

## **What To Do When Problems Arise:**

If you feel you have an emergency call 911.

If you feel your problem is not an emergency, please call our office. You may leave a message for a nurse to return your call or dial 0 to reach an operator. Operators are not clinical staff. They will be happy to take your message and send it to a nurse for a call back. Please be sure to include a telephone number where you can be reached.

*All telephone calls are returned within 48 hours.*

It is important that you do not call repeatedly for the same Problem. Once you have left a message, it is in our system and will be returned.

### **Medication refills:**

If you are calling for a medication refill, please leave a message on the nursing line. All calls are returned within 48 hours. Please leave a valid number where you can be reached, the medication name, dosage and how you take the medication. Please be sure to include the Pharmacy and Pharmacy location you want the prescription called to. Please do not wait until you are completely out of medication before calling the office.