

**THE CLARKSBURG MEDICAL
GROUP HAS GROWN...AND YOU
CAN HELP!**

We are excited to welcome Dr. Plume as a regular member of the team at Clarksburg Medical Group! As more new patients have joined our clinic over the past few months, our office has become busier. We are grateful for the opportunity to care for our growing patient community, and we are asking for your help so that we can continue to provide timely, efficient, and respectful care to everyone.

THE CLARKSBURG MEDICAL GROUP HAS GROWN...AND YOU CAN HELP!

A few ways you can help us keep things running smoothly:

***Book your appointments online
whenever possible.***

Online booking is fast and easy, and appointment times become available online earlier than our phone lines open. This means you can often book an appointment before your day even begins.

<https://clarksburgmedicalgroup.com/book-an-appointment>

**THE CLARKSBURG MEDICAL
GROUP HAS GROWN...AND YOU
CAN HELP!**

***Please complete any forms sent to you
before your appointment.***

If you receive forms or questionnaires in advance, please take a few minutes to complete them before arriving. This helps us make the most of your appointment time and keeps the clinic running on schedule.

THE CLARKSBURG MEDICAL GROUP HAS GROWN...AND YOU CAN HELP!

Use the new self check in Kiosk.

We understand that new technology can take a little time to get used to. If you need assistance, our staff are happy to help you get started. Using the kiosk helps reduce unnecessary interruptions to our front desk team, allowing them to focus on assisting patients who need their attention. It also allows you to review and update your contact information privately and securely, helping us ensure that your records remain accurate and up to date.

THE CLARKSBURG MEDICAL GROUP HAS GROWN...AND YOU CAN HELP!

***For questions and concerns, please call
after 10:30 a.m.***

Our front staff are particularly busy first thing in the morning helping patients who are arriving for appointments, managing urgent needs, and coordinating the day's clinic flow. Calling after 10:30 a.m. allows us to better manage these responsibilities.

If you are asked to leave a voicemail, please leave one message and allow us time to respond. For non-urgent requests, we aim to return calls within 2 business days. Calling multiple times or leaving several messages can actually make it more difficult for our staff to work through the queue efficiently.

THE CLARKSBURG MEDICAL GROUP HAS GROWN...AND YOU CAN HELP!

Please treat our staff with respect.

Our front staff are juggling many responsibilities throughout the day, and we appreciate your patience and understanding as they work to help every patient.

We understand that healthcare can sometimes be frustrating, and we are always happy to hear your concerns. However, rude, abusive, or disrespectful behaviour toward our staff will not be tolerated. We ask that all interactions with our team remain courteous and respectful.

**THE CLARKSBURG MEDICAL
GROUP HAS GROWN...AND YOU
CAN HELP!**

We are all working toward the same goal: providing you and your family with the best possible care.

Thank you for helping us keep our clinic running smoothly and for being part of the Clarksburg Medical Group community.

Thank you for your continued trust in our team.