

The following policies help us to provide the best service for our patients.

Appointments: Please arrive 15 minutes before your appointment. This will assist us in making sure your insurance information is accurate and that you are ready to see the physician at your scheduled time. ***If you do not arrive early, you may need to wait past your scheduled time in fairness to patients who arrive on time.***

Payment for Services: Co-payments are collected at each office visit if required by your current insurance plan. We accept cash, checks, and all major credit cards.

Medications: Please bring ALL current medications in their prescription bottles to your appointment so we can verify what medications you are taking (brand vs. generic) and how frequently.

Medication Refills: At least 3 days before you are out of your medication, call your pharmacy (no need to notify us) and have them send us a refill request. Please call us only with mail-order pharmacy requests. This is the most efficient and safest process for all. If we prescribe medication for you, you will need to see us once a year.

Sample medications: Samples may be offered at your scheduled appointment. We have a limited supply of samples and are not licensed as a pharmacy to provide medications for on-going needs. Please talk with the nurse or medical assistant if you having financial concerns.

Protime/INR testing: Please take your usual Coumadin dose the evening of your lab draw. We will call you the following day with the results and inform you of any changes in your dosing schedule. Please have your blood drawn early in the morning Monday through Thursday. If you have not heard from us, please call.

Diagnostic Testing: Please give us 5 business days to process your test results. If you have not heard from us within one week, please call us.

Lipid Results: Please give us 2 weeks to process your Lipid results. We will mail you a letter with results and new lab orders if results are within normal limits. If there is any medication changes needed, we will call you to discuss the changes and the new medications.

Symptoms: If you are having symptoms please call to speak with a Triage Nurse. You may be required to hold for several minutes; however a specially trained Triage Nurse will answer your call to address your symptoms.

Thank you for your assistance in allowing us to meet the needs of all of our patients!