



## **Communicating with Your Faculty Physicians Knoxville Provider**

Your Faculty Physicians Knoxville, PLLC health care team can be reached either by telephone or electronically through our patient portal. If you wish to communicate electronically, you may sign up for Athena portal at any office location or on our website. Please remember, electronic communication is for routine matters and never should be used for emergencies.

It is not appropriate to communicate with your health care team through social media, such as Facebook, or texting any provider or staff members' personal number. Your privacy is important to us, and these are not secure methods of communication. Any questions or concerns should be directed to the patient portal or office during normal business hours.

### **After Hours Care**

Faculty Physicians Knoxville, PLLC. is dedicated to serving our patients 24 hours a day, 7 days a week. The most effective way to serve you is during regular clinic hours, but we understand acute illnesses can occur at any time. After office hours and on weekends, our telephone is answered by our answering service, which relays the message promptly to the physician on call for emergencies. This may not be your usual physician, so be prepared to answer some health history questions for the on-call physician if needed.

Please use the emergency room only in a true emergency (i.e. chest pain, shortness of breath, stroke-like symptoms).

### **Prescription Refills**

To avoid delays and busy phone lines, the best time to obtain your medication refills is at your office visit. While we realize there may be a need to request a refill via telephone or patient portal, please allow at least 72 hours for all refill request before checking with your pharmacy.

Sample medication will only be distributed during normal business hours.

Monthly refills of any controlled medications (pain medication, anxiety, etc.) will only be given during an office visit within regular business hours.

Each patient will be asked to acknowledge and sign a copy of these policies upon their first visit at Faculty Physicians Knoxville.