

At **Family Practice Associates of Bedford**, we are always striving to find ways to improve our ability to care for patients. This includes staying up to date on the latest developments in diseases and treatments; but also means improving the way our office is run and trying to improve your experience here as our patient.

**\*\*As of September 12<sup>th</sup> FPAB will begin utilizing  
Open Access Scheduling\*\***

***What is “Open Access Scheduling”***

Open Access is a new patient-friendly scheduling system that involves making fewer appointments ahead of time and allowing for more same-day scheduling of appointments. Physician offices that have adopted Open Access scheduling now treat 50 percent of patients on the same day they call to make an appointment. This means you will no longer have to wait weeks for an appointment such as:

- Sick/Urgent Visits
- Routine Follow-ups
- Annual physicals/Sports Physicals/Well Child Visits

**FREQUENTLY ASKED QUESTIONS:**

**How do I schedule a visit with my doctor?**

You may call the office the **morning** of the day you would like to be seen. You will be scheduled for an appointment according to the availability of the physicians that day. We will now be offering early morning appointments as well as appointment during the traditional lunch-time (12pm-1pm) several days a week.

**How do I schedule an appointment one or six months from now?**

You will still have the ability to pre-schedule these types of appointments at the time of checkout. However, if the appointment day/time that is offered to you is not convenient, you will be given a reminder card at time of checkout with a date that you should call the office for an appointment. Simply call the office on that date, and an appointment will be scheduled.

**Will I be able to see my own doctor?**

**YES!** Simply call the day you would like to come in. If your doctor is not available on a day when you need to be seen immediately, another physician in the office will see you.

**What if I just “walk in” and ask for an appointment?**

A staff member will assist you, and a doctor will see you if you have an urgent medical problem at his or her next available opening. Of course, patients who are already scheduled will be given first priority. We therefore ask that you please call us first to make an appointment for that day.

**What if I absolutely still want a pre-booked appointment?**

We will still have a limited number of “pre-scheduled” slots made available. We urge you, however, to give open access a try. Open access is designed to increase your satisfaction by making ourselves more immediately available. We hope this system prevents cancellations that occur because of changes in doctors’ and patients’ schedules in the weeks after an appointment is made.

Please visit our website at [www.fpabdocs.com](http://www.fpabdocs.com) for more information!