

Our commitment:

- offer you same day appointments
- provide access to healthcare during evening and weekend hours *(Please refer to our Corporate Rack Card for locations and hours of operation.)*
- address your healthcare concerns after normal business hours
- offer 24/7 access for you to make an appointment, get medication refills, referrals, lab results, or medical advice
- use medical standards that are nationally approved by the Centers for Disease Control (CDC) and other accrediting organizations
- focus our medical care around your individual and your family's needs
- offer community resources to address all of your healthcare concerns
- coordinate your healthcare with other medical providers
- help you establish self-management of your healthcare
- offer case coordination, disease management and behavioral health management services
- help you understand your options under Advance Directives
- conduct patient surveys to get your feedback and ensure your satisfaction
- maintain a Patient Advisory Council /hold patient focus groups
- help you choose the primary care physician that best suits your medical needs

Dial 911 if you are experiencing a medical emergency.

Call us at 404.752.1400

- Make an appointment including a same day appointment
- Cancel or reschedule your appointment
- Speak with a healthcare provider or get medication refill(s) after regular business hours
- Get after hours care from your healthcare provider

Visit www.fhcga.org 24/7 to access our on-line Patient Portal*

- Schedule an appointment
- Contact a physician
- Request a medication refill
- Obtain lab results

**To obtain your Patient Portal access code, contact a member of our medical team.*

Hours of Operation*

:: Monday - Friday | 8:00 a.m. - 5:00 p.m.
Extended hours at Main Center only
Mondays until 9:00 p.m.

**Hours of operation vary based upon location*



Corporate Office
The Family Health Centers of Georgia, Inc.
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fhcga.org
404.752.1400



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New
Patient
Guide

Welcome

We're glad you chose The Family Health Centers of Georgia, Inc. (FHCGA) as your primary care medical home. You will have an integrated team of healthcare providers who will work with you to make sure we address all of your healthcare needs.

Founded in 1975, FHCGA is a not-for-profit, 501(c)(3), federally qualified health center. FHCGA has been accredited by the Joint Commission since 2002. In 2012, we became the first health center in Georgia, and the second in the Southeast, to be certified by The Joint Commission as a Primary Care Medical Home. Our mission is to provide high quality patient centered healthcare with a commitment to excellence.

We're here to establish a long-term relationship between you and your physician. Our board certified or board eligible physician staff will help you and your family understand your treatment options and choose treatment plans that work best for you. We offer services to address all of your families healthcare needs under one roof.

FHCGA employs Physician Assistants and Nurse Practitioners.

Making your appointment

We aim to provide you with easy access to making your appointments. We offer same day appointments in addition to advanced appointments.

Appointments for healthcare are in great demand. We lose the opportunity to provide care to another patient when you miss your appointment without contacting us. ***Please call 404.752.1400 at least 24 hours in advance if you need to reschedule or cancel your appointment.***

Please let us know when you make your appointment and when you present for service if you need translation/interpretation services.

Preparing for your visit

Please arrive 15 minutes prior to your appointment time. You may be asked to reschedule if you are more than 15 minutes late to your appointment.

New patients should arrive 45 minutes prior to your appointment time to complete the new patient registration process.

Please bring a list of your current medications to assist our medical team in providing the best care.

Please bring your current photo ID and insurance information. We accept Medicaid, Medicare, HMO, PPO, POS, most private insurance plans, most major credit cards, debit cards, cash, and checks. ***Please be prepared to make all insurance co-pays and deductibles at the time of service.***

You will need proof of your income for the past 30 days and other qualifying documents to apply for our Sliding Fee Scale Program.

Your visit

Your healthcare and safety are our priorities. Our goal is to create a safe and hygienic environment for you to get the quality healthcare you deserve.

Eating, drinking, weapons, smoking, or talking on cell phones is not permitted inside any of our locations. Smoking is not permitted on FHCGA property, including parking lots.

Free parking is provided in designated areas. We are not responsible for any damage or theft of your vehicle or property. Please use precaution to secure your belongings.

All FHCGA facilities meet ADA requirements.

Our goal is also to provide excellent customer service to our patients and your family. ***Please speak to an administrator on duty if at any time you are not satisfied with the services you received.***

Privacy Practices for Protected Health Information Advance Directives Patient Rights & Responsibilities

Each time you visit a hospital or healthcare provider your medical treatment is documented. [The Notice of Privacy Practices for Protected Health Information](#) guarantees that we will maintain confidentiality and protect the privacy of your medical information.

[Advance Directives](#), such as a Living Will or Durable Power of Attorney for Health Care, are documents written in advance of serious illness. These documents record your decisions regarding medical treatment or designate someone to make decisions concerning medical treatment should you become unable to make those decisions. You can make legal decisions about future medical treatment through Advance Directives.

[Patient Rights & Responsibilities](#) defines your rights and responsibilities as our patient.

Please ask an Intake Specialist to receive a printed copy of the information referenced above.

After your visit

Your role in your healthcare process is to follow your physician's advice (getting your medications, lab results and referrals) keeping your appointments with other specialist(s), and making your follow up appointment(s) with us.

We offer health education, care coordination, and disease management to help you understand your medications and maintain your treatment plan.

Obtaining your lab results

Lab results can be obtained in person. No appointment is needed. Lab results cannot be given over the telephone.

You can also obtain your lab results electronically through our Patient Portal at www.fhcg.org.