



738-A W. Liberty Street  
Sumter, SC 29150  
803-775-6374 (all hours)

# Sumter Family Medicine, PA

James R. Ingram, M.D. FAAFP

*Board Certified Family Medicine*

*Board Certified Geriatrics*

Welcome to Sumter Family Medicine! Family Medicine is the medical specialty that provides comprehensive medical care for an individual throughout his lifetimeBfrom birth through the senior years. Dr. Ingram and the staff at Sumter Family MedicineBa Family Medicine primary care officeBare committed to promoting the health of our patients by providing the highest quality medical care and by encouraging our patients to be pro-active in their own health management.

Please read this brochure carefully as important patient information, and office policies are explained.

## **Office Hours**

The office is open Monday through Thursday from 8:00 a.m. to 5:00 p.m., closing for lunch from 1:00-2:00 p.m. On Friday the hours are 8:00 a.m. to 12:00 p.m. The office is closed on Friday afternoon.

## **After Hours**

When the office is not open, an *on-call* doctor is availableBincluding nights and weekends--by calling the main office number.

**775-6374**

## **Appointments**

The office works *by appointment only*. Acute problems, depending on the urgency, will be seen on the same day or within 2-3 days. Patients with ongoing medical conditions are scheduled for routine follow-up at the time of each appointment. Preventive care check-ups are scheduled within three to four weeks. Calling early in the day increases the likelihood of securing an appointment at a favorable time. If the patient thinks he has an urgent problem, he needs to speak with the office staff or the *on-call* doctor before going to the emergency room--unless it is possibly a life-threatening situation. In the case of a *true emergency* the patient should be immediately transported to the nearest emergency room--or dial 911.

## **Preparing for Your Appointment**

- Please arrive on time. Call at least 24 hours in advance if unable to keep your appointment
- Bring the medications you are **currently taking**
- Problem list--in the order of importance (it may not be possible to address all of a patient's concerns in one visit.)
- Current insurance card (if applicable)
- Knowledge of insurance plan to include co-pay, deductible, or co-insurance amounts due

## **Insurance**

This office files insurance claims for a number of plans. It is the patient's responsibility to be familiar with his particular insurance plan and to bring his insurance card to each visit.

## **Payment**

The method of payment will be discussed with each patient entering the practice. *Current insurance cards need to be brought to each visit.* It is the responsibility of the patient to pay for any part of the bill not covered by insurance at the time of the visit. *All deductible amounts, co-insurance, co-pays, or services not covered by your insurance are due at the time of the visit.*

## **Telephone Calls**

Patient calls will be handled by a staff member who will take a written message for the doctor. After the doctor has commented, a staff member will call the patient back later in the day. Because this office does not practice medicine by telephone, the patient should not expect to resolve most problems except with an office visit. There are some questions, however, that can be answered with a telephone call. Usually the doctor will not be able to talk with the patient personally by telephone, as he is busy seeing patients in the office or at the hospital.

## **Prescription Refills**

If a patient runs out of a medicine and has no refills left before his next regularly scheduled appointment, he should call the office. A telephone message will be created for the prescription refill requested. After the doctor has reviewed the request, the patient and the pharmacy will be contacted. The pharmacy may also contact the office directly for refill requests.