



MyChart Makes Life Easier

As a Piedmont patient, you can use the MyChart patient portal to make your care easier and more convenient. It's your one-stop resource.

With MyChart, you can:

- Review medical records
- View test results
- Send messages to your provider's office
- Request medication refills
- Schedule or cancel appointments
- Accept earlier appointment times as they become available
- Use eCheck-in to complete registration requirements
- See billing estimates
- Give records access to family

How to sign up



Scan the QR code to get started. Your doctor's office can also help, or call 1.855.788.1212 and select option 3. We're available to help Monday to Friday from 7 a.m. to 7 p.m.

Our purpose

To make a positive difference in every life we touch.



piedmont.org/primarycare

02414-0322



Making a healthy life easier



Real change lives here

Piedmont Primary Care Services

Want to start your journey toward better health? Choosing a primary care doctor is an important first step.

When you regularly visit the same doctor, they get to know you and your unique needs. Tracking your care history becomes simpler, and your doctor can help tailor preventive and other long-term health plans.

Need help finding a match? We have more than 350 physicians to choose from at [piedmont.org/primarycare](https://www.piedmont.org/primarycare).

Our services include:

- Annual, school, sport and administrative physicals
- Sick visits
- Medicare annual wellness visit
- Immunizations
- Preventive care
- Care for minor injuries
- Chronic conditions management
- Health screenings
- Diagnostic testing



Booking appointments

Once you've set up your Piedmont MyChart account, you can book your appointments right from the portal. You can also schedule anytime at [piedmont.org](https://www.piedmont.org) or call your provider's office.

- **Wellness visit:** Book this appointment when it's time for your annual physical.
- **Sick visit:** Book this appointment when you think you need medicine or other treatment.
- **Follow-up visit:** Book this appointment to discuss ongoing conditions like diabetes or high blood pressure.

Virtual visits

See your primary care physician from the comfort of your own home via virtual visits—you just need a video-enabled computer, tablet or smartphone. Available Monday through Friday with most providers, use virtual visits for:

- COVID-19, cold, cough, fever or flu-like symptom evaluation
- Medication refills
- Medicare annual wellness visits
- Test results reviews or follow-ups after hospital discharge
- Changing treatment plans
- Behavioral health, including depression and anxiety

Book via Piedmont MyChart, at [piedmont.org](https://www.piedmont.org) or call your provider's office. Learn more at [piedmont.org/virtualvisits](https://www.piedmont.org/virtualvisits).

Late arrivals

Please inform our office if you are running late for an appointment. We will do our best to accommodate you if you are up to 15 minutes late.

Cancellations

We request 24 hours notice to cancel an appointment. Repeat failure to show may result in discharge from the practice.

After-hours care

If you have an after-hours problem, call your doctor's main line and ask the operator to contact your physician or the physician on call. You can also download the Piedmont Now app or visit [piedmont.org](https://www.piedmont.org) to find Piedmont Urgent Care and QuickCare locations with extended weekday and weekend hours. **For emergencies, call 911 or go to the nearest emergency room.**

Prescription refills

Piedmont physicians are committed to safe prescribing guidelines. You can request refills easily through Piedmont MyChart or call your doctor's office or pharmacy. Please allow up to 2 business days for your request to be processed.

Referrals and authorizations

Your primary care doctor can refer you to a specialist for additional care. If you select a specialist on your own, please let us know so that we can communicate with the physician.

Insurance

We participate in most insurance and managed-care plans, and we welcome calls to verify participation. Please present your insurance card when signing in for each appointment.

Payment

Co-pays and deductibles are required at the time of service. Please be aware that some services may not be covered or considered reasonable/necessary by your insurer. You will be asked to pay for these at the time of service.

Self-Pay

Payments are due at the time of service. Discounts may be available on certain services; please ask the office manager for details.