



Welcome to Kettering Physician Network Primary Care!

We are excited to have you join us as a new patient. Please arrive 15 minutes ahead of your scheduled appointment time. The extra minutes allow us to collect your personal information and health history for entry into our electronic system before you see members of our Care Team.

Please review the contents of this packet. Prior to your visit, complete the registration form and the form requesting contact information for your previous primary care provider and any specialists you are currently seeing. This will help the registration process move more quickly. On the day of your visit, please remember to bring the following:

- Photo Id
- Insurance Card
- Your Medication Bottles
- Registration Form
- Other Provider Information Form

This Practice operates as a Patient-Centered Medical Home. This means your Care Team will coordinate your care across multiple settings. You may receive proactive calls, email, or MyChart messages from your physician, care navigator, medical assistant, or a staff member about your care or to gather information before your visits.

**COMMUNICATION:**

MyChart has become the preferred method of communication with patients who have Internet access through a computer, tablet or smart phone. MyChart is an online portal that allows you to view your medical information, communicate with members of your Care Team regarding your health, manage your appointments, and even pay your bills online. Activation instructions have been included in this packet. If you have problems or are unsure of the activation process, you may ask your medical assistant to assist you at the time of your visit.

**CONTROLLED MEDICATIONS:**

We like to make our patients aware prior to their first visit that our physicians typically do not prescribe controlled medications such as those listed below. If you are a patient that is currently on these or similar medications, be prepared to have a conversation with your new provider regarding your medication need. Occasionally, to receive the most appropriate level of care, you may be referred to a specialist.

Examples of Controlled Medications:

Adderall	Concerta	Fiorinal	Methadone	Percocet	Valium	Xanax
Ativan	Fentanyl	Klonopin	OxyContin	Ritalin	Vicodin	

**OFFICE HOURS:**

Our office hours are listed on the After Visit Summary you will receive following your appointment. Please be aware we offer extended hours and Same Day appointments for both routine and urgent needs. If you must cancel or reschedule an appointment, please allow 24 hours' notice so we can open your appointment slot for another patient who has a need to be seen.

Again, we welcome you to Kettering Physician Network Primary Care. We are pleased you have chosen our team to help you manage your health and healthcare needs.

Sincerely,  
Kettering Physician Network