Welcome to

Family Medicine!

We are happy to have you as a part of our family practice. We appreciate your trust in us and look forward to working with you in maintaining your health and developing good healthcare habits. Please take a moment to review our policies and procedures. Keep this copy for your records and if you have any questions, please feel free to ask.

**LOCATION AND HOURS**

* We are located at 3825 Eubank Blvd., N.E. Suite A; Albuquerque, NM 87111
* **Our office hours** are Monday-Friday 8:00AM – 5:00PM and *some* Saturdays from 8:00AM-12:00PM
* **Our telephone hours** are Monday-Friday 8:15AM-4:30PM and *some* Saturdays from 8:15AM-11:30AM
* **If you have an emergency after office hours, please go directly to your nearest emergency room or call 911.**
* If you need medical care after office hours, please call our office (505)292-8575 and select option 1, and you will be connected to our answering service. A provider will return you call as soon as possible.

\*\*\*Please note that medication refills, lab results and appointment scheduling are not available after hours\*\*

**APPOINTMENT POLICIES**

* We request that you give us at least 24-hour notice if you are not able to keep a scheduled appointment*.* ***Failure to do so will result in a $50.00 no-show fee****.*
* **All new patients**, please check in at the front desk **30 minutes prior to** your appointment. New patients that arrive 10 minutes after the check in time, may be asked to reschedule.
* **All established patients**, please check in at the front desk **15 minutes prior** to your appointment. Patients that arrive 10 minutes after the check in time, may be asked to reschedule.
* **All patients must be seen in our office at least once a year.**

**PRIVACY POLICY**

* We follow HIPAA regulations as required by law. Our privacy practices are posted in both lobbies. If you would like a copy of our policies, please inform an administrative assistant at the front desk, or visit our website at [www.familymedicineabq.com](http://www.familymedicineabq.com) under “Patient Information”

**HOLIDAY OFFICE CLOSINGS**

* New Year’s Day
* Memorial Day
* July 4th
* Labor Day
* Thanksgiving Day and the day after
* Christmas Eve
* Christmas Day

**YOUR HEALTH RECORD ACCESS**

We currently use E-Clinical Works as our electronic medical record platform. To gain access, please visit our website at [www.familymedicineabq.com](http://www.familymedicineabq.com), or contact our office and we will be happy to help you.

**PRESCRIPTION REFILLS**

* Please contact your pharmacy to request a refill and they will electronically send us a request.
* We do require 48 business hour notice for prescription refills. Therefore, please monitor the number of pills remaining so you do not risk running out of your medication.

**LABORATORY AND DIAGNOSTIC TESTING**

* Most lab and diagnostic testing results in 24 to 48 hours. If, however, you have not heard from us in 7 days, please contact our office.

**No news is not necessarily good news – please contact the office.**

We are happy to have you as a patient. If you have any questions, comments, or complaints, please do not hesitate to call us.

Website: [www.familymedicineabq.com](http://www.familymedicineabq.com)

Email: [contact@familymedicineabq.com](mailto:contact@familymedicineabq.com)

Phone: (505)292-8575

Billing : (505)494-5395 or (505)494-5394

Fax (505)292-8409

Sincerely,

Stephanie Henderson

Practice manager

Revised 2020