



### OUR SERVICES INCLUDE

- Preventative and On-going care as your Primary Care Physician.
- Children, adults & geriatric.
- Same day sick visits, after hours and urgent care services.
- Education and counseling, (diet, exercise, mental health, substance abuse.)
- Laboratory services.
- Medication Management.

### IMPORTANT INFORMATION

PLEASE WRITE DOWN YOUR CARE TEAM MEMBERS' NAMES and any important information you need to bring to your visit(s) BELOW:

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## Primary Care Provider

**Chapmans Management Company.**

**918 Hope Mills Road.  
Fayetteville, NC 28304**

**Phone: 910-339-4987**

**Fax: 910-835-0932**

**Monday-Friday 9AM-5:00PM  
Saturday's Appointment Only**

*Note that hours of operation are subject to change.  
Please contact the facilities directly.*

**[www.chapmansmanagementco.com](http://www.chapmansmanagementco.com)**



**Primary &  
Preventive Health Care**



**Monday-Friday 9AM-5:00PM**

**Phone: 910-339-4987**

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## Welcome to Southern Health Care Network!

Chapmanss Management Company dba **Southern Health Care Network** strive to communicate effectively with our patients and provide them with the ability to take an active role in their care.

Patients are cared for by a team our highly trained professionals consisting of Board Certified Physicians, mid-level Practitioners, Nursing and administrative support staff all trained to provide quality and compassionate care.

Whatever your healthcare needs we are here to provide you with guidance and support.



### Things You Should Know About Us...

**PATIENT RECORDS ACCESS** Rest assured that your records are available to your provider, on-call practitioner by electronic access to coordinate your care 24-hours a day, including transitional care to other facilities.

**RECORDS RELEASE** All practices require that Authorization for Release of Health Information Pursuant to HIPPA be completed for your chart.

**APPOINTMENTS** Patients will be reminded of there appointment by automated access. Patients should arrive 15 minutes prior to appointment. If you arrive late, you may be rescheduled. Same day emergent/sick appointments are available every day. We will try our best to accommodate you with the next available appointment.

Although phone messages are checked early, it is best to call the office first thing in the morning and our triage team will direct your care. After-hour emergencies are directed to our triage team. He/she will have direct access to your complete records and will coordinate your care in real time.

**TESTS AND IMAGING** Test and imaging orders are generated electronically to improve timeliness of your care. Be sure that all contact information is current in our records. You will generally be called or notified in writing with normal test results by your Care Team. If there are abnormal test results, you will be contacted as soon as possible with instructions for another visit, referral or recommendation.

It is important to get your test done when ordered. If you require assistance in transportation, language, are hearing or visually impaired, disabled or need the assistance of a care-giver or family member, please tell our Care Team and we will assist you. If your insurance does not cover the required tests or you cannot afford the test, let your provider know as soon as possible. You will be contacted if our reports show that you have not completed the recommended test(s) in a timely manner.

**PRESCRIPTIONS** Your prescriptions will be sent electronically to your pharmacy or handed to you during your visits. If you do not understand why or how to take your medication, please ask before you leave our office. Be sure we have your most current information. Refills without appointments are at the discretion of your provider. It is best to call us a minimum of 2 business days before renewal is needed. Please spell your name and medication(s) clearly when calling. Please verify your pharmacy of record and phone number to our staff or dedicated prescription line. If you have a reaction to or have a problem with your medication call our office immediately or proceed with emergency care, if needed.