



## Services Available at Family Care Clinics

### **Appointments: Central Scheduling 660-200-3627**

Providers have appointments available Monday-Friday from 8:30 AM-4:30 PM at all locations.

Saturday hours are available at the Adrian Clinic for any Family Care Clinic patient.

See *Scheduling Appointments* handout for details on making an appointment.

### **Services Available:**

We serve patients age: birth and older.

Office visits may include but are not limited to:

Collection of medical history; review of medication list; physical examination; assessment of health status and health care needs; treatment of acute and chronic conditions; preventative care; referrals to specialists and consultants; assessment of behavioral needs including consult with behavioral health consultant if indicated and/or referral to mental health professional; emergency care, including basic life support and transfer to ER if indicated; diagnostic tests or labs; immunizations; family planning; minor procedures; care management of chronic conditions; patient education about illnesses, treatments and medications.

**Services are provided without regard to race, color, national origin, creed, religion, ancestry, disability, age, gender/ gender identity or source of payment.**

### **What if I have a medical question during business hours?**

Central schedulers and front desk staff transfer medical questions to the triage nurse. Triage nurses are available at each location to take patient calls and answer patient portal messages, Monday-Friday 8:00-4:30.

Voice-mails and portal messages received before 3:00 PM will be returned the same business day

Voice-mails and portal messages left after 3:00 PM will be returned the following business day.

### **What if I have a medical question after hours?**

After hours calls made to the main clinic numbers are forwarded to the on-call providers.

FCC-Adrian: 816-297-2640

FCC-High Street: 660-200-7135

FCC-Nursery Street: 660-200-713

FCC-Rich Hill: 417-395-2155

**\*\*\*Please reserve after hours calls for urgent issues only\*\*\***

### **Medication Refills:**

Requests for refills should **not** be called to the clinics. **Call your pharmacy or request refills via the Patient Portal.**