



Online Patient Portal

North Atlanta Primary Care, PC offers an online portal that enables you to communicate with us more quickly, easily, and on your schedule. This is a secure patient portal that delivers self-service capabilities for you to manage your healthcare at your fingertips.

The portal allows you to do the following:

- Send/receive messages to/from your Provider
- Request an appointment
- Submit questions to the practice
- Prescription renewals
- Pay your bill online
- Health Forms:
 - a) View updated clinical summaries of your visit and care
 - b) View your labs

You can get access to our patient portal on our website homepage at www.napc.md.

How to create your new account

1. Please provide our office with your e-mail address
2. We will send you a portal invitation by e-mail. Please open the e-mail from: noreply@followmyhealth.com. (Please note: this e-mail may be in your spam/junk box)
3. To activate your account please select the link that states “Click Here to Begin!”
4. Click Sign Up and Connect
5. Create Security Details:
 - a. Create a user ID and Password
6. Accept the Terms of Service
7. Enter your Invite Code (4 digit year of birth)
8. Accept the Release of Information
9. Your account is now created!

If you experience any problems, please contact one of our office managers for assistance.

Our Office Manager extensions are listed below in the event your call has not been returned within 48 hours. They will get you a prompt response, usually the SAME day.

<u>Alpharetta</u> Ext. 223	<u>Braselton</u> Ext. 823	<u>Cumming</u> Ext. 323	<u>East Cobb</u> Ext. 723	<u>Johns Creek</u> Ext. 523
<u>Marietta</u> Ext. 468	<u>Sandy Springs</u> Ext. 623	<u>Sugar Hill</u> Ext 823	<u>West Paces</u> Ext. 123	<u>Woodstock</u> Ext. 423



You can reach us at (770) 442-1911 for ALL locations

We make every effort to return all calls within 48 hours Monday through Friday. Other than emergency calls to our on call Provider, we do NOT return calls on weekends.

- To schedule an appointment
✓ Select option 1
- Have a non-urgent medical question for your Provider or Nurse
✓ Select Option 3
- Have a prescription refill or question about your lab results?
✓ Select option 4
- To reach medical records
✓ Select option 5
- Have a billing question?
✓ Select option 6
- To reach referrals
✓ Select option 7
- Our office hours and locations
✓ Select option 9

PRESCRIPTION REFILL POLICY

PURPOSE: This policy is to inform patients about NAPC refills and expectations of refills.

POLICY:

- Refills will be processed within 48 hours (**2 Business days**).
- Refill requests received before 4pm will be processed that same day.
 - Please note: many requests can and will be sent directly to your pharmacy and they will notify you once complete. Those that require approval will be sent to the appropriate provider and you will receive a call that day regarding the status.
- Refill requests received after 4 pm will be processed the following business day
 - Requests made on Fridays may not be processed until the following Monday.
- Unless otherwise directed by your provider, maintenance medications such as Blood pressure, Diabetes, Cholesterol and Thyroid will be approved if patient has had an office visit within the last 3 months. **NOTE: If you are down to a 30 day supply, we ask that you call and schedule your follow up visit in order to be evaluated and have your medications adjusted or refilled.**
- Narcotics, other controlled substances, and sleep aids will require a mandatory visit every 3 months unless otherwise directed by provider.
- Patients requesting refill on antibiotics will need to schedule an office visit

PROCEDURES:

1. Voice will prompt you to choose #4 for Refills and Labs
2. For refills then select #1
3. Choose your location
4. Leave your name, date of birth, daytime phone number and medication requested along with pharmacy phone number