



Patient Information

Office hours: Monday – Saturday, 7am-7pm. The clinic is closed on major holidays and on rare occasions under special circumstances. Alterations in regular business hours will be posted at Wamego Family Clinic.

Appointments: Appointment reminder emails, texts, and/or calls may occur and messages may be left on your voicemail. Please arrive 15 minutes early for registration. Bring your insurance card, photo ID, and medication list. Consent forms, insurance, and IDs are updated every 12 months and when there are changes. If you are receiving allergy injections, you must bring your Allergy/Epinephrine Pen with you. For optimal care, focus on 1 - 2 problems per visit. Future appointments may be needed for management of other concerns.

We request that children are accompanied by a parent or legal guardian unless alternate arrangements are made with Wamego Family Clinic. Please bring forms indicating guardianship.

Tardy/Cancellation/No-Show: Please call as soon as possible if you are not going to arrive on time for your appointment. Arriving late may result in the need to reschedule your appointment. Cancel appointments at least 24 hours in advance. Multiple missed appointments could result in termination from Primary Care.

Walk-in Services: Intended for acute and clinic appropriate needs. Not intended for prescription refills and chronic condition management. Appointments are not required. Advance communications are encouraged for specific testing and physical exams to ensure available supplies and staffing. Wait time is determined by patient volumes and needs. If there is an extended wait or if you are unable to be seen and treated within routine clinic hours, you may be guided to return at a later time for services. You may be directed to the emergency department or to a primary care provider if your condition is not appropriate for our walk-in services.

Medication Refills: Plan ahead and allow at least 72 business hours to renew prescriptions. Multiple phone calls will not speed up this process. Ask your pharmacy to fax a refill request to Wamego Family Clinic at (785) 458-7347. Prescriptions are sent electronically to your pharmacy. Check with your pharmacy to see if the prescription is ready for pickup. Unusual circumstances may require a paper prescription. These prescriptions must be picked up by the patient or designee with advanced notice or mailed to the designated pharmacy. An ID and signature are needed to pick up a written prescription.

Opioid Treatment Agreement and Prescription Monitoring: Notify your provider of controlled substances that you have received and follow Opioid Agreements that you have established with providers. Wamego Family Clinic references the Kansas Prescription Monitoring Program, K-TRACS.

Communication: Please discuss your questions and concerns with clinic staff or send via Patient Portal. Staff will communicate with the providers and provide their recommendations. Providers are treating patients throughout the day so please allow sufficient time for their response. An appointment may be needed to address your concerns. If urgent, you may utilize walk-in services or go to the Emergency Department. Phone messages received after 4pm may not be addressed until the next business day.

Payment: Insurance co-payments are due at the time of your visit. If you do not know your co-pay, payment of \$15 is due at the time of your visit. If you do not have insurance, \$50 payment or payment in full is due at your visit. You will be billed for the remaining amount owed. Financial Assistance Applications are available.

Acknowledgement: Patients can access [Notice of Privacy Practices](#), [A Guide for Patients](#), [Good Faith Estimate](#), and [Your Rights and Protections Against Surprise Medical Bills](#) information in our lobby.

Consent: Your signature indicates you have given consent for Wamego Family Clinic representatives to obtain external demographic, clinical, and prescription history information. Wamego Family Clinic may also provide information to healthcare providers that are connected to your care, KHIN, and KSWebIZ databases.

Patient Signature: _____ Date: _____

Patient Name: _____ Date of Birth: _____