

MAKING ROUTINE AND URGENT APPOINTMENT REQUESTS:

- Your medical provider might already have made plans with you for regular medical house call appointments on a recurring schedule. The below guidelines do not refer to those plans but instead address needs that arise unexpectedly.
- Call for a routine appointment the same way you would call any primary care office seeking an appointment. You may plan for a routine visit **1-2 weeks** in advance or you may ask for an expedited appointment within a few days.
- Call for an urgent visit when you have symptoms that would have forced you to go to an Urgent Care facility or to the Emergency Room. For urgent medical needs during business hours, clinical office staff can usually respond, via telephone, to a phone call immediately or within **30 minutes**. A doctor or nurse practitioner can usually respond with a visit to the home within **24-48 hours**. Please note that you need to **dial 911 for a true emergency**.
- If you call with an urgent request, it is possible that you may be advised to go to the Emergency Room.

CALLING AFTER HOURS, DURING WEEKEND AND ON HOLIDAYS:

- Please observe hour-of-day/night courtesy. The on-call provider will respond to calls within **20 minutes**. Please do not call at night or during weekends to request refills of prescriptions or to schedule routine visits for the week following.
- No controlled substances will be prescribed during on-call hours.

ADDITIONAL GUIDELINES:

- Call for prescription refills **at least 7 business days** before you're out of any medication.
- Call if you need forms completed by your provider and allow **7 business days (plus any time for testing)** needed in order for provider to complete the forms) for completion of these forms.
- Call to coordinate for other physician needs whenever you need. Be aware that *elective* procedures scheduled by other providers do not prioritize our appointment schedule.
- If you have a non-urgent question or request that cannot be addressed by the clinical office staff, you may leave a message and a physician or nurse practitioner will return the call as soon as is feasible, generally within **24-48 hours**.
- Your provider might need to obtain lab work and imaging as part of your medical care. If your provider determines there is a need for this, the services may be provided by an outside company. **There may be costs associated** with this billable to you and/or your insurance company.