

Gateway Endocrinology Office Policies

- **Appointments**
 - Please be on time for your appointments. If you arrive over 15 minutes late for your scheduled appointment, you may be asked to reschedule your appointment. We know our patients are busy and we respect your time. We will do everything we can to keep appointments on time, however providers will spend as much time as necessary with each patient to address their medical needs. If there is a delay that is too much for your schedule, we will gladly reschedule you. We appreciate your patience and understanding.
- **New Patient Information**
 - Please have your referring Physician fax us your records, including relevant lab/test results before your appointment or you must bring copies of results. Please bring a list of medications and if being seen for Diabetes please bring your meter. If we do not have all relevant records, we cannot adequately advise you on your medical condition.
 - Any new patient who fails to show for their initial visit without 24 hour notice will not be rescheduled, unless approved by the office manager.
- **Appointment Cancellation / No Show Policy**
 - **Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours' notice will be considered a No Show and may be charged a \$30 fee.**
 - **If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may result in possible dismissal from Gateway Endocrinology Associates.**
- **Phone Calls**
 - Every phone call is important to us and we will attempt to answer your calls and return your phone messages as promptly as possible. We appreciate your patience should you have to wait on hold or leave a voicemail message. If you call for an urgent matter (life threatening) we will make every effort to respond immediately.
 - Non-urgent calls will be returned within 24-72 hours.
 - Messages are reviewed by the physician; however, your call may be returned by a staff member.
- **Referrals**
 - It is important that you know your insurance coverage. Please verify your need for a referral prior to your appointment. If we have not received a referral prior to your arrival at our office, you may be asked to reschedule your appointment or you may be asked to sign a waiver accepting full financial responsibility for the services you receive.

- **Prescription Refills**
 - We ask that all patients review medications prior to office visits so you know if refills are needed and can be taken care of at the time of visit.
 - All refills should be taken care of at the time of your visit. In emergency situations only, we will take care of your refills outside of normal office hours.
 - You must be seen for regular visits to ensure your refills will be done by our office.

- **Reviewing test results / Lab results Policy**
 - Any testing and/or study results are reviewed at a scheduled office visit. Exceptions are made as needed by the discretion of the Provider. If a provider does ask for labs in-between appointments you can expect notification of results after 1 week – you should call the office if you have not been notified after 2 weeks.
 - If a provider asks you to schedule a follow up visit in the future they may request blood work to be done 1 week prior to the scheduled visit. It is very important to have completed the labs. Failure to complete these labs reduces the value of the office visit to the patient. Labs ordered by another doctor do not automatically get sent to our office. We would ask that you contact that physician office and make arrangements for them to fax these to us prior to your visit. Office fax number: 610-594-2625.

- **Before and After Hours**
 - **If you need urgent but not emergency assistance during non-business hours, please call the office. A doctor is on call 24 hours a day after hours only for urgent matters.**

- **Forms and Letters**
 - Blank forms will not be accepted. All patient information must be completed before submitting the form to us for completion
 - Turnaround time is usually less than 7 business days.
 - Many forms require a current examination prior to being completed.
 - The charge for review and completion of medical forms is \$10.00. It is due at the time of pick-up of forms. If forms are brought to the visit there is no charge.
 - \$10 fee is required for letters written by the physician.