Thank you for choosing St. Luke's Medical Practice

St. Luke's Medical Practice is a part of LCD Medical founded by Dr. Robert Deucher MD—a Duke University trained Internal Medicine physician. His scope of practice is adults and he specializes in the diagnosis and treatment of chronic and complex medical conditions.

Dr. Deucher has been a physician in Moore County, NC for over 25 years and has a strong commitment and connections to the community and regional health care system. His mission and vision is to build a practice and foster partnerships that focus on kind, compassionate, simple, personal medicine that isn't corporate driven.

Currently St. Luke's is accepting new patients. To register and make an appointment call (910) 725-0809. Cheryl and Carolyn, our practice medical assistants, can assist you when you call. If you have to leave a message be assured you will be called back.

We ask that all communication be done by phone. We do not communicate through email or a portal. Our office phone hours are 8AM to 4PM. We post in office and on the phone all scheduled office closures. In the event of an unscheduled office closure (i.e. weather closure) scheduled patients will be personally called as well as a general message provided on the phone for all other callers.

All phone messages, inquiries and requests to Dr. Deucher that are triaged and assessed to not require an office visit or immediate assistance will be appropriately prioritized. Please allow 24-72 hours to receive an answer.

Dr. Deucher sees patients in the office in the mornings and afternoons Monday through Friday and also offers telehealth for COVID19 precautions. Dr. Deucher does request for the safety of our staff and patients that you do not enter the office <u>unless</u> you have scheduled appointment or are accompanying a patient. If you have a fever, active cough or have been exposed to COVID we ask you not to enter the office. Please call the office at (910) 725-0809 and we are happy to help you over the phone.

For patient convenience you may schedule to have labs drawn on at the office on Tuesdays. All labs are sent to LabCorp for processing and billing. You are also welcome to use another outside lab for draws and processing.

Please call and leave a message after the telephone prompt for prescription refill requests. We only do phone requests. Even if the pharmacy states they will send a fax we still ask you to call the office. Please allow 72 hours for processing the request. It is important you call the office at least 3 business days <u>before</u> your medicine runs out.

St. Luke's Medical Practice is located in the Whispering Pines Harris Teeter Plaza. Facing Harris Teeter, the office is in the building on the left. Parking, handicap parking and front entrance are on the airport and fuel station side of the building.

For patients Dr. Deucher has enrolled in Medicare Chronic Care Management, please call your chronic care nurse, Lisa LPN or Laura RN, for appointments, triage, medication management (including refill requests) and all other primary care related needs. Dr. Deucher requires all Medicare patients to participate in yearly Wellness Visits. Brittney LPN, manages patient preventative services and annual health assessments.

Thank you for your partnership in your health! St. Luke's Medical Practice looks forward to establishing and continuing our primary care relationship with you.

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