

NOVANT HEALTH NEW GARDEN MEDICAL ASSOCIATES

Dear Patient,

We personally welcome you to our Family Medicine practice! We are pleased you have chosen New Garden Medical Associates (NGMA) for your primary care needs, and we pledge to you a remarkable experience.

Our practice strives to strengthen the lives of our patients by delivering compassionate medical care. As Family Medicine specialists, we offer comprehensive primary care medical services for patients of all ages. This means that we can take care of your wellness annual exams, your well child exams, your Medicare Annual Wellness visits as well caring for your chronic medical problems and acute care needs!

We'd like to take this opportunity to explain some office procedure basics to help enhance your experience with us.

- **HOURS OF OPERATION:** Our office is open Monday through Friday from 7:30 AM to 4:30 PM. Patient visits are by scheduled appointment only, but we offer many same day appointments for acute needs. Appointments can be scheduled online using Mychart or by phone. Phone calls will managed by our staff; please allow time for our office to handle your questions and requests and to return your phone calls before calling back. Non-emergency calls received after 2 pm may not be returned until the next morning.
- **APPOINTMENTS:** We understand your time is valuable so we strive to keep on schedule. Please arrive 15 minutes early for your appointment as late arrivals cause us to run behind for all appointments thereafter. If you arrive too late for your appointment, we will consider this a missed appointment and ask you to reschedule. We do require at least 24-hours notice if you are unable to keep a scheduled appointment. If you cancel less than 24 hours prior to your appointment, it will be considered a missed appointment. If you miss several of your scheduled appointments, you may be dismissed from the practice. There is a \$25 no show appointment fee.
- **MYCHART:** NGMA uses an electronic medical record. This allows us to offer you the service of MyChart. This unique service gives you access to your own Healthcare portal and allows you to follow your medical lab results, receive instructions from your provider, make online appointments, track your recommended wellness care and more. We strongly encourage you to use this service as it truly enhances our services to you! We will ask you to sign up at your visit.
- **REFILL REQUESTS:** If you are using MyChart, refill requests can easily be handled online. Select the medicines you need refilled, and we will refill the request using your preferred pharmacy and return your message with explanation if needed. If not using MyChart, please call your pharmacy to request your refills. Your pharmacy can then electronically send us the request allowing us to process your refills more quickly. Please avoid calling the office for refill requests. As well, it is helpful if you request your refills during your scheduled appointments. Please allow 3-5 days for refill requests to be completed. It is helpful if you request refills before you run out of your medications.

- **PHARMACY:** NGMA is pleased to announce that we work closely with Novant Health Pharmacies. NH Pharmacy in Winston offers free home delivery service, and both pharmacies in Kernersville and Winston-Salem offer many discounted medications. As well, refills can be requested online. Please let us know if this service could benefit you and we will sign you up. Always specify your preferred pharmacy at each office visit and with all refill requests.
- **FORM COMPLETION REQUESTS:** If you need forms to be completed and they are associated with your recent office visit, please bring them to the office; our staff will review the need and if appropriate, will deliver to our providers to be completed. Please allow 5-7 days for forms to be completed. Please plan ahead if there are due dates for your forms. A form completion fee will be collected at the time of form drop off. However, some forms require an office visit and exam. Our staff will help you schedule an appointment with your provider if this is needed. Examples include sports physicals if a well-child check is due, pre-operative clearance forms and work or school physicals.
- **REFERRALS:** As your primary care providers, we strive to and are able to care for most of your needs. At times, however, referrals to specialists are needed. Please make an appointment if you feel that you need to see a specialist. We must evaluate your need in the office. We then can make referrals. Our referral specialist will make the appropriate referral to meet your needs and check on your insurance coverage. The process, depending on the urgency of your need, typically takes 1-2 weeks. You will be called with the referral information and appointment. If you have not heard about your referral appointment in that time frame, please message our office via Mychart or call us to notify us so that we may follow up.
- **SPECIALISTS:** NGMA is an affiliate of Novant Health Kernersville and Forsyth Hospitals. We are privileged to utilize the excellent specialists within this Novant Health network and enjoy sending our patients to them to extend our mission of delivering remarkable care. Many of our specialists care for our patient's in nearby Kernersville and Winston-Salem. This allows them to utilize the new Kernersville Medical Center if hospitalization needs arise. Novant Health is committed to seamless care between different teams and thus gives us easy access to reviewing all of your healthcare information from our electronic medical record. We also work with the specialists in Greensboro if that best suits your needs.

Again, thank you for choosing New Garden Medical Associates as your primary care office. We hope this basic information makes your time with us remarkable!

Novant Health New Garden Medical Associates
 1941 New Garden Rd, Suite 216,
 Greensboro, NC 27410
 Phone (336) 288-8857
 Fax (336) 288-8769
<http://www.nhnewgardenmedicalassociates.org>