



OFFICE POLICIES

Welcome to our practice. We would like to familiarize you with our office policies. By entering this practice, you have joined a partnership with our physicians. We will address and treat your gastrointestinal problems. Every effort will be made to educate you about your medical conditions so that recommendations and treatment plans can be made in collaboration with you and your physician. As the patient, you agree to follow treatment recommendations and to inform your doctor when you change the agreed upon plan. Importantly, do not stop, add, or change medications prescribed by our physicians, without notifying your doctor first.

Please call for **prescription refills** during the week, before 3:00 PM. All calls for medication refills after that time will be done the following day. If your **insurance** requires a referral or prior authorization it is your responsibility to obtain one from your primary physician at least 48 hours prior to the appointment that you need it for.

Your doctor will make every effort to stay on schedule. Please help us with this by being prompt for your appointment and calling to cancel or reschedule if needed. Occasionally, everyone forgets an appointment; however, after three “**no shows**” without a phone call, we reserve the right to dismiss you from our practice. A quick call is all we need. Please understand that if you are 15 minutes late for your appointment, you may be asked to reschedule. You are encouraged to bring a list of **current medications**, questions, and concerns to your visit. Finally, please understand that it is your responsibility to comply with the ordered tests and follow-up appointments. Failure to do so may jeopardize the outcome of your health problem.

Controlled Substances: Typically, these medications are given on a short-term basis in our practice. Should the need for chronic use arise we will collaborate with other specialists (pain management or psychiatry) to provide you with these medications. This will provide you with the best outcome and the least potential for addiction and abuse. We maintain a “one physician” rule for these medications as well. Seeking these medications from multiple sources will preclude us from providing them to you. Controlled substances will not be called in by the on call physician on weekends, holidays, or after office hours. **THESE POLICIES ARE FOR YOUR PROTECTION AS WELL AS OURS.**

SecuReach: Our practice is committed to your well being and safety. For this reason, we implemented the SecuReach System for you to receive all your test results. This service provides you with a private voicemail box and a toll free number to call. When your results are received, we will leave a message in your private voicemail box. The SecuReach System will leave a general message by phone, to inform you that your test results are available. Simply call the toll free number on the card and follow the prompts. Please do not throw this card away, it will be used for all further tests ordered by our office. The card does not expire. In our office, or any office, you should make sure that you obtain results on every test you have done. Never assume that no news is good news. If you do not hear the results in a reasonable amount of time, please call us. The privacy laws restrict practices from giving the actual results to anyone but you. We cannot leave results on answering machines. SecuReach is compliant since only you have the pin number to obtain the results. The system is simple to use, timely, and eliminates phone tag. If you have any questions, please call our staff at (440) 808-1212 or contact SecuReach Systems, Inc. at 1-800-760-9585.

By signing I acknowledge that I have read and understand these policies.

Signature

Date