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Dear New Patient,

Welcome and thank you for choosing Family Clinic of Oak Ridge for your healthcare needs. The following information is provided to introduce you to our practice and our practice policies.

For your convenience we are open Monday through Friday from 7:00am to 6:00pm. We also have office hours on Saturday from 8:00am to 12:00pm for acute illnesses such as colds, sore throats, urinary tract infections, fevers, etc. If you should need urgent medical advice, you may call our after-hours service line at (865) 470-0404 and the physician on call will be contacted. Of course, if it is a true emergency, please call 911.

Along with routine office care, we provide a variety of other services for your healthcare needs including: full service laboratory, x-ray, bone densitometry, Coumadin monitoring, EKGs, 24-hour holter monitoring, sport/school physicals, minor office surgeries, immunizations and allergy injections.

Enclosed you will find a packet of information for your completion prior to your scheduled new patient appointment. Please take the time to fill out these forms completely and accurately, and bring them with you to your appointment. You must arrive 30 minutes prior to your appointment so we can get you registered to see your physician at your appointed time. Upon arrival, please give this completed packet to the front desk associate along with your insurance card(s), photo identification and copay. We accept cash, check or credit/debit cards. **If you do not arrive 30 minutes prior to your appointment with your paperwork completed you will be rescheduled.**

Please make sure that you bring a list of your medications with dosage to each appointment. In the event that you are prescribed long term medications, you must follow up for an office visit with your physician in order to receive refills. Your physician should prescribe the appropriate amount of medication until he/she needs to follow up with you. This is a very important part of your healthcare, and necessary for your physician to maximize your overall health. We do not accept faxed requests from the pharmacies for refills. Please make sure to call the office in the event that you have a question or need a refill on your medication. Please note that we do not prescribe controlled substances or narcotics. You will be referred to a physician that specializes in this type of treatment, if needed.

If you should need to reschedule an appointment, please contact the office at (865) 482-1777. We ask that you reschedule your appointment at least 24 hours in advance. If you do not reschedule/cancel your new patient appointment at least 24 hours prior to the scheduled time we will not reschedule your appointment.

We hope this letter has been helpful. Thank you for allowing us to serve your health care needs.

We look forward to meeting you soon,

Family Clinic of Oak Ridge Physicians

