



# University Medicine

375 Wampanoag Trail, East Providence  
909 North Main St. Ste 300, Providence  
43 Jefferson Blvd, Warwick  
1 James P. Murphy Hwy, West Warwick  
1454 South County Trail, East Greenwich  
[www.umfmed.org](http://www.umfmed.org)

## INITIAL VISIT

Welcome to University Medicine. Your appointment with \_\_\_\_\_

located at \_\_\_\_\_ is scheduled on \_\_\_\_\_ at \_\_\_\_\_.

**Your First Appointment:** Please plan to arrive 15 minutes before your appointment. Please fill out the attached (or downloaded) paperwork to the best of your ability and bring it with you at the time of your visit. If you should have any questions regarding the attached forms, please feel free to call our office and speak with a receptionist.

**Document Requirements:** Please bring the following documents to your first appointment: completed and signed Consent to Treat and Patient Registration Form, Authorization to Discuss Personal Protected Health Information Form, and Acknowledgement of Receipt of Notice of Privacy Practices, as well as Insurance Card(s), a valid photo ID, Payment for any copay required by your insurance. You may also bring any previous medical records you hold.

**Cancellation Policy:** If you are unable to keep your appointment, please contact our office as soon as possible to reschedule. A fee of \$25.00 may be charged unless a 24-hour notice is provided to cancel an appointment.

**Medications and Refills:** Please bring all your medication bottles with you to your first appointment. If you require a refill prior to your initial visit with us, please request it of your current prescriber. For future reference, if you require a prescription refill, please call your pharmacy and request that they send it electronically to our electronic health system. Please be aware of your prescription supply to avoid the need for prescription renewals on weekends and/or holidays. Refills should be requested through your pharmacy during regular business hours, Monday through Friday. If you need a written prescription, please allow 48 hours for processing.

**Hours of Operation:** Hours of operation vary by site, but include Monday through Friday hours at every site and Saturday hours at 375 Wampanoag Trail. Same day appointments are available at every site for sick visits. A provider is on-call for after business hours.

**After Hours Coverage:** There is ALWAYS a provider available for urgent care. After business hours, you may call the office and follow the prompts to speak with the provider on-call. **If you are experiencing an emergency, please call 911.**

**Patient Portal:** Outside of appointments, this is the primary means of communication between patients and providers. This secure, password protected site allows you to contact your provider, see test results and schedule appointments. Please register for the portal when you check in for your first appointment.