

Faculty Internal Medicine

Patient Information Sheet

After-hours EMERGENCIES:

- In case of a major emergency, call 911 or proceed to the nearest emergency room. If necessary, the emergency room will contact the physician.
- For other after-hours problems that require a doctor (weekends, holidays or week days 4:00 PM – 8:00 AM) our telephone number is 865-218-9220. The physician or his representative will return your call.
- All after hours phone calls are subject to a \$25.00 fee. Most insurance companies will not cover this fee therefore; we will not file with your insurance company. You will be responsible to pay this fee.
- Prescription refills are handled only during office hours to maintain quality of care and reduce prescribing errors.

What to bring to the office each visit:

- Current health insurance card
- Means of paying for services or co-payments
- Photo identification
- Any change of address, phone number, employment
- List of all medication including occasional medication, 'over the counter' medication or supplements (vitamins, herbs, etc.). Please include dosages, and how often taken.

Appointments:

- When you schedule your appointment, please provide the complete list of reasons for your appointment so that we can schedule an appropriate amount of time for your appointment. If you are coming for an annual/physical exam, but have other medical issues for the doctor to review, please inform us when scheduling the appointment. To keep your waiting time to a minimum, we need to know how much time to schedule for whatever issues you may need to discuss with the doctor.
- Please provide at least 24 hours notice if it becomes necessary for you to cancel or reschedule an appointment.
- Faculty Internal Medicine staff can not assist you from your vehicle into our suite or from our suite to your vehicle. We do have wheelchairs in our suite that you may utilize at your visit. If you need assistance with navigation, please have a caregiver accompany you to your scheduled appointments.

Phone calls during business hours:

- While the physicians or the nurses are seeing patients, a "triage nurse" is on duty to handle medical calls. However, if the triage nurse is assisting another patient at the time of your call, you may be asked to leave a message on the voicemail and the nurse will return your call as soon as possible.
- It is our office policy that if the patient is ill enough to require a prescription for an antibiotic, he/she will need to schedule an appointment for an office visit within a reasonable time period. Antibiotics will not be prescribed over the phone without an office visit being scheduled within a day or two.
- When leaving a message please state the reason for your call, your name, your date of birth and your phone number. Please also spell your last name and repeat your phone number slowly. This will allow a nurse to accurately document your problem for better quality of care.
- If your message is not clear and understandable on the voicemail, we will not be able to respond to your requests.
- Routine Calls – expect a return phone call by the end of the same business day, but on occasion there may be a delay until the following business day.
- Urgent Medical Calls – will be returned as promptly as possible and may require phone triage as we handle hundreds of messages each day. If you cannot wait for a return call, urgent care clinics or various emergency rooms are available.

Prescription Refills:

- Please call your pharmacy at least THREE (3) business days before you need your refill. The pharmacist will notify our office for approval of refills. To provide the best patient care, our office may limit or not authorize refills if we have not seen you in the office in an appropriate time period.
- If you need a prescription for your mail-order pharmacy, please notify us at the time of your appointment.

Your Insurance:

- Please be familiar with your insurance benefits. If you expect insurance to pay for your services, please be sure that our office is a provider on your insurance plan. Also, please notify the office whether your plan covers preventive medicine or wellness care (physicals), and what the limitations of this coverage are. Also, if you want to have multiple procedures done on the same visit, please check with your insurance company to see if they will cover multiple procedures on the same day. Many insurance companies