



To make an appointment,  
please contact a  
scheduling clerk at  
**(806) 743-2757.**



Your doctor's  
schedule can soon be  
checked online with the  
new patient portal.

The clerk can help you:

- \* make a same-day appointment
- \* make a next-day appointment
- \* cancel or reschedule your appointment.

Our clerks are also available to answer questions about your appointment.

## Same-day and Next-day Appointments

Texas Tech Physicians – Family and Community Medicine is changing our appointment scheduling process to improve service to you and your family.

Same-day and Next-day Scheduling gives you more choices for appointments. Beginning November 1, 2010, you can call the day before you want to be seen by your preferred doctor. If your doctor is unavailable, you can make an appointment with one of our other doctors. Please arrive early to fill out paperwork.

You will also be able to schedule an appointment with our other doctors the day you call.

Please go to [www.texastechphysicians.com/lubbock/family/](http://www.texastechphysicians.com/lubbock/family/) to see our appointment schedule.

This will let you see one of our doctors when needed. All of our doctors are part of Texas Tech Physicians and are dedicated to your healthcare needs.

## Frequently Asked Questions

### Will this change the way I make appointments?

Yes. The new scheduling system changes when you can make your appointments. Now you will be able to make appointments with your preferred provider up to one day in advanced. Just call one of our schedule clerks and make an appointment at 743-2757.

### Do I need to call before coming in for a same-day appointment?

We strongly encourage you to call the clinic as early as you can for a same-day appointment. Sometimes, you may not be able to see your preferred doctors, but we will make every attempt to schedule you as soon as possible with another doctor in the clinic.

### Can I schedule an appointment more than one day in advance?

In most cases, no. If you have a special need, such as having to arrange transportation in advance, we will be happy to work with you. Patients who need to follow up with their doctor at specific times can also be accommodated. However, with our new appointment scheduling system, you should be able to see one of our providers the same day or the next day.

### What if I cannot come to my appointment?

Please call a scheduling clerk if you cannot keep your appointment. Doing so will let us help you set up an appointment at another time, and free an appointment for someone else who may be waiting.

## Sick visits for:

- \* Children, adults, elderly
- \* Obstetrics (prenatal care and delivery)
- \* Gynecology, well-woman annual health exam
- \* Routine physical exams
- \* School sports physicals
- \* Circumcision
- \* Basic cancer screening tests
- \* Minor surgeries
- \* Chronic disease care, such as diabetes, hypertension
- \* Sports medicine
- \* Geriatrics