Welcome to the Internal Medicine Group!

We’re excited to have you join our practice, and we want to ensure that your experience with us is as smooth and efficient as possible. Here are some additional details about our practice that you should know:

1. **Prescription Refills:** For your convenience, please call your pharmacy directly for any prescription refills. This process helps ensure that your medications are filled promptly. We kindly ask for your understanding and cooperation in allowing a 48-hour turnaround time for refill requests.
2. **Respect for your time:** We value your time and strive to minimize wait times. Our team will keep you updated and informed regarding your appointment status. If a provider is running behind, you may request we reschedule the appointment. We appreciate your understanding and patience with any delays.
3. **Communication with our office:** When calling our office *please leave a message* if we are unable to answer your call. While we may not always be available to take live calls, rest assured that your message is important to us, and we will return your call the same business day.
4. **Insurance Information:** Please ensure that your insurance card has your new provider’s name on it. If it doesn’t match, it’s essential to update your information. You can do this by calling the phone number on the back of your card.
5. **Office extensions:**

* **Director of Clinical Operations:** *Heather* ext. 103
* **Director of Patient Experience:** *Kristen* ext. 101
* **Billing Specialist:** *Katie* ext. 104
* **Referrals: #** 6
* **Practice Manager:** Bonnie ext. 105

1. **Referral Process:** if you need a referral to a specialist, please provide all pertinent information, including the specialist’s name, reason for visit, date of appointment and phone and fax numbers of the provider. We kindly request one-week notice to ensure that your referral is processed accurately and in a timely manner.
2. **Emergency Care**: In the event of a medical emergency, please dial 911 or visit the nearest emergency room. For Urgent medical concerns outside of regular office hours, our on-call physician can be reached by dialing our main office number. Non-urgent matters will be addressed on the following business day.

Thank you for entrusting us with your health care needs. We’re here to support you every step of the way on your journey to better health.

Warm regards,

Bonnie Faber, Practice Manager