MyChart Makes Life Easier

As a Piedmont patient, you can use the MyChart patient portal to make your care easier and more convenient. It’s your one-stop resource.

With MyChart, you can:
- Review medical records
- View test results
- Send messages to your provider’s office
- Request medication refills
- Schedule or cancel appointments
- Accept earlier appointment times as they become available
- Use eCheck-in to complete registration requirements
- See billing estimates
- Give records access to family

How to sign up
Scan the QR code to get started. Your doctor’s office can also help, or call 1.855.788.1212 and select option 3. We’re available to help Monday to Friday from 7 a.m. to 7 p.m.

Our purpose
To make a positive difference in every life we touch.

piedmont.org/primarycare

Making a healthy life easier

Real change lives here
Booking appointments
Once you’ve set up your Piedmont MyChart account, you can book your appointments right from the portal. You can also schedule anytime at piedmont.org or call your provider’s office.

- **Wellness visit:** Book this appointment when it's time for your annual physical.
- **Sick visit:** Book this appointment when you think you need medicine or other treatment.
- **Follow-up visit:** Book this appointment to discuss ongoing conditions like diabetes or high blood pressure.

Virtual visits
See your primary care physician from the comfort of your own home via virtual visits—you just need a video-enabled computer, tablet or smartphone. Available Monday through Friday with most providers, use virtual visits for:

- COVID-19, cold, cough, fever or flu-like symptom evaluation
- Medication refills
- Medicare annual wellness visits
- Test results reviews or follow-ups after hospital discharge
- Changing treatment plans
- Behavioral health, including depression and anxiety

Book via Piedmont MyChart, at piedmont.org or call your provider’s office. Learn more at piedmont.org/virtualvisits.

Late arrivals
Please inform our office if you are running late for an appointment. We will do our best to accommodate you if you are up to 15 minutes late.

Cancellations
We request 24 hours notice to cancel an appointment. Repeat failure to show may result in discharge from the practice.

After-hours care
If you have an after-hours problem, call your doctor's main line and ask the operator to contact your physician or the physician on call. You can also download the Piedmont Now app or visit piedmont.org to find Piedmont Urgent Care and QuickCare locations with extended weekday and weekend hours. **For emergencies, call 911 or go to the nearest emergency room.**

Prescription refills
Piedmont physicians are committed to safe prescribing guidelines. You can request refills easily through Piedmont MyChart or call your doctor’s office or pharmacy. Please allow up to 2 business days for your request to be processed.

Referrals and authorizations
Your primary care doctor can refer you to a specialist for additional care. If you select a specialist on your own, please let us know so that we can communicate with the physician.

Insurance
We participate in most insurance and managed-care plans, and we welcome calls to verify participation. Please present your insurance card when signing in for each appointment.

Payment
Co-pays and deductibles are required at the time of service. Please be aware that some services may not be covered or considered reasonable/necessary by your insurer. You will be asked to pay for these at the time of service.

Self-Pay
Payments are due at the time of service. Discounts may be available on certain services; please ask the office manager for details.