



COLGACARE

*Direct Primary Care
& Acute Care*

Meghan Galer, MD
1601 12th St., Ste. 3
Columbus, GA 31906
www.colgacare.com
Phone - 706.365.0365
Fax- 706.365.0333

Patient Communications Policy

Purpose: This Communications Policy is established to set forth and reinforce patient expectations for timely communication by ColGACare, LLC.

Scope: This policy applies to all active members of ColGACare.

Policy Guidelines:

a. ColGACare is not a “walk-in” clinic. All visits are by “appointment only.” We strive to give each patient our full attention during their visit, and we try to minimize interruptions to each patient’s allotted time, such as other patients dropping by. The front door is kept locked at all times.

b. We do maintain “Phone Hours.” Current phone hours (as of July, 2025) are 8am to 5pm, business days. Text messaging is preferred. Our phone number is 706-365-0365.

c. Appointment reminders are computer-generated and come from an alternate number that is subject to change (as of July, 2025, it ends in 0298). Please do not respond to these reminders and please do not try to reach us directly at this number. We recommend saving each number as its own, separate, contact in order to avoid confusion as follows:

ColGACare: 706-365-0365

CC Appts (DON'T RESPOND): XXX-XXX-0298

d. We honor all federal holidays. If a federal holiday falls on a weekday, the entire day is considered “after hours.”

e. We do our best to respond to all non-urgent text messages by the end of the same business day. But, on occasion, we may not get through them all, especially if they are received in the late afternoon, or if they require a detailed or personalized response, such as a clinical question.

f. Messages received after hours will generally be acknowledged/returned by the end of the next business day.



g. The Urgent voicemail box is available after hours, except for 9p-6a, which is our protected sleep time. Members with an urgent medical question after hours may call the main line and press “2” to leave an urgent message, except for 9p-6a. Urgent messages are intermittently reviewed, and we do our best to respond promptly when appropriate. Mis-use of the urgent voicemail box, for example for administrative questions, may be grounds for patient dismissal. If you are experiencing a medical emergency and cannot wait for a callback, call 911 or go to your nearest Emergency Room.

h. The primary email is colgacare@gmail.com. Emails will generally be responded to within 3 business days, but occasionally, especially if an email requires a more thoughtful response, they may take longer. If you have sent an email and haven’t yet received a response after 5 business days, please follow up by text message.

i. Our fax number is 706-365-0333.

This Communications Policy will be periodically reviewed and updated as needed.

By adhering to this Communications Policy, ColGACare, LLC aims to manage patient expectations and maintain clear lines of communication between the practice and our patients.