

Patient FAQ — ACME Health Clinic

Q: How do I book an appointment?

A: Call (555) 010-1000 or use the Patient Portal. Same-day slots open at 7:30 AM.

Q: Do you accept walk-ins?

A: Limited walk-ins for urgent symptoms; otherwise please schedule.

Q: What should I bring?

A: Photo ID, insurance card (if any), current medications list, and prior records if available.

Q: Do you offer telehealth?

A: Yes, Mon–Fri during business hours. Stable internet and a camera-enabled device required.

Q: What if I need a prescription refill?

A: Request via Patient Portal or call. Allow 2 business days for processing.

Q: How do I access my lab results?

A: Results post to the Portal within 1–3 business days. Your clinician will message you.

Q: What if I can't afford care?

A: We offer sliding-scale fees, payment plans, and help applying for assistance programs.