



**Practice Information Sheet: Cedar Point Location**

**OFFICE HOURS**

Monday through Friday, 7:30am to 4:30pm.

Phones are answered from 7:30am to 4:00pm. (252-393-6374)

**CONTACT US AFTER HOURS**

If you have a medical emergency, please call 911 or proceed directly to the emergency room. If you are calling with a non-urgent matter that can wait until regular office hours, press 1 to leave a message. If you have a more urgent matter and need to speak with the provider on call, press 8 and you will be transferred to the provider's cell phone.

**OPTIONS FOR AUTOMATED PHONE SYSTEM (252) 393-6374**

When calling during regular office hours, you will be given a menu to select the option you need as follows:

- |   |         |
|---|---------|
| * Appointments                                  | Press 1 |
| * Prescription Refills                          | Press 2 |
| * Your Provider's Care team                     | Press 3 |
| * Referrals or Medical Records                  | Press 4 |
| * Our address, fax number, office hours         | Press 5 |
| * Information on our website and patient portal | Press 6 |
| * All other questions                           | Press 7 |

**APPOINTMENT SCHEDULING**

Crystal Coast Family Practice is committed to providing quality health care to all patients with the focus on the needs of the patient. Every effort will be made to schedule you with your preferred provider whenever possible. Appointments for routine wellness exams should be scheduled well in advance. Each provider's schedule has reserved same day appointment slots for acute, urgent and routine needs. We encourage you to call as early as possible.

Appointments are available Monday through Friday from 7:30am to the last appointment of the day at 4:00pm.

If you are unable to keep an appointment, please call 24 hours ahead of time so we may give that appointment time to another patient needing it.

### **SCOPE OF SERVICES & REFERRALS TO SPECIALISTS**

As your Patient Centered Medical Home, our Care Teams offer accessible first contact care that is personal, coordinated, and comprehensive and meets most or all of your health care needs, including behavioral health.

Our providers are board certified in Family Medicine and are trained in all areas of medicine. They can diagnose and treat the full range of problems people usually bring to their doctors. They know when to treat you and, if necessary, when to bring in another specialist you can trust.

### **FINANCIAL RESPONSIBILITIES**

Please read and familiarize yourself with our complete Financial Agreement so that future misunderstanding regarding our billing and payment policy can be avoided. We sometimes find ourselves in the awkward position of discussing finances with patients at the time of their visits. We feel the better you understand our policies, the better we will be able to serve you.

To avoid collection issues and unnecessary billing expenses, we collect copays, co-insurance and fees for services provided that will be applied to your outstanding deductible at the time of service. It is our policy to collect a deposit of \$195 for uninsured new patients and \$127 for uninsured established patients.

### **WEB SITE AND FOLLOW MY HEALTH PATIENT PORTAL**

Our website provides complete information about our practice and the services we provide. Log on to: [www.crystalcoastfp.net](http://www.crystalcoastfp.net)

Click on the tab labeled “My Patient Portal” to launch access to the Follow My Health secure portal. We ask all our patients to register for an account as this will provide you with the ability to send and receive messages from your care team, schedule appointments, request medication refills, view your lab results and other medical information. The portal also provides the ability to download free apps to help track glucose levels, blood pressure, weight, etc. Using the patient portal for your questions and other healthcare needs listed above ensures a prompt response as well as time stamped, dated documentation of your communication. This is far superior to leaving a phone message.

### **PRE-VISIT CHECK-IN**

We now offer Phreesia’s Pre-visit workflow, you will receive a secure email 3 days prior to your appointment date asking you to check-in online. This allows you to use your personal device and save time when you arrive for your appointment.