



## Services Available at Family Care Clinics

### Appointments:

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

Saturday hours are available at the Adrian Clinic.

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.

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

Voicemails 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 are taken and forwarded to the on-call providers.

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

### Medication Refills:

Requests for refills should **not** be called to the clinics. **Call your pharmacy**, they will contact your provider for authorization if necessary.