



# St. Francis

## Diabetes & Endocrinology Center

Thank you for trusting our office with your healthcare needs. We strive for patient oriented service that provides you with the best health care services available. The following are topics that we find to be most beneficial in serving you and helping to meet your needs. If you have any questions regarding any office procedure, please feel free to ask.

### **APPOINTMENTS**

Insurance cards and identification will be requested at each appointment, and any co-pay you owe is collected during check-in. If you arrive in the office after your scheduled appointment time, you may be asked to reschedule, as the physicians have very full schedules, and often cannot accommodate late appointments.

### **APPOINTMENT REMINDERS**

You should receive an automated appointment reminder a couple of days before your appointment. When you receive the greeting, please listen to the information to verify accuracy, and press the appropriate selection for your response: Press 1 to replay the message; Press 2 to confirm your appointment, or Press 3 to cancel your appointment. If you cancel using the automated system, please make sure that you call the office to reschedule as quickly as you can.

### **APPOINTMENT SCHEDULING**

Follow-up appointments should be made at the time of check out. If you must cancel an appointment, we ask that you give us 24-hour notice. Due to our patient volume, appointments are extremely difficult to change. Please keep this in mind when attempting to cancel or change an appointment. Changing an appointment may result in a 2-3 month wait. Failure to cancel an appointment that you do not attend will result in a \$25 no-show charge.

### **CALLING OUR OFFICE**

Due to the volume of patients we see in the office, we utilize an automated attendant. This means that when you call our office, you will be given options to choose in order to reach the person you are calling. Please listen carefully to the options, and select the most appropriate choice. All clinical questions must be directed to the Medical Assistant, which is option 5.

You can also contact your physician's medical assistant directly by calling:

*Dr. Hancock's Medical Assistant: 317.865.5418*

*Dr. Moneva's Medical Assistant: 317.865.5352*

*Dr. Priscu's Medical Assistant: 317.865.5320*

*Dr. Sundaram's Medical Assistant: 317.865.5308*

### **MEDICATION REFILLS**

Medication refills are provided at the time of your appointment. Should you require a refill prior to your next appointment, please contact your pharmacy and ask them to send an electronic or fax request to the office. You can also call our Refill Line at 317-865-5319. Refills may take up to two business days to process.

All prescriptions in our office are sent electronically to your pharmacy (including mail-order pharmacies). Please make sure that the medical assistant has your current pharmacy information.

## **SAMPLES**

Our sample drugs are provided in order to assist patients in finding the best medication. *We are happy to provide a sample, when available, to patients at their initial visit or when your physician makes a medication change.*

If you are having difficulty with the cost of your prescriptions, please discuss alternatives with the physician, or contact RX for Indiana. RX for Indiana is a partnership program for prescription assistance. They can be reached by visiting <http://rxforindiana.org> or calling 1-877-793-0765.

## **FORMS**

It is the policy of this office to assess a charge of \$20.00 for the completion of forms for FMLA, Disability, etc. This charge must be paid prior to completion. Payment should be made when dropping off the forms at the reception desk. We cannot submit this charge to your insurance company. Please allow 7-10 business days for your forms to be completed.

## **LAB RESULTS**

Because of the practice specialty, our patients require an extremely large number of lab tests. In order to allow our Physician's time to review your lab work with your chart, please give us one week before checking on the status of lab results, unless otherwise instructed by your Physician.

We now use a system called LabCalls to report your lab results that require no changes to your medication or treatment plan. During your appointment, you will receive a card with the information you will need to call or go online for lab results.

## **EMERGENCIES**

True medical emergencies should be handled by calling 911. If however, you feel that you must speak to medical personnel, please feel free to call our office at any time and follow the telephone directions. Non emergency calls will be referred to the nursing call lines. If you leave a message with the nurse, the call will be returned within 24 hours. If you need to speak with a physician after hours, you can call 317.631.3466.

## **NURSING CALL LINES**

Each Physician in our office has a Medical Assistant assigned to assist patients. Their phones are monitored by voicemail and messages are reviewed throughout the day. Once your call is received it is prioritized for a return call. This may take a day or so, depending on call volumes.

## **REFERRALS**

Some of our patients are enrolled in insurance programs that require a referral from your Primary Care Physician in order to see one of our specialists. Asking for and ensuring that we receive a referral is your responsibility. You will be asked to sign an agreement of financial responsibility prior to seeing a Physician if a referral has not been received.

## **ADDRESS/TELEPHONE NUMBER CHANGES**

If you have a change in address or telephone number, please contact our office promptly. This will allow us to contact you timely.