

OFF HOURS ANSWERING SERVICE POLICY

Our staff is available to answer calls of an urgent nature before and after hours. However, we ask that you exercise thoughtfulness in your decision to call, especially if the call concerns instruction for injection of medications. Please do not call to ask about mixing or administration of medications from 11 PM to 8 AM.

Please note that a **\$20.00 fee** will be assessed for calls of the following nature made before or after office hours:

- Calling to schedule an appointment.
- Paging the nurses or physicians during office hours (instead of calling the office number).
- Calling to refill medications.
- Calling to inquire about insurance issues such as authorization for appointment or medications.
- Calling for test results unless the nurse has left you a message to do so.

The Arlington and Irving offices are open for calls:

Monday and Wednesday	8:00 am to 6:00 pm
Tuesday and Thursday	8:00 am to 5:00 pm
Friday	8:00 am to 2:00 pm
Saturday	8:00 am until 12:00 pm (Noon)

Monday through Thursday a lunch break is taken from 1:00 pm until 2:00 pm

We appreciate your understanding and cooperation.

Patient's Signature: _____

Date: _____