

# *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 are 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 request a new patient appointment call (910) 725-0809 and leave a message for Penny - New Patient Coordinator. For established patients who would like to schedule an appointment please call the number above and leave a message for Cheryl - Medical Assistant and Scheduler. When you leave a message be assured you will be called back.

We ask that incoming communication to St Luke's Medical Practice be done by phone. We do not communicate through a portal. Our office and phone hours are Monday—Friday, 8AM—Noon and 1PM—4PM. We use an advanced, integrated phone message system. Please leave a detailed message when prompted. Phone messages are only received and answered during open office hours. 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, 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 unless 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 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 (910) 725-0809 and leave a message on St. Luke's Medical Practice's telephone refill line for all prescription refill requests and prescription questions. For your safety, only refill requests that have been called into St. Luke's refill request line will be reviewed and filled. Even if the pharmacy states they will send a fax or electronically contact us, patients must also personally call the office. Please allow 72 hours for processing the request. It is important to call the office at least 3 business days before 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 the 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, for patient coordination and care plan needs. For patients enrolled in Remote Patient Monitoring please call Laura RN. Dr. Deucher requires all Medicare patients to participate in yearly Wellness Visits. Brittney LPN, manages patient preventive 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 medical care relationship with you.

334 Mill Creek Rd. Suite D  
Carthage, NC 28327

Phone: (910) 725-0809  
Fax: (910) 725-2018  
www.stlukesmedical.net



*Kind, Simple, Personal, Medicine.*