

Welcome to Headland Family Medicine. We are so glad that you have chosen to visit our practice and hope that you choose Headland Family Medicine as your medical home for routine and urgent medical care. Please take a little time to review this handout about the policies our staff follows in order to provide you with access to care when you need it.

Office Hours: Monday –Friday- - 7:00am – 4:00 pm

**How to Contact Us:** In an emergency situation, call 911 for immediate response. During our regularly scheduled office hours, you may phone (334) 693-3336 to speak with one of our receptionists who can assist you with scheduling an appointment, speaking with someone from your care team, or direct your call to others who may assist you as needed. If your care team members are not immediately available, you will be asked to leave a message. Be assured that every effort will be made to return your call within 4 hours for routine medical concerns and within 60 minutes for urgent concerns and within 24 hours on routine prescription refills and other non-urgent issues.

Headland Family Medicine also provides convenient access through a 24/7 secure web portal allowing you to request prescription refills, obtain lab/test results, and to ask general health questions. Visit [www.headlandfamilymedicine.com](http://www.headlandfamilymedicine.com) and click the portal button to access your secure login. Please notify our staff if you would like to register for this online communication. In order to obtain an online portal account you must have a current email address.

**After business hours:** Our physician takes calls through our office phone system. Please follow the prompts to directly contact the physician or to leave a message for the physician to return your call. Please call after hours only if you have an urgent concern. . The physician will return urgent calls within 30 minutes when possible.

Headland Family understands the importance of Medical care and ability to see your Primary care provider for both routine care and urgent care. It is for that reason in November 2011 we extended our office hours to open up at 7:00 am and continue to remain open continuous throughout the day until 4:00 pm. This along with our open access scheduling, allows you the ability for same day appointments with your Primary care provider.

If you need assistance outside these hours our provider has access to your medical record 24 hours a day and can provide any medical record information necessary through a variety of means (Portal, faxing or directly speaking with another provider). Our provider also has the ability to access your medical record while our clinic is not open to assist you with other treatment options and or advise.

**Schedule an Appointment:** Headland Family Medicine is a medical home providing patients a lasting relationship with a care team to coordinate their healthcare needs. The care team at Headland Family Medicine consists of Dr Niel Rasmussen, a board certified Family Medicine physician, Ramona Bolin, a Physician Assistant, and several nursing staff members. . Your care team’s schedule is designed to have open appointments during clinic hours to allow scheduling of appointments on the day you contact us. Every effort will be made to provide same day appointments with your provider. We provide several diagnostic testing services at our facility to include EKG’s, Spirometry, X ray services and several laboratory tests. Every effort is made to perform these services during your visit to assist with providing a comprehensive evaluation during one visit.

**At Your Service:**

Dr. Niel Rasmussen and all of the staff of Headland Family Medicine want to help you maintain your health. Please feel free to let us know how we can better serve you.

Revised 2/2015