

FAMILY MEDICAL CENTER, P.S.C.

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Family Practice:

William Hagan, M.D. Matthew Stiles, M.D. Jacob Vincent, M.D.

Holly McCoy, M.D. Jonas Hurley, D.O.

Nurse Practitioners:

Angela Ballard, F.N.P. Donna Wiggins, F.N.P. Judy Kantlehner, F.N.P.

Dear Patient,

We are pleased that you have chosen Family Medical Center today and look forward to caring for you. It is our desire to provide you with excellent medical care while making you feel welcome at the same time. If we do not meet your expectations please let us know. If you ever have a concern that you feel is not addressed to your satisfaction, please contact the Office Manager. Below we have tried to answer some of the common questions and concerns that patients may have.

Hospital Care and Call:

We are pleased to continue your care into Flaget Memorial Hospital when needed. One of our physicians is available 24/7 to care for hospitalized patients and to handle emergency calls. To contact our **answering service** outside of office hours please call: **1-877-570-5131**. Our physicians currently handle the hospital service for a week at a time so that we may be more efficient.

Prescription Refills:

Please call at least 4 business days before your prescriptions run out. We do our best to refill prescriptions as quickly as possible, but realize that your provider may not be in the office on the day you call. Also, because 90 day prescriptions take longer to prepare and receive from your pharmacy, please ask for refills at least 3 weeks before you need your medication. If you have not been in the office for 6 months, your provider will likely want you to come to the office for an appointment. Also note, we do not refill prescriptions on the weekends and will not refill narcotic pain medications or other controlled substances outside of office hours.

Laboratory and Other Test Results:

You will be notified of your results by mail or telephone. If you have not heard from us within 2 weeks, please contact the office for further information. Copies of your results are available upon request.

Referrals:

We will schedule your referral as soon as possible. If you have not been notified of the details within 1 week, please contact the office. Feel free to call the specialist or facility to change your appointment if needed.

Telephone Calls and Questions:

Our nurses and assistants will do their best to bring your concerns to our attention in a timely manner. We will try to answer questions the same day, but this is not always possible as we are seeing patients. You should expect courtesy and to have all your questions answered by our staff to your satisfaction. Be aware that most providers will ask you to come to the office if you are acutely ill or if you have not been in to see us for a while.