

OFFICE INFORMATION

Our office is open 5 days a week. Hours are listed below but are subject to change. Our physicians rotate emergency call for our office only.

We answer our phones beginning at 8:30 am Monday-Friday. We forward our phones in the evening to our answering service by 4:30 pm Monday-Thursday and by 2:30 pm on Friday.

Patient Hours:

8:00 am - 5:00 pm **Monday – Thursday**

8:00 am - 3:00 pm **Friday**



Appointment Policy

We work very hard to accommodate a large number of patients with appointments. Please arrive 15 minutes prior to your scheduled appointment to allow adequate time for you to complete any required forms and give us updated insurance or contact information.

Financial and Office Policies

In order for us to provide you with the best possible service please read our financial and office policies. If at any time you have questions or would like our assistance please contact our office at (918) 747-9641.

After-hours Emergencies

Emergency calls after hours must be made to our office (918) 747-9641. After-hours calls will be forwarded to our answering service, who will page the physician on-call. A physician is on-call 24 hours a day, 7 days a week. If you have paged the physician on call, please be available to speak with them at the time they return your call.

Prescription Refills

Requests for prescription refills will be processed M-F during normal business hours only. If you have been seen in our office in the past year and/or need a refill to get you through until your next appointment, please call your pharmacy and ask them to fax a refill authorization to our office.

You do not need to call our office. Please allow a minimum of 72 hours to process your request.

Test Results

Most of our physicians utilize the services of the Medical Information Network (MIN) – **ClientTell** to provide test results. You may be given a card with instructions to call **1-866-763-7543** and provide information requested. You may be notified by phone, it is the patient's responsibility to provide our office with current contact information. It is our policy not to leave test results on a patient's voice mail, unless you have given written consent on the bottom of your demographics form. ***You are given the demographics form at every appointment, please take the time to carefully review and verify the accuracy of your information, mark the appropriate area to receive test results on your voicemail and the phone number you wish us to use.*** You are welcome to contact our office at any time to get results or to verify test results.

Completion of Forms

We understand that on occasion patients may need a form completed by their provider (e.g. disability, FMLA, WIC, return to work form, etc.). We try to complete many of these requests immediately. However, sometimes this is impossible. For this reason we require patients to fill in as much information as possible before giving us the forms. Please allow a minimum of 72 hours for forms to be completed. Note: There is a fee for processing some forms or for re-processing lost or incorrect forms.

Copying of Medical Records

We will provide you with a copy of your records after we receive a valid signed request. There is a charge for copying records which complies with the State of Oklahoma fee schedule. We will inform you of these charges. Please allow a minimum of 72 hours to process your copy request.

Patient Confidentiality

Patient confidentiality laws limit to whom we can release information. Please know that these laws are to protect you and your confidential health information. Thank you for your understanding and we apologize for any inconvenience.

You may complete and sign a consent form designating with whom we may discuss your medical information. This consent will be kept in your chart and may be rescinded in writing at any time.