

# Medical Clinic FAQ - 20 Questions & Answers

## **1. Q: What are your clinic hours?**

A: We're open Monday–Friday 8:00 AM–6:00 PM and Saturday 9:00 AM–1:00 PM. We're closed on Sundays and major holidays. Hours may vary on holiday weekends; check your appointment reminder or call us to confirm.

## **2. Q: Where are you located and is parking available?**

A: Our main clinic is at 123 Main Street, Suite 200. Street parking is available and there's a garage next door that validates for the first hour. Bus routes 10/12 stop within a 3-minute walk.

## **3. Q: How do I book or reschedule an appointment?**

A: Book online through the Patient Portal, or call our front desk. To reschedule or cancel, use the Portal or call at least 24 hours in advance to avoid a no-show fee.

## **4. Q: Do you accept walk-ins?**

A: Limited same-day slots are reserved for urgent concerns. Walk-ins are welcome, but availability isn't guaranteed. Calling ahead helps us hold a spot for you.

## **5. Q: Which insurance plans do you accept?**

A: We accept most major plans (including PPO and many HMO networks). Bring your insurance card and photo ID to each visit. If you're uninsured, ask about self-pay rates.

## **6. Q: What should I bring to my first visit?**

A: Bring a photo ID, insurance card, a list of medications and allergies, prior medical records if available, and any referral/authorization numbers required by your plan.

## **7. Q: How do I request a prescription refill?**

A: Request refills through the Patient Portal or ask your pharmacy to send us an electronic request. Allow 2 business days. For controlled substances, an appointment may be required.

## **8. Q: How can I get my lab or imaging results?**

A: Results are released to the Patient Portal as soon as they're reviewed by a clinician. If anything needs follow-up, we'll message you in the Portal or call you directly.

## **9. Q: How long do test results take?**

A: Most routine labs return within 1–3 business days; specialized tests and imaging can take longer. We'll contact you if timing changes or a repeat sample is needed.

**10. Q: Do you offer telehealth visits?**

A: Yes. Telehealth is available for many concerns. You'll receive a secure video link by email/text. Use a device with a camera/microphone, and join 5 minutes early to test audio/video.

**11. Q: What issues are appropriate for telehealth?**

A: Good telehealth topics include medication follow-ups, minor rashes, cold/flu symptoms, birth control counseling, and reviewing test results. For chest pain, severe shortness of breath, heavy bleeding, or possible stroke, call 911.

**12. Q: Do you provide vaccinations?**

A: Yes—we offer routine adult and pediatric vaccines (e.g., flu, COVID-19, Tdap, HPV, travel vaccines by appointment). Bring your immunization record so we can update it.

**13. Q: What should I do if I have an urgent medical issue after hours?**

A: If it's life-threatening, call 911 immediately. For urgent but non-emergency issues, call our main number to reach the on-call clinician or visit an urgent care center.

**14. Q: When should I go to the ER instead of the clinic?**

A: Go to the ER for symptoms like chest pain, severe trouble breathing, signs of stroke (face droop, arm weakness, speech trouble), major injuries, or severe allergic reactions.

**15. Q: How do I request copies of my medical records?**

A: Submit a request through the Patient Portal or complete an authorization form at the front desk. Records are usually ready within 7–10 business days. Fees may apply for paper copies.

**16. Q: How can I pay my bill or set up a payment plan?**

A: Pay securely through the Patient Portal or at the front desk. If you need a payment plan or financial assistance, contact our billing team before your due date.

**17. Q: Do you offer language interpretation?**

A: Yes. We can provide qualified medical interpreters for many languages at no cost. Please tell us your preferred language when booking.

**18. Q: Is the clinic accessible for people with disabilities?**

A: Yes. Our facility is wheelchair accessible and service animals are welcome. If you need additional accommodations, let us know before your visit.

***19. Q: What is your policy for minors and consent?***

A: A parent or legal guardian must accompany patients under 18, except where state law allows confidential services. Bring legal documentation if you're a legal guardian or have custody arrangements.

***20. Q: How do you protect my privacy (HIPAA)?***

A: We follow HIPAA and state privacy laws. Your information is encrypted and shared only with your care team or as permitted by law. Use the Patient Portal for secure messaging.