



507 W. Monroe Avenue, Suite A

Telephone: 479-463-8150 Fax: 479-463-8151

Email: advantageprimarycare@wregional.com Patient Portal: www.wrhealthlink.com

Welcome to Advantage Primary Care! APC is a devoted primary care clinic committed to delivering comprehensive, patient centered care, while focusing on quality and safety. Whether we see you for an acute problem or ongoing chronic diagnosis we're here to make sure you get the care you need and deserve!

APC is a Patient Centered Medical Home. One thing you'll notice that sets us apart from your traditional Primary Care office is our use of Care Coordinators and Behavioral Health Specialists. Both play vital roles in assisting you reach your goals and staying healthy. We also place an emphasis on Wellness, Preventive Services, and Individualized Care Plans for chronic diseases such as diabetes, high blood pressure and depression. Please see the enclosed PCMH brochure for further details regarding our model and your place on the team. Lastly, we value your opinion and feedback regarding the treatment you receive so please, let us know how we're doing!

You can reach us for clinical advice during office hours via phone, fax, e-mail, patient portal, or by dropping into the clinic.

Hours of Operation: Monday 7:00 am - 4:00 pm
Tuesday 7:00 am – 4:00 pm
Wednesday 7:00 am – 12:00 pm
Thursday 7:00 am – 4:00 pm
Friday 7:00 am – 4:00 pm

Laboratory/X-ray: Monday, Tuesday, Thursday, Friday 7:00 am – 3:30 pm
Wednesday's 7:00 am – 11:30 am.

Behavioral Health Specialist: available for appointments or drop-in's during hours of operation listed above.

After Hours Availability: We have providers on call after hours to assist you with your medical needs. To reach the on call provider call the main line (479) 463-8150 and follow the prompts. **IN THE CASE OF AN EMERGENCY ALWAYS CALL 911.** You may also send us an e-mail or message via your Patient Portal to be answered the following business day.

After Hours Urgent Care Clinic: APC is part of the Washington Regional Medical System. We recommend you use one of the Washington Regional Urgent Care clinics when possible for your after-hour needs. Both Washington Regional Urgent Care clinics

use the same Electronic Medical Record system as APC providing 24/7 access to your complete medical record, continuity of care, and reduced costs for you! Both Urgent Care clinics provide Urgent and Routine follow-up care, treat simple fractures, repair lacerations, provide on-site laboratory services and digital x-ray, and accept your insurance! We also understand these locations may not always be convenient for you so we've enclosed a *Release of Information* form for you to use whenever you receive care outside of the Washington Regional system so that we can obtain those records.

Washington Regional Urgent Care – Fayetteville

3 E. Appleby Road, Suite 101
Fayetteville, AR, 72703
Phone: 479-404-1010.
Monday-Sunday 9:00am-9:00pm

Washington Regional Urgent Care – Johnson

3561 Johnson Mill Blvd., Suite 102
Fayetteville AR 72704
Phone: 479-404-4900
Monday-Sunday 7:00am-7:00pm

Patient Portal: We have a secure online Patient Portal at www.wrhealthlink.com. We will issue you your PIN and provide instructions how to register your account today. This is a very important tool and will be helpful if you ever find yourself needing medical attention outside of our office. Once registered, you can access your account 24/7 to view your medical records, medications, allergies, view recent diagnostic results, request appointments, send messages to your APC team, and much more!

Appointments: Please try to give a 24 hour notice if you're unable to keep your appointment. If you'd like to receive text reminders for your appointments, you may do so by texting WASHREG to 622622 or signing up for those through your Patient Portal account.

Prescription Refills: All prescription refills should be requested through your pharmacy first. If the pharmacy needs an authorization or prescription renewal they'll contact our office for you. Please allow two business days for all requests. *Refill requests are not an appropriate after hours call. Please plan accordingly so that you don't run out.*

Some medications require a *PRIOR AUTHORIZATION* from your insurance company and *may* take up to 72 so please plan accordingly.

Fees-Insurance-Payments: Health Care Insurance is intended to cover some but not all of the cost of your treatment. Most plans include co-payments which are due at the time of service in addition to any deductible or accrued debt. Please bring your insurance cards with you to each visit. Changes made to your insurance coverage should be reported immediately to ensure proper filling. As a courtesy, we file with Blue Cross Blue Shield, Medicare, and Medicaid. APC provides equal access to all patients accepted into the practice regardless of your insurance status. If you have a secondary plan not listed above, YOU will be responsible for that coinsurance and coverage amount at the time of service. We are sorry for any inconvenience in advance.

Thank you for choosing us to provide your care!