



Telephone Tree

At Piedmont Internal Medicine, PC, we know your time is valuable. As a result, we have published our telephone menu to ensure getting to your provider is easier than ever. When accessing our phone menu, you can press the desired options without listening to the complete menu.

For example, if you want to reach Dr. Harper, immediately press two (2) when the main menu comes on, the sub menu will begin, press three (2), the third level menu will begin, press option three (1).

Main Menu:

To schedule a physical, routine follow up appointment, or if you are a new patient.	Press 1
To speak with a medical assistant or schedule a same day sick Appointment.	Press 2
For Billing or Statement Questions	Press 3
For Medical Record requests	Press 4
For the Welltouch Department and Remote Care Patients	Extension 4510
For All Other Calls	Press 6

Sub Menu:

Is option 2 is selected from the Main Menu, the following prompts will be as follows:

To reach the clinical staff for Drs Craig Peters, Josh Cutler, Cody McClatchey, Deborah Kelly, Elizabeth Hawk, Deborah Kelly, Fran Long, Elizabeth Walton, Brad Harper, Hannah Hempel, Andrew Davis Press 1

To reach the clinical staff for Debbie Noble, Nurse Practitioner, Aimee Murphy, Physician Assistant, Mia Stancil, Nurse Practitioner, Tracey Barnhart, Physician Assistant Press 2

Third Level Menu:

If Option 1 is selected from the Sub Menu, the following prompts will be as follows:

To reach Dr. Craig Peter's Medical Assistant	Press 1
To reach Dr. Brad Harper's Medical Assistant	Press 2
To reach Dr. Cody McClatchey's Medical Assistant	Press 3
To reach Dr. Deborah Kelly's Medical Assistant	Press 4
To reach Dr. Elizabeth Hawk's Medical Assistant	Press 5
To reach Dr. Fran Long's Medical Assistant	Press 6
To reach Dr. Elizabeth Walton's Medical Assistant	Press 7
To reach Dr. Joshua Cutler's Medical Assistant	Press 8
To reach Dr. Hannah Hempel or Dr. Andrew Davis	Press 9 then
To reach Dr. Hannah Hempel's Medical Assistant	Press 1
To reach Dr. Andrew Davis's Medical Assistant	Press 2

If Option 2 is selected from the Sub Menu, the following prompts will be as follows:

To reach Debbie Noble's Medical Assistant	Press 1
To reach Aimee Murphy's Medical Assistant	Press 2
To reach Mia Stancil's Medical Assistant	Press 3
To reach Tracey Barnhart's Medical Assistant	Press 4

Note: All options on the main menu, excluding option 2, will direct your call to a direct line. If you know your parties' direct extension, you may dial it at any point during the message.