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Patterson ave family practice

Welcome to Patterson Avenue Family Practice, a department of St. Mary's Hospital. We are your Patient-Centered Medical Home and it is our sincere desire to give you the best health care possible. We specialize in family medicine and provide compassionate primary care through all stages of life. Office hours & appointments Our office hours are Monday through Friday, 8am - 5pm. Patients are seen by appointment. In most circumstances, we can accommodate same-day appointments upon your phone call. Please contact us if you need to cancel your appointment. Failure to cancel your appointment 24 hours in advance may result in a fee. In order to provide you with the best possible care, we need the most up-to-date information about you. Please remember to bring your insurance card and a list of all medications you are taking. Insurance and payment information We accept most insurance plans, including Medicare. Many plans require that you make a co-payment at the time of your visit. For self-pay patients, payment is expected in full at the time of service. To make payment as easy as possible for you, we accept cash, checks, VISA and MasterCard. Patients may contact the practice manager to discuss options for financial assistance. If you have any questions regarding your bill, please contact our business office at 804-521-9300 or 800-732-7072. Telephone calls Have a question? That's why we are here! Feel free to call us Monday through Friday, 7:00 a.m. to 7:00 p.m. Our staff will make every effort to answer your call. If all of our staff are assisting other patients and you receive voicemail, please leave your name, date of birth, two telephone numbers where you may be reached and a brief description of your medical problem so that we may process your call promptly. Since our physicians are caring for patients, only in the event of an urgent medical situation will the physician be called to the telephone immediately. Emergencies For emergencies, our physicians are available to you 24 hours a day. You can call our main office number at 804-741-6200, and after hours you will be transferred to our on-call physician services. If at any time you are experiencing a life-threatening emergency, call 911. Referrals We request 72 hours notice for processing physician referrals, except in the case of an emergency. Prescription refills For your convenience, refill requests for medications other than controlled drugs may be requested through your pharmacy, and your pharmacy will submit the request to us. Medication refill requests should be made during normal business hours. We request 48 hours to provide refill requests. We are not able to process medication requests after hours. Please remember that in certain situations, appropriate medical care requires a patient examination before a prescription can be filled. Medical records Your records are confidential and will not be released without a signed consent from you. Some of our comprehensive services include: Annual physicals Chronic care for diseases such as diabetes, hypertension and obesity Senior care Women's services, including Pap smears Minor surgery and lesion removal Sports physicals and back-to-school physicals Well-child care and immunizations On-site x-ray and laboratory