeated cancellations without a 24 hour notice or missed appointments may result in a \$50.00 "no show" fee.

The office staff will make every effort to remind you of your appointment time with a reminder call the day before your appointment. Please remember that this is a courtesy and is not required. It is your responsibility to be here and on time for your appointment.

APPOINTMENT TIMES

Appointments are scheduled based on the information you provide to the scheduler. Please be sure and notify them if you have a complicated problem that may require additional time. If you have multiple problems to be addressed, it may be necessary to schedule a second visit.

In the event of an in-office emergency there may be a longer wait time. We strive to see our patients at their scheduled appointment time; however, medical emergencies will take priority over routine appointments.

If you are more than 15 minutes late for your appointment it may be necessary to reschedule or wait for the next available appointment. The providers try very hard to see their patients in a timely manner and in order to do that they must ask that the patient be on time for their appointments.

PRESCRIPTION REFILLS

Please make sure that you notify us of the need for a prescription refill before you run out of your medication. Our nursing staff handles prescription refills between appointments and after patients are seen in the office. Please allow at least 24 hours for the nurses to call in a prescription. It is not necessary to call the office once a refill request has been made, the nurse will notify you when your prescription has been called in. If you have not heard from the nurse after 24 hours you may want to call to verify your request was received.

It is against our office policy to call in antibiotics and pain medication. If your illness requires an antibiotic or pain medication then you should be evaluated by one of our providers.

REFERRALS & OUTPATIENT TESTING

Sometimes it may be necessary to refer you to a specialist or for outpatient testing. If there is a need for a referral the nurse will complete the referral process and contact you with your appointment information. The nurse will make every effort to accommodate your schedule when completing the referral. Please make every effort to attend your appointment.

AFTER HOURS EMERGENCIES

In the event of a true medical emergency, call 911 to gain rapid access to the nearest emergency facility rather than wait for a return phone call from the on-call provider. The providers are available after hours through a voicemail system that is capable of paging the provider on call if needed. Please do not call for routine needs such as prescription refills or appointments; they are available for emergency situations only. They will not be able to call in a prescription without the ability to review your chart and the necessary medical information. Please call during normal business hours for any refill requests or to schedule an appointment.