



It is our privilege to serve you our patient. The information on this page is designed to help facilitate NON-Emergent requests for various services. If you are experiencing a health issue that needs immediate assistance, please contact 911 or go to the nearest Emergency Room.

If your request is non-emergent, we hope the following information will be helpful. Because of the volume of requests for different services that we receive, we ask for requests to be sent to us at least a week prior to the date needed. We will respond within 3 to 5 business days.

When you telephone us, if you are connected to a voicemail box and asked to leave a message, please include your legal name, date of birth and contact number where you can be reached along with your specific request.

Routine Medication Refills

E-Scribe®

Please ask your Pharmacy to send an electronic request through E-Scribe® for your refills at least one week prior to your anticipated last dose. Best practice and legal guidelines do not allow some medications to be refilled through electronic or telephone methods. (If your pharmacy says they do not have E-Scribe* ask them to send your refill request by **Fax to: 229-391-4376**

Medications for pain, those containing opioids, and others like hormones or certain compounded medications fall into this category. These prescriptions require hand written orders that you will be asked to come to the clinic to sign for and pick up. To have another person pick the written prescription up for you, the person you send must be listed on your Affinity Clinic Consent Form giving that person permission for access to your health information.

We cannot accept telephone permission from you to add someone to your consent form. You are welcome to add someone to your consent form at any regular appointment or by coming by the clinic check-in desk for that purpose without an appointment. Please feel free to ask us if a particular medication falls into this classification when your provider adds a new medication to your treatment plan.



Prior/Pre Authorizations/Denials for Medications

Fax to: 229-391-4453

If your insurance requires a prior/pre-authorization for a medication, our staff is glad to seek that authorization for you and then forward the order to the pharmacy of your choice. Please be sure to provide us with the name and contact number of your preferred Pharmacy AND a contact number where you can be reached should there be questions. Your contact number is also how you will receive notification when the approval has been secured. Please allow 3 to 5 business days for this process to be completed for newly ordered medications.

Authorization or Refills for Medical Equipment/Supplies such as Oxygen, CPAP, Diabetes supplies

Call: 229-391-4100

Please contact us through our 391-4100 number and select option 3 so our switchboard can then connect you with the proper individual. Your authorization for the company you desire these supplies to come from is required. If you are asked to leave a message on a voicemail box, please provide your name, date of birth, type of service you are calling about and the company from which you wish to receive the services.

Forms such as Handicapped Parking

Call: 229-391-4100

Disability, Immunizations, Assisted Living Applications, etc.

Please contact us through our 391-4100 number and select option 3 so our switchboard can then connect you with the proper individual.

Referrals to Specialists or other providers

Call: 229-391-4100

Please contact us through our 391-4100 and select option 3. Tell the switchboard who your Affinity provider is and that you need a specialist referral. Our switchboard will connect you with the appropriate person to facilitate your request.

Coming soon – new information on how you can sign up and use Patient Portal for contacting us regarding these services.