



Gulf Coast Primary Care

An affiliate of Gulf Coast Regional Medical Center

Dear Patient,

Welcome and thank you for choosing Gulf Coast Primary Care for your primary care needs. Your trust in our knowledge and expertise is very important to us, and we promise not to take that for granted. Our commitment is to provide you with an accurate assessment and evaluation coupled with immediate, early intervention and the best possible medical care in a compassionate and caring manner. At Gulf Coast Primary Care we offer a full range of services. Please feel free to visit our practice website at www.gulfcoastprimarycare.com. Please take a few minutes to read the enclosed information regarding the services offered at Gulf Coast Primary care, our general information and policies.

The Physician and Staff of Gulf Coast Primary Care strive to treat our patients as we wish to be treated, with consideration, mutual trust and respect.

Please take a few minutes to let us know how we're doing. You can find the patient survey on our website: www.gulfcoastprimarycare.com.

Again, thank you for your trust in Gulf Coast Primary Care and we look forward to serving you.

Sincerely,

Dr. Rush E. Akin and Staff

General Information

Welcome to our practice. Our staff is made up of professionals who work together to bring you the highest quality primary care.

At Gulf Coast Primary Care, we take a special interest in you and your individual needs. Our Mission is to provide quality, compassionate care to our patients, understanding that they have entrusted us with caring for their health. We look forward to the privilege of partnering with you to meet your healthcare goals of disease prevention and wellness.

We provide a wide range of services, including:

Preventive Services

- Annual Wellness Exams
- Employment Physicals
- School/Sports Physicals

Disease Management

- Diabetes
- Cholesterol
- Hypertension
- Heart Disease
- Thyroid
- Acute Care
- Urinary Tract Infections
- Sinus Infections
- Cold/Respiratory Infections
- Sprains/Strains
- Allergies

Registration

At your first appointment, or if you have not been in the office within the last 12 months, you will be asked to complete a patient information form, patient history and physical form. This information assists your physician in your care, therefore complete and accurate information is important. To facilitate the registration process you may visit our website www.gulfcoastprimarycare.com to register online or download our registration packet to complete prior to appointment. If you are unable to access or complete registration packet prior to your appointment, please come in to your appointment 30 minutes early to allow time to complete. **We also ask that you bring any medications you are taking in their actual bottles along with any over the counter medications so the physician has an accurate list of everything you take.**

Office Hours

Phones are Answered:

Monday – Thursday 8:00 am to 11:30 pm

Monday – Thursday 1:00 pm to 4:30 pm

Friday 8:00am to 11:30am

Appointment Times:

Monday-Thursday 8:00 am to 5:00 pm

Friday 8:00am to 12:00am

Closed Saturday and Sunday

To schedule an appointment please call (850)769-1462 or visit to our website at www.gulfcoastprimarycare.com for our new online scheduling.

We believe that everyone's time is valuable and in the event of a delay or emergency we will do our best to contact you prior to your appointment time. Please contact us as soon as possible in the event you need to reschedule your appointment. If you need to be seen immediately, we will do our best to accommodate you. Follow-up appointments should be made when you check out.

Canceling an Appointment

Cancellations should be made at least 24 hours prior to your scheduled appointment time. If you know you will not be able to keep your appointment, please contact our office as soon as possible. If you cancel or fail to show for three consecutive appointments, we reserve the right to not reschedule your appointment.

Billing and Insurance Information

In general, fees charged in this office are reasonable, customary and are comparable with those charged in other primary care practices in our region. As a courtesy, we do submit insurance claims for our patients. It is important that you have your correct insurance information at the time of your appointment and to notify our staff if your insurance coverage changes anytime during your care at Gulf Coast Primary Care. We participate with most insurance plans; however, it is the patient's responsibility to ensure proper authorization and physician participation before making an appointment. We recommend patients to read their policy book or contact their insurance company to learn about benefits, coverage and requirements of their policy. Patients are expected to pay all co-pays, co-insurance and deductibles at the time of service. Monthly statements are mailed to each patient with balance due expected within 30 days. Our business office experts will be happy to assist you with any questions regarding services provided at our clinic.

Waiting Time

At Gulf Coast Primary Care, we realize your time is valuable and that every patient and their treatment will be unique with different needs which may require more time than planned. In the event of a delay or unforeseen emergency we will make every effort to notify you and give you an option to reschedule.

Cell Phone Use

As a courtesy to others, we request that you turn off your cell phone while in the clinical areas.

Your Medical Records (Privacy and Safeguards)

We want you to know that we are committed to doing our best to safeguard the accuracy and security of your health information. Please refer to our Privacy Notice which will provide the details of when we can and cannot release your information according to HIPPA.

Filling Your Prescriptions

All new prescriptions are given to the patient at the time of appointment. All prescription refill request should be made during normal office hours. Contact your pharmacy or call (850)769-1462 to request prescription refill. Please allow 48-72 hours for prescription refill request to be processed. If you are requesting a medication change, new prescription or control substance you will be required to schedule an appointment.

NOTICE:

It is the policy of this clinic not to practice any chronic pain management. We do not write prescriptions for controlled substances for narcotic pain medications.

Emergencies (Outside of Office Hours) please go to HCA Gulf Coast Medical Emergency

For life-threatening emergencies call **9-1-1** or go to the nearest emergency room.