***Welcome to Pandora Family Medicine***

We’re so glad you’re here. At Pandora Family Medicine, we provide relationship-based primary care through a modern, streamlined approach. As a micro-practice, we keep our team small and use smart technology to minimize administrative work, so we can focus on what matters most: you. This guide outlines our policies and how to get the best care from our clinic. Please read carefully and keep it for reference.

**Cancellations & No-Shows**

We kindly ask for 24 hours' notice if you need to cancel or reschedule your appointment. Late cancellations or missed appointments incur a $50 fee

* One-time exceptions may be made for emergencies or severe weather

**Medication Refills, Letters & Referrals**

To keep care safe, all refill requests, forms, and referrals must be addressed during your appointment.

Please do not have your pharmacy call or fax us for refills.

Medications are prescribed to last until your next scheduled visit. If you’re running low, it’s time to book.

**Refill FAQs**

**How much can I get at once?**

* Stable patients may receive up to a 12-month supply

***Controlled substances and GLP-1 medications are limited to 30-day supplies.***

**Why can't I call for refills?**

* Refill requests create an administrative burden and risk delays.
* Planning visits ahead supports safer, more effective care.

**What if I’m down to my last pill?**

* Book your next appointment when you have two weeks’ supply remaining
* Consider syncing prescriptions
* Keep a current med list on hand

**Need an emergency supply?**

* Most pharmacies can offer a 3-day emergency fill
* We review true emergencies case-by-case

**Communication Policies**

To protect your privacy and ensure quality care, medical questions are only handled during scheduled visits.

You may contact us between visits for administrative questions (like billing or scheduling):

* **Office Phone: (301) 200-0960**
	+ Voicemail is checked daily
	+ We respond within 1 business day
* **Email: pandoramedicine@gmail.com**
	+ Not secure; for non-medical questions only
	+ Replies within 1 business day
* **Secure Patient Portal (Healow)**
	+ Code: **AEHJCD**
	+ Use to review test results
	+ Abnormal results require a follow-up visit

**Urgent Medical Concerns**

For urgent but non-life-threatening issues:

* **Call (301) 200-0960 and leave a detailed message**

For medical emergencies:

* **Call 911 or go to the nearest emergency room**

*Need care after hours? Visit your nearest urgent care center*

**Scheduling Appointments**

Book online anytime:

* https://healow.com/apps/provider/rachel-gougian-2818720

**Payment & Insurance**

* Bring your insurance card and copay to each visit
* You are responsible for knowing your insurance coverage
* We send electronic billing statements only (No paper bills by mail)

***Thank You!***

Thank you for choosing Pandora Family Medicine. We’re honored to care for you and your family, and we look forward to building a long-term relationship built on trust, transparency, and wellness.