

# **ENDOCRINOLOGY ASSOCIATES**

*Board Certified Physicians*  
*American Board of Internal Medicine*  
**Eric A Orzek MD FACP FACE**  
**Samir G Ouais MD\***

*\* Board Certified Endocrinology, Diabetes, and Metabolism*

*Certified / Licensed Associates*  
**Faith Sanders PA-C**

## OFFICE POLICIES

Welcome to Endocrinology Associates! Thank you for choosing our office. Here is some useful information about our practice:

-We are open Monday through Thursday 7:00 am to 4:30 pm. Our lunch hour is noon to 1pm. On Fridays we are open from 7:00 am to 11:00 am.

-Appointments are scheduled from 7am to 11am and from 1 pm to 3pm, depending on which physician you are seeing. **There is a \$25 fee if you miss your appointment.** Please call to reschedule your appointment at least 24 hours prior to your appointment time to avoid this fee.

-If we are closed, you can reach the physician on call by calling our office number. After hours you will reach the answering service that will connect you with the physician on call. If you are having an emergency, please go to the nearest emergency department. Prescriptions are not refilled after hours by the physician on call as he or she does not have access to your medical records and cannot verify your information.

- **Prescriptions are refilled by phone Monday through Thursday.** On Fridays, you can have a prescription refilled by having your pharmacy fax a request over. If you have missed more than one scheduled visit or you are more than one month overdue for your visit, you will need to speak to a staff member prior to receiving a refill. Samples may be available to patients if there is a dosage change.

-We offer injections and pre-visit labs Monday through Thursday from 7am to 11am and from 1pm to 3pm and Fridays 7am until 11am. You do not need an appointment for these visits.

- The lab located in our office is LabCorp. They will also draw for Quest. They are a separate entity from our office. Depending on your insurance coverage, you may receive a separate bill for labs from LabCorp or Quest. We will be happy to help you locate another lab if you cannot use the one located in our office.

-Don't forget to update us with your new contact information if any of your information changes (address, phone, insurance, etc)

-In the rare event that the physician is unavailable, would you rather....

see the physician's assistant or other physician OR

be called and rescheduled?

SIGNATURE OF PATIENT, GUARDIAN OR LEGAL REPRESENTATIVE:

\_\_\_\_\_  
PRINT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

RELATIONSHIP (IF OTHER THAN SELF): \_\_\_\_\_