



HELPFUL TIPS

CROSSROAD HEALTH
DIRECT PRIMARY CARE

OFFICE HOURS

Mon - Friday 9am - 4pm

IMPORTANT PHONE NUMBERS AND EMAILS

During office hours: 662-349-2251 | **Text or call after office hours:** 901-203-4758

Dr. Kelly: drrick@crossroadpc.com

Susan Johnson (LPN): susan@crossroadpc.com

Kathy Price (Admin Assistant): kathy@crossroadpc.com

GETTING IN TOUCH WITH DR. KELLY

- Please call 662-349-2251 during office hours if you need medical attention or an issue addressed that day.
- If we don't answer the office phone, leave a message and we will get right back to you.
- After office hours Dr. Kelly can be reached via email at drrick@crossroadpc.com or via text/phone at 901-203-4758 for any needed **URGENT** medical attention.
- After 11pm please call Dr. Kelly with **URGENT ISSUES** (he will not hear text, email if he is sleeping!)
- **Non-urgent issues will be addressed within 24 business hours.**

APPOINTMENTS

- 30 minutes for sick or routine follow up
- 60 minutes for complete physicals, PAPs, complex medical issues
- Because we schedule 30-60 minute appointments, our availability may not always meet yours. We appreciate your willingness to work with us to find an appointment time and to make adjustments in your schedule if necessary.

ADMINISTRATIVE ISSUES & MEDICATION REFILLS

- Email Susan Johnson or Kathy Price or call the office at 662-349-2251
- Please allow 48 hours notice for medication refills requests (In-house medication order placed Friday NOON)
- Please clarify medication name, dose, quantity at time of refill request
- You will be contacted by email, text or phone once your medication is ready for pick-up.

REPORTS

- Results from testing WILL ALWAYS be communicated to patients whether normal or abnormal
- If you do not hear from our office within one week of having any test done please email us.

BILLING

- Patients will be billed on Fridays for any meds, labs, imaging ordered during the prior week.
- An invoice reflecting these charges will be emailed to each patient.
- All monthly membership fees will be billed on the first of every month. This charge will also be emailed to the patient as a receipt titled "Medical Services" and be processed in Southaven, MS

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