

*Welcome*

Welcome to the Practice

Dear Patient,

We would like to take a moment to personally welcome you to our practice. We are pleased that you have chosen Healthstar Physicians as your healthcare provider. It is our responsibility and our desire to deliver the best health care possible.

Our office is open Monday through Friday from 8:00 AM to 5:00 PM. We are closed on most major holidays (i.e Christmas, Thanksgiving) Patients are seen by scheduled appointment only, though we may offer some same day appointments for acute needs. Feel free to call and speak to scheduling to see what is available. After hours care is provided through the Walk-in Clinic or your local ER. Patients will be directed to the appropriate provider when calling our office after hours, including weekends and holidays. We ask you use your closest ER for ALL medical emergencies including but not limited to suspected stroke, chest pain, loss of limb, excessive bleeding etc.

When you arrive for your appointment, please bring the following with you:

1. All of your health insurance cards (we will ask for them at every visit).
2. Photo identification
3. A list of all medications you are currently taking, including vitamins and over the counter medications. (again this will be asked for each visit)

As a multi-specialty group, each of our physicians employs a skilled nursing team to handle notes, phone calls, patient questions, refills etc. All patients are welcome to call in and leave a message with our staff. We do ask that for medication refills, you first have your pharmacy fax the request for a quicker response. Our patient portal is another great way to communicate with our staff. You can instant message your questions or requests to our staff and providers, even pay your bill or schedule your appointments. See our front window to get set up today.

If you have any questions or need to reschedule any appointment please call our office. We do prefer 24- hours notice if you are unable to keep a scheduled appointment. It is our policy that after three (3) missed appointments we reserve the right to discharge you from our practice. The office only allows a 10 minute grace period past your appointment time. If you are more than 10 minutes late you may be asked to reschedule your appointment for the next available date. Thank you for choosing Healthstar Physicians to help with your health care needs.

Sincerely,

The Staff and Providers of Healthstar Physicians