



Thank you for choosing our office to provide you with your specialized medical needs. Your concerns are very important to us and we want to assure you that it is our intent to give you the best care possible for your medical condition. In an effort to assist you with questions that you may have once you return home, we are providing you with this informative tool.

- Our office hours are Monday through Thursday, 8:00am to 5:00pm and on Fridays from 8:00am to 3:00 pm.
- If you are in need of medical advice after our office is closed, dial **484-4900** and our answering service will pick up your call. They in turn will take your message and contact the physician on call for that day. Please be aware that after hours a physician other than the one you normally see in our office may return your call.
- **FOR ALL LIFE THREATENING EMERGENCIES, DIAL 911.**
- To make an appointment or to inquire about an existing appointment, please call our office at **484-4900** and ask to speak to someone in scheduling.
- When arriving for an appointment, please arrive 15-20 minutes early if you are also scheduled to have lab drawn.

The Physicians and Staff will do all that we can to stay on schedule. At times, however, there are patients that need to be worked into the schedule on an emergent basis or who come in for a regularly scheduled appointment, and have developed complications that require more of the physicians' time than we allowed for. We ask for your patience in these situations and we will do our best to communicate these delays. We also appreciate the frustration of excessive waiting times, so if you have waited more than 20 minutes for your scheduled appointment, and have not had communication with our staff, please check with the front desk.

- If you have had routine labs drawn, it is not our policy to call you with the results unless they are abnormal. Therefore, if you do not hear from us, do not worry.
- Prescription refills should be done through your pharmacy, Monday through Thursday. It is best not to wait until Friday, as it is very difficult to fill prescriptions over the weekend. The pharmacy will call us with the proper information that we need in order to authorize your refill. If your refill requires a written prescription each time, you will need to call our pharmacy line at **484-4902** and leave a message. This voice mail is checked frequently throughout the day.

ALL REFILLS REQUIRE A MINIMUM OF 24 HOURS NOTICE. We do not want anyone to go without their necessary medication, so please allow 24 hours for our office to take care of your refill needs. It takes time for your pharmacy to contact our office, for our staff to discuss your request with the physician and for us to call your pharmacy back or to have the signed, written prescription ready for you to pick up.

In addition, please be aware that our office is closed for the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Day. Please make sure you have enough of your prescriptions to get through the holiday.

- Our nurses receive a large volume of phone calls each day. If you call our office for a non-urgent matter and the nurse is not available, we ask that you leave a message on their voicemail. They check this at least every hour and return ALL calls by the end the day. It is very important you provide us with the most appropriate phone number to reach you and if you give your permission, we can leave routine information about refills and appointments, on your voice mail for your convenience. Any messages left for our staff or physicians after 4:00 pm may not be returned until the following day.
- For urgent calls, dial **484-4900** and make sure you convey the urgency of your call to the receptionist. **FOR ALL LIFE THREATENING EMERGENCIES, DIAL 911.**
- We will make every attempt to assist you with insurance requirements prior to services being rendered. Ultimately however, it is your responsibility to verify that referrals and authorizations have been taken care of. Consequently, it is in your best interest to apprise us of all insurance changes promptly.
- If you have insurance forms, such as for disability, that requires some portion of it be completed and signed by your physician, please bring them with you to your next appointment. Make sure all information required by the patient has been completed. We receive many requests of this nature and will do our very best to return them to you in a timely fashion. *There may be a fee associated with this service.*
- Some insurance companies have restrictions on the brand of medication prescribed. If you have any formulary guidelines imposed by your insurance coverage, it is your responsibility to bring that list of accepted drugs at the time of your appointment.
- You will need to check in with the Front Desk each visit so that we may verify that you have not had any changes since your last visit, i.e. address, phone, insurance changes etc. From time to time we will ask you to complete updated demographic information sheets and obtain current copies of your insurance cards. We appreciate your cooperation with this request.
- Co-pays are required to be paid at the time of service.

If you find that other information would have been helpful to you, please let us know so that we may consider adding that information to future printings.

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