

Patient Expectations:

Our goal is to provide compassionate, high-quality, and timely care during every step of your journey. To help us deliver the best care possible, we ask patients and families to partner with us by following these expectations.

1. Communication

- a. When calling our office and our staff is unable to answer your call, please leave a detailed voicemail including:
 - i. Your full name and date of birth
 - ii. A call-back phone number
 - iii. The reason for your call

**Our staff will return your call within 24 business hours.

- b. To help us respond efficiently to all patients, please leave only one voicemail. Leaving multiple messages may delay our response time.
- c. Test/ imaging results are reviewed carefully before being released or discussed. Some results may take several days due to specialized testing.
 - i. Our office will timely deliver these results to you.

2. Appointments & Punctuality

- a. Please arrive 5-10 minutes early for your appointment to allow time for check-in and any required paperwork.
- b. New Patient appointments:
 - i. Your first appointment may take 1-2 hours. This allows adequate time for thorough review of your medical history, imaging, pathology, and for discussion of your diagnosis and treatment options.
 - ii. Please plan accordingly and arrive on time to ensure your visit runs smoothly.
- c. Please note: No shows will result in a \$50 fee.

3. Surgery

- a. If surgery is recommended, our team will review the next steps with you and discuss what to expect. You will be contacted by our surgery scheduler to coordinate surgery dates and times, as well as provide additional information and instructions.

4. Medical Information

- a. Provide complete and accurate medical history, medication lists, and outside records when requested.
- b. Inform us promptly of any changes in your health, medications, or symptoms.
- c. Bring imaging discs, pathology reports if instructed prior to your visit.

5. Insurance

- a. Please notify our office of any insurance changes as soon as possible.
- b. Copays, deductibles, and outstanding balances are due at the time of service unless prior arrangements have been made.

6. Visitors

- a. We welcome support people when appropriate; however, visitor policies may vary based on clinical needs or institutional guidelines.
- b. During sensitive discussions or exams, patient preferences regarding visitors will be respected.