

Well Primary Care

Communication Guidelines

Good communication lies at the heart of an effective patient-physician relationship. Please become familiar with our guidelines on how best to reach us:

Urgent Matters

- **For urgent matters, such as needing to be seen in the next 24 hours, or any other acute concerns, please CALL US.** We maintain several open appointments each day for urgent visits.
- During regular hours you can reach us directly at (302) 449-0070. If we are handling another call, your call will be returned promptly.
- After hours, call our regular office number and follow the phone prompts to reach the on-call physician (either Dr. Renzulli or Dr. Johnson)
- We are not set up to handle **walk-in** appointments. They often disrupt care for patients that have appointments. If you need to be seen urgently, please give us a call and we will do our best to find a time that works well for both of us.

Non-Urgent Matters

- Non-urgent matters, such as prescription refills, scheduling a routine appointment, or any general practice or health questions can be addressed by email (via our electronic health record portal) or by phone.
- You can call during regular hours to speak with someone directly, or, if you call after hours, you will have the option to leave a message for the next business day.
- If your message requires a response, we will make every effort to get back to you by the next business day.
- **Please do not use email for anything urgent, we might not see it right away! We do not check email messages outside of regular office hours.**

Prescription Refills

- Prescription refills to local and mail order pharmacies are generally completed within 24 hours of your request. Request them by phone or email, or at the time of your visit.
- Include your name, the medication and strength, how you take it (example: two times a day), the quantity you prefer (example: 30 or 90 days), and your pharmacy.
- If you are requesting a refill through our in-house dispensary, please give us one week's notice. We save on shipping if we combine orders, and that savings is passed on to you.
- The need for a prior authorization from your insurance can sometimes delay refills by a week or more. A good rule of thumb is to call for a refill about 1 week before you will need it.

Feedback

Ultimately, this practice belongs to you, and we welcome and appreciate your input. We strive to provide you with an exceptional primary care experience, but we know we won't always get it right. Please share your thoughts, suggestions, criticisms or praise with us at any time during your appointment, by phone or by email. We will make every effort to address your concerns. Thank you!

PHONE	<ul style="list-style-type: none">• (302) 449-0070
FAX	<ul style="list-style-type: none">• (302) 613-7548
EMAIL	<ul style="list-style-type: none">• For HIPPA compliant communications, please request access to our secure electronic record portal (we need your email address and cell # to invite you.)• You can also use contact@wellprimarycare.com for general inquiries, but this email address is not HIPPA secure.