

# Dr. Sampat's Tips for Efficient Office Visits

## Communications with the Office

- Call to make / cancel / change appointments. Call ASAP for cancellations for any reason. Office Hours Monday - Thursday 8am – 6pm. Friday: 8am to 12 Noon. Fridays are for procedures.
- We are closed on all major holidays.
- Use our MD Walk-in Clinic for after hours and weekends.
- If you have been web-enabled, you can send an electronic message to ask for lab and imaging results OR to let the doctor know you have been to Radiology by us or Labs by another doctor. The office needs your email to enable you for web access. We strongly encourage you to get web access even if you do not plan to use it – you can continue to communicate with us via telephone.
- If you have an HMO insurance and if you need referrals for certain specialties, please be sure to check with our office after 1 week of referral to ensure that it is in process.
- After-hours messages go to Dr. Sampat. Call for urgent medical advice.
- Please call the office if there is a change in insurance, contact numbers or pharmacy.

## Sharing records with other physicians

- Whenever you go to any Emergency Room/Hospitalizations, please call Dr. Sampat's office and inform her about it. Also inform the emergency room or hospital physician that your Primary care physician is Dr. Sampat.
- We encourage you to share labs ordered by us and by other physicians you may be seeing.

## Diabetes

- Check with Medical Assistants for prescriptions for Diabetes supplies.
- There is a Diabetes Nutrition class at Dr. Sampat's office every 2-3 months.

## At your visit

- Please update your current address, phone numbers and your preferred pharmacy at every visit.
- Bring all medication bottles at every visit – this is the only way to ensure your safety!
- Flu-shots for all adults are recommended in the months of October through February. Please call and come in for a flu-shot. You do not need the doctor's appointment for flu shots.

## Medication Refills

- Prescriptions are electronic, except for controlled medications.
- Refills can be done by calling pharmacy, even when your bottle says "zero refills," as long as the prescriber is Dr. Sampat.
- Please call Monday to Thursday for all refill requests, especially for controlled medications.
- If you are transferring your prescriptions, and calling the office, please provide complete directions on your medications to be refilled.

## Forms

- Please allow 7 business days for any forms to complete. There may be a fee applicable – please check with the front desk when you drop off the form.

## Labs

- Lab orders are electronic – you will not get a paper order except for special tests/out-of-network labs.