



Garner Family Practice, PA
801 Poole Drive,
Garner, NC 27529
Phone: (919) 779-1440

Dear Patient:

On behalf of our physicians and staff, we would like to welcome you to our practice.

Our practice specializes in providing excellent health care for patients of all ages. We work closely with each patient to provide care for chronic and acute medical conditions while emphasizing preventive health screenings and education. Our practice provides comprehensive health care using advanced medical technology and offers a wide range of convenient on-site services to our patients. In addition, we have access to a wide variety of specialists and diagnostic testing facilities should your care necessitate a referral of any kind.

I've included information about our practice and physicians should you wish to schedule an appointment. Please feel free to contact our office at (919)779-1440 with any questions you may have.

We look forward to meeting you soon.

Sincerely,

Karen Strickland
Practice Manager



To Schedule/Cancel an Appointment

Appointments can be scheduled/ cancelled by calling the office at (919) 779-1440 and selecting option 2 on the menu.

Note: Please call the office in advance if there is a change or cancellation, when possible. A cancellation fee will be applied if you are unable to contact us within 24 hours.

Referrals

During office hours, you may call the office and select option 4 on the menu to be directly transferred to the referral coordinator. You may also call the coordinator directly at (919) 645-4155.

Listed below are a few of our most common referral centers and a few services they are referred for:

For colonoscopy, GERD, and reflux
Digestive Healthcare at Garner
300 Health Park Dr, Suite 110
Garner, NC 27529

For ultrasound and MRI
Wake Radiology
300 Health Park Dr, Suite 100
Garner, NC 27529

For headache
Raleigh Neurology
1540 Sunday Drive
Raleigh, NC 27607

For diabetes and thyroid
Raleigh Endocrinology
11200 Governor Manly Way, Suite 300
Raleigh, NC 27614

Clinical Advice

During office hours contact the office and follow the prompts to speak with the clinical staff. You can also send a message through MyChart for non-urgent clinical advice as well.

After hours, contact the office and follow the prompt to speak with a UNC Registered Nurse who will assist you with your medical concern/question.

Extended Hours

Our regular business hours are: Monday-Friday, 7:30 AM -4:25 PM. Additionally, on Saturday from 9:00 AM-11:30 AM, we offer extended hours for our established patients for acute visits only (i.e. cold, cough, upper respiratory infection, etc.). To be seen during these hours, you may call our office that morning for an appointment.

Transferring Records

Our practice functions most effectively as a medical home if we have a complete medical history for our patients and information about care obtained outside the practice. To transfer your records to our practice, please fill out the Release of Information (ROI) form (enclosed) and forward to your previous provider. You may print additional forms from our website, www.garnerfamilypractice.com.

For additional assistance, please call the office and follow the prompts for medical records.

Patient Centered Medical Home

Our practice functions as a Patient Centered Medical Home. A Patient Centered Medical Home (PCMH) is a team-based approach to health care. The team is made of health care providers, support staff, and most importantly—**YOU**. As your medical home, we will take care of you when you are sick and when you are well. We will help you set and achieve health-related goals. We will work with you, additional health care providers, and other resources in the community to coordinate your care.

To be an active participant in your care, you should:

- See your provider at regularly scheduled intervals or as needed.
- Maintain and update your medical history with your provider.
- Tell your provider about any other health care professionals who care for you.
- Remain engaged in your care plan and ask questions about your treatment plans.
- Give feedback about the care you are receiving.
- Feel empowered to take care of your health and collaborate with your provider to make decisions about your treatment.

Behavioral Health Services

Behavioral Health Services at UNCPN Practices vary by location. Please speak with your provider for information concerning these services.

FAQs

To help you get acclimated with our practice we have compiled the answers to some of the most common questions we get from our patients.

What is a Family Physician?

A family physician is a doctor who is devoted to comprehensive health care for people of all ages. Family medicine's cornerstone is an ongoing, personal patient-physician relationship focusing on integrated care.

What ages do you treat?

We treat patients of all ages ranging from newborn to geriatric patients.

What if I need to see the doctor right away?

For life-threatening emergencies, please call 911 or go to the nearest Hospital Emergency Room for treatment. For other emergent situations, call the office at (919) 779-1440 and we will do our best to address your need.

What is a family nurse practitioner?

A family nurse practitioner is an advanced practice registered nurse that blends clinical expertise in diagnosing and treating health conditions with an added emphasis on disease prevention and health management. Much like a family physician, Family Nurse Practitioners work with patients throughout their lives, diagnosing illness, conducting exams, and prescribing medication.

What information do I need to bring to my appointment?

If you are a new patient, please bring your insurance card, driver's license (or other picture ID), and the completed registration forms found in the form section of our website.

If you are an established patient, please bring your insurance card, a list of other health care professionals that **you have seen** since your last visit, **details** of any hospitalizations or ER visits, any medications that you are taking (including prescribed, over-the-counter, and herbal remedies), and any questions that you may have.

What if I don't have insurance?

We are committed to serving all patients regardless of financial status. If necessary, we will work with you to make financial arrangements. However, please be aware that you will be required to pay for your initial office visit upon check-in. Please contact our office staff if you have any questions.

How do I get a refill for my prescription?

During office hours, you may call the office and follow the prompts for the refill line extension.