

## New Office Policies: Dr. Dunham Practice

**Scheduling Appointments:** Our office is committed to providing excellent access to patients through scheduled appointments and same day appointments. This means existing patient will be able to be seen within 24-48 hours of the request for an appointment. For existing patients, appointments may be made by phone or online through our patient self-scheduling. If there is not a convenient time, please leave a message so that we can try to accommodate the request.

**Late Policy:** Our practice respects your time and make every effort to keep on schedule. In order to help, please note that you appointment time will not be extended due to late arrival. You may be asked to reschedule your appointment, also.

**No Call/No Show Policy:** Our practice does not “double book” appointments so that patients are seen on time. Please call at least 24 hours in advance if you will be unable to keep you appointment so another patient can access care. Failure to do so will result in a \$50.00 no call/no show fee. A pattern repeated failures to keep appointment will result in dismissal from the practice. If you are scheduled as new patient who does a no call/no show you will not be able to return to the practice. New patients appointments can be rescheduled up to 3 times, repeated rescheduling will result in not establishing care with the provider.

**After hour’s concerns:** If you have a medical emergency please call 911, go to the nearest emergency room, or to your nearest rapid med/urgent care clinic. For all other concerns, you may leave a voice mail that will be answered during business hours.

**Refills:** Please contact your pharmacy about refills since this will be the quickest way to receive a refill. Adequate refills are provided until next need appointment and zero refills on your bottler usually indicates that appointment is due.

- **NOTICE:** Pain pills, sleep aids, ADD/ADHD medications, and anxiety medications are filled during business hours only.
- Antibiotics and the above medications are not prescribed without appointment.

**Electronic Health Records:** Our office has electronic health records, which allows you to access your personal health records and review diagnosis, medications, immunizations, and allergies. You will be provided a temporary pin and confirmation email will be sent to you to allow this access. This system is called Patient Fusion. Patient Fusion portal does not allow email, but you can message Dr. Dunham.

**Telephone Calls:** Our office attempts to return requested information in a timely manner. Sometimes the requested information cannot be obtained the same day that a call is made and so a return call is made the next business day. Dr. Dunham returns calls before clinic hours (usually before 8am), during the lunch break 12:30-1pm, and at the end of clinic (usually after 5pm). Returned calls are not usually charge unless a new diagnosis or new treatment is rendered