



#### **Family Practice**

T. Michael Adams, MD  
Daniel F. Butler, MD  
Emily K. Gupton, DO  
Susan K. Heffley, MD  
Robert C. Hughes, MD  
Marsha R. Adams, PA-C  
Mariah Hamby, APRN  
Summer Cross, PhD, APRN, FNP-BC  
Kelly N. Patterson, APRN  
Joshua M. Pugh, PA-C  
Jennifer Rogers, APRN  
Ashley Wiggins, APRN

#### **Internal Medicine**

Richard E. Blalock, MD  
Hollis J. Clark, MD  
P. Sean Kelly, MD

#### **Neurology**

Christopher M. King, MD  
Meg Norsworthy, APRN

#### **Obstetrics/Gynecology**

Matthew E. Price, MD  
Karla R. Turley, MD  
Rebecca G. Johnson, CNM, WHNP  
Maria J. Sprunger, CNM, WHNP

#### **Pediatrics**

Kimberly A. Burch, MD  
Joyce F. Hughes, MD  
Kristen N. Riley, APRN

## **APPOINTMENT SCHEDULING GUIDELINES**

- Primary Care Medical Center strives to provide appointments in a timely manner. As a new patient we ask that you arrive at the clinic a minimum of 20 minutes prior to your scheduled appointment time in order to give you ample time to complete the registration process.
- As an established patient you must be no more than 15 minutes late for your scheduled appointment, or you will be asked to reschedule. This could result in a several day or a week wait for you. The exception to this policy is if PCMC staff has been notified prior to clinic and is approved by the physician. However, with that the maximum time allowed is 30 minutes past your scheduled time.
- You must be on time for your appointment if you are scheduled for an office surgical procedure or diagnostic test. Little or no tolerance can or will be given unless specific instructions, documented in your medical record, have been given to you by PCMC staff or physician.
- With any new or established patient, if the need arises to cancel your scheduled appointment, please notify the clinic at least 24 hours prior to your appointment. The PCMC staff will work with you to set a new appointment date and time as soon as possible. Failure in giving at least 24 hour notice not only effects the entire doctor's schedule, but also can result in a \$20.00 office fee being assessed to you personally for a missed/no notification appointment.
- Not showing up for or cancelling appointments 3 times with PCMC could result in the patient being terminated from this practice and sent a certified letter detailing this act.
- Appointments and walk-ins after 4pm and during any weekend hours could include an afterhours charge of \$30.00 in addition to your office visit. This fee is a billable service and will be billed to insurance before becoming the patient's responsibility.