

To better serve and provide you with the best possible care, here are a few things that will help us, help you.

Office Hours: Monday - Thursday: 8 am to 5 pm Friday: 8 am to 3 pm

Know your medications: Each time you see the doctor, bring a list of the dose and strength, including vitamins, supplements, and any over the counter medication. Notify us if there has been any change that you or other physicians have made.

Allow 24 hours for medication refills : We have a large practice and it is greatly appreciated when you give us enough time to get your prescriptions phoned or faxed in to the pharmacy. Narcotic and mail in prescriptions need to be written out for the patient to pick up.

Paperwork: FMLA and disability forms require three-five days for completion. A fee will be charged for all form completion, payable when paperwork is picked up.

Appointments: Appointments can be made daily during regular office hours. We ask that if you are unable to keep your appointment, please notify the office 24 hours in advance so this time can be allotted to another patient. After hours, you are welcome to leave a message on the answering machine. We reserve the right to charge a fee of \$25.00 for all missed or broken appointments without 24 hour prior notice.

Blood pressure checks, PT/INR's, and injections are performed daily without an appointment between the hours of 9 am and 11:30 am.

Labs/X- Rays: If there is an abnormality, we will notify you immediately. Results are usually given to the patients at follow-up appointments. If you have not heard from us and wish to know your test results, you may call us during regular office hours. Memorial Hospital provides a laboratory in the same building as our office and is staffed 7:45 am to 11:30 am daily.

Leave messages with the receptionist: Most times the physicians and clinical staff are busy with patients in the office. Feel free to leave a detailed message with the receptionist and your call will be returned by the end of the day. Please have all questions and information ready when you call us in order to keep calls at a minimum.

Keep us informed: Please make sure we have the correct address, telephone numbers, insurance information and emergency contact information.