

DRS. BORDERS, HOOD AND ASSOCIATES

Dear Patients,

We appreciate you and would like to offer the following to assist in more effective patient, staff and provider communication.

- Please direct all phone calls to our office at 859-278-5926.
- Please bring all **medications**, including vitamins and supplements, or a current list that includes dosage and instructions to your appointment.
- Please request prescription refills **during** your office visit. If refills are needed between visits, have your **pharmacy** contact us, unless the request is for a controlled substance, then leave a message on our refill line.
- Please do not request **procedure and laboratory results** over the telephone. We will notify you by letter or on portal within 7-10 business days.
 - *If you have not received your results within 2 weeks, please, call our staff. To expedite our response, leave a message which includes your name, test date, type of test(s) and where you had the test(s) performed.*
- Please be aware, our automated telephone system helps us **prioritize** our response according to the call types listed below. This system enables us to **return** your call in the most timely and efficient manner.

Call types:

- **Same day appointment requests:** Will be handled within 1 business hour. When calling, press 0 and advise the receptionist you need to be seen same day and a clinical staff member will return your call.
- **"Sick" patient phone calls:** Will be responded to same day within 5 business hours. Make sure you describe your symptoms and state that you are ill when you leave your message. Please, also, remember to leave your name and date of birth so that the clinical staff can assist your more efficiently.
- **Prescription refill request:** Will be responded to within 2 business days for standard refills, however, controlled substance refills can take up to 7 business days.
- **Patient account phone calls:** Will be responded to within 2 business days.
- **Any other phone calls: (including referrals, prior authorizations, records request, etc)** will be responded to within 2 business days.

If you have further questions regarding our general office policies, do not hesitate to ask. Remember we are here for you!