MyChart Makes Life Easier

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

With MyChart, you can:
• Access to medical records
• View test results
• Send messages to your doctor
• See past and future appointments
• Book appointments online
• Request medication refills
• See billing estimates
• Accept earlier appointment times as they become available
• Give records access to family

Our purpose, our promise

To make a positive difference in every life we touch.

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 between 7 a.m. and 7 p.m.

piedmont.org/primarycare
Want to start your journey toward better health? Your primary care doctor is key. When you visit the same doctor regularly, they get to know you and your unique needs. Tracking your care history becomes simpler, and your doctor can help tailor preventive and other long-term health plans.

Need help finding a match? We have more than 200 physicians to choose from.

Our services include:
- Annual, School, Sport and Administrative Physicals
- Sick Visits
- Immunizations
- Preventive Care
- Care for Minor Injuries
- Chronic Conditions Management
- Health Screenings & Diagnostic Testing

**BOOKING APPOINTMENTS**
Once you’ve set up your 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.

**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. You can cancel your appointment via MyChart or by calling your practice directly. Repeat failure to show for appointments 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. 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 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.