



# COASTAL PINES

## MEDICAL GROUP

### CPMG Patient Enrollment Process

CPMG prides itself in providing the utmost quality of care and service. As we accept and enroll new patients into the practice we strive to gather all available background medical information **prior** to scheduling their first visit. This helps us provide the best care possible.

Once a new patient submits their membership packet, including insurance and billing information, we will build their chart in our system. We reach out to prior health care providers and request medical records. Many offices are struggling with staffing shortages currently, which has caused unfortunate delays in this step of the process. Please be patient with us during this process, which can take several weeks, and know that it is often beyond our control.

Once we have obtained prior records, we can schedule the initial visit for the new patient. Each initial appointment is unique to the individual as everyone has different medical needs. The goal for this appointment is for us to really get to know each patient so we can provide the best care possible.

If, during the paperwork processing time, the new patient has an urgent medical need we will strive to address this. This can range from refilling a common prescription after a telephone consultation to an urgent clinic visit for an acute illness or injury, depending on the situation.

Please be aware that there are certain medications, such as controlled substances and pain medications, that we will **not** refill prior to an initial appointment. We cannot promise to be able to accommodate an urgent visit for medication refills, and be aware that there are some medications that we may not be able to prescribe in general, so please plan accordingly with your current provider. Please call our office prior to turning in your packet if you have any questions regarding prescriptions.

We look forward to being part of your healthcare team.

**Coastal Pines Medical Group**