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New Patient Welcome Letter

Your Partner in Excellent Health Care

Thank you for choosing our practice. Your health care has now become our priority and we will work with you to improve your overall health. We all share that commitment, setting high standards for ourselves and the quality of care we provide. We strive to improve patient satisfaction.

Scheduling Appointments

Our physicians and nurse practitioners work as a team using our electronic medical records to provide coordinated care.

When you call or text the office for an appointment, be sure to tell us the reason for your appointment so we can plan on a date and time that is most convenient for you. Appointments for physical exams and routine visits are typically available and can be scheduled as needed.

We know that illnesses are unexpected and we will try to work around your schedule to bring you in for immediate care and attention.

You will receive a reminder text 2 days prior to your appointment; please reply to confirm your appointment date and time. You may text 701-0621 at any time for our address. Just text the word "location" and you will get a reply with our address.

Regular Office Hours:

Monday through Friday- 8:00AM – 5:00PM (lunch 12:30PM-1:30PM-we are here but our phones will be answered by our answering service)

Nurse Visit Hours:

You may walk in Monday through Friday- 9:00AM-12:00PM or 2:00PM-4:30PM for nurse visits. If you walk in outside of these time frames we will do our best to see you as quickly as possible.

After-Hours Emergencies

Health care emergencies can happen anytime. If you have an urgent problem after 5:00PM and the office is closed, call us anyway at (850) 395-6921. We have a clinical team member on call.

If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency room. It is your responsibility to inform the practice regarding care with any other health care facilities and providers.

First Visit and Follow-Up Visits

On your visit, check in at the front desk so your information can be reviewed for accuracy. You can help us serve you better by notifying the registration desk of any changes in name, address, telephone number or insurance coverage since the time of your last visit. Verifying this information at each visit will help ensure the accuracy of submitting your services to your insurance company/companies in a timely manner. We will also need a copy of your current insurance card and a picture ID.

We try to follow our scheduled appointments as closely as possible as we value your time. However, our office prides itself in our philosophy of seeing ALL sick patients on the same day they call. This may sometimes cause the provider to run behind particularly during flu season. We appreciate your patience and understanding in such circumstances.

Prescriptions and Refills

We proudly use electronic prescribing to improve prescription safety and efficiency. Prescriptions and refills are issued during regular office hours. Call your local pharmacy for all refill requests. We routinely fill long term medications as a 90 day supply. We will have your preferred pharmacy on file. However, it is your responsibility to inform us if your preferred pharmacy has changed.

Website with Resources/Keeping you informed and Up to Date

You will receive your report card at each visit. Your nurse will review the information with you. This will include your current medications, allergies, pharmacy, most recent test/lab results and any recommended preventative immunizations/labs/tests. You may also visit <http://www.tallahasseeprimarycare.com/healthgazette> for an explanation of your report card and many other important resources for your optimal health.