

Dear: _____

It is a pleasure to welcome you as a new patient to Family Health Care of Edinboro. We are sending you this letter in hopes of answering some of the questions you may have prior to your appointment.

- Our telephone hours are Mon- Fri 8:00am- 4:30pm. A physician is on-call (24) hours a day, 7 days a week if you should have the need to call outside of normal business hours. If you have a true medical emergency, please go to the nearest Emergency Room.
- Dr. Thomas McGuire sees patients on Mondays, Thursdays and Fridays from 7:30am- 5:00pm. He sees patients on Tuesdays from 7:30am- 6:30pm (although Tuesday hours are subject to change. Dr. Julie Wehrer sees patients at our office on Mondays, Tuesdays, and Fridays from 7:30am- 3:30pm and Wednesdays from 7:30am- 5:00pm.
- Due to the necessity of registration, please report for your first appointment fifteen (15) minutes early. We are enclosing pre-registration forms for you to fill out and bring to your first appointment. Please bring these completed forms along with your insurance card(s) and a photo ID to your first appointment. Please bring a current list of any medications, supplements and/or vitamins you are currently taking.
- We request that you try to make all medication refills during your scheduled office visits. If you do need to call for refills, please allow up to 48-hours notice for them to be called in. (Please note- Narcotic prescriptions will **not be** filled after hours).
- Please give 48-72 hours notice when requesting a referral to a specialist. In most cases, if your physician has not seen you for this problem, you will be required to make an appointment prior to being scheduled with the specialist. We understand that emergencies may occur and we will work with you in these instances.
- We participate with most major insurance companies, but it is your responsibility to contact your insurance company to confirm we are participating. If your insurance company requires you to choose a Primary Care Physician (PCP), you will be required to notify them and provide proof that we are your PCP before we can schedule your appointment. Any changes not made, as such, will result in the need to reschedule your appointment.
- Payment of co-payments or any out-of-pocket expenses required are due at the time of your visit. We gladly accept most major credits cards, cash and checks. We will be happy to submit your claim to your insurance company, unless you prefer to do so, on your own.