

Sample new patient handout

Rock Star MD/DO

Address, Phone Number

Office Hours

Monday - Wednesday 7:30 AM to 6 PM

Friday 7:30 AM to 4 PM

Closed on THURSDAYS, weekends and national holidays

Appointments

- Dr. Rock Star will make every effort to maintain your scheduled appointment time, although emergencies may cause a delay. We will do our best to keep you informed of any schedule issues, and will be happy to reschedule your appointment if needed, at your convenience.
- Please arrive 10 minutes prior to your scheduled time to update insurance and other pertinent information.
- Please allow 24 hours when canceling or rescheduling appointments to better accommodate other patients
- Urgent or same-day “sick” visits are always available during routine office hours. If Dr. Rock Star is out of the office, another physician will be covering.

Medications

- Dr. Rock Star will prescribe enough of your routine medications to last until your next scheduled appointment. All new medications require an appointment to discuss risks, benefits, and side effects.
- Appointments are required for all controlled substances (pain medication, sleeping pills, etc.) No refills are permitted without office visit. Controlled substance prescriptions may require signing a medication agreement and random drug tests as required by current state statutes.

Test Results and Telephone Messages

- Dr. Rock Star feels very strongly that all test results including lab and x-ray be explained at a follow-up visit. This is for your benefit and protection, as missing test reports are one of the most frequent cause of medical error in the United States.
- Telephone calls will be returned as soon as possible, no later than 24 hours from the initial call to the office.

Referrals to Other Physicians

- Our office will be glad to schedule an appointment for you with specialty physicians as recommended by Dr. Rock Star. We urge you to keep any scheduled appointments or cancel within a reasonable time frame. We strongly recommend checking with your insurance carrier regarding participating providers.

After Hours Emergency Care

- The local emergency room is open 24 hours per day, and is located at < enter address, phone number.>