

OFFICE POLICY

SCHEDULING: The best time to call our office for scheduling a routine visit or an annual exam is between 8:30 a.m. –11:00 a.m. Monday through Friday and between 1:00 p.m. –4:00 p.m. Monday through Thursday. If you are calling for an annual exam, please attempt to call at least one month ahead of time.

PHONE CALLS: We reserve early mornings, Mondays, and the day after holidays for calls requiring immediate attention. If you truly have an emergency please call 911.

When you call we hope to have a person speaking with you as quickly as possible. To that end, we have devoted more people to answering the phone. If, however, you do call and receive an automated answering service, that means we are experiencing a heavy volume of calls at that time. Please follow the prompts and you will be directed to the person as quickly as possible.

If you call for an urgent or same day appointment, we will try to accommodate your request even if we must work you into an already full schedule. Please remember that this type of appointment is meant to be brief and only the urgent concern will be addressed. Any additional concerns may require a subsequent appointment.

Calls after 4:00 p.m. will be addressed the next day. We will attempt to return phone calls between the hours of 11:00 a.m. --12:00 p.m. and 4:00 p.m. –5:00 p.m. Please make every effort to be available to answer our call. We are unable to make repeated attempts to contact you to answer unreturned calls.

TEST RESULTS: Obtaining laboratory and imaging results can take anywhere from a few days to several weeks depending on the test. Urgent test results will be addressed within 24 hours.

As a rule, you will be notified by mail of your test results. Please be certain that the office has your most current address and telephone number so that these test results will reach you. If you have not received the results within two weeks, please call the office. Do not assume that your results are normal if you have not heard anything.

If you have been asked to call back for the results of the tests, please do so at the appropriate time.

PRESCRIPTION REFILLS: For routine medications, please contact your pharmacy for refills and then they will contact us. We will not call in narcotic medicines to the pharmacy in the evenings after the office is closed or on weekends. We are not able to call in your pharmacy refills in the evenings or on weekends. Make sure you give us plenty of notice so that you can receive your refill **BEFORE YOU RUN OUT OF MEDICATION**. Routine refills will be called back to your pharmacy within three business days.

CANCELLATION OF APPOINTMENTS: Unless we are notified 24 hours in advance of a cancellation of your appointment, you will be charged a \$25.00 fee. In the event that it is an emergency, please contact the office manager as soon as possible to waive the \$25 charge.