

Dr. Gerald Miller

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In our quest to provide the best service possible to you...

○ **Urgent Calls**

Please advise our staff what your issue is and why you believe your issue needs to be handled as an urgent call. Our staff will review and advise as to whether they feel it is urgent.

When we respond to urgent calls, please limit your conversation to the urgent matter **only**, so we may limit the time taken away from our in-office patients.

○ **Scheduling Appointments**

It is our office policy **not to schedule appointments for family members back to back**. To facilitate driving arrangements, we can schedule one family member before lunch, and one after.

The **only exception** will be for those patients who are driving long distances (greater than 40 miles) for their appointments.

○ **Medication Refills**

Patients are to call refill requests to their pharmacies. Not our office. Please allow 24-48 hours for medications to be refilled. Keep in mind our office is closed on Friday, and medications will **NOT** be filled Friday-Sunday, or before 2pm on Monday. It is our group policy not to refill pain meds on the weekends, so our "on-call" physicians will NOT be able to address these Rx's.

Many of our patients are on medication refill schedules. Repeat calls to our office on the due dates of these medications become counter-productive to dealing with all patients. **Do not call our office before 2 pm to check your refill status**. Early or repeat calls result in a delay in the renewal period and will interfere with our ability to provide the best service possible.

○ **Wait time**

The shortest wait time(s) in our office are the 8:00am and 2:15pm appointment time slots on Tuesday - Thursday. If the majority of issues to be discussed at office visit are mentioned at the time of making your appointment, the office staff will be able to schedule an appropriate amount of time and the doctor will do better at staying on time.

Your time is as valuable to you as our time is to us.

○ **Patient Information Responsibility**

Our office does not receive any information about insurance or address/phone changes unless **you** provide it. Please call our office when **any** changes are made.

Motor Vehicle Accident Claims are billed to automotive insurance. On Job injuries by law are reported to Workers Compensation. Please provide the appropriate information for these claims.

○ **Workers Comp Injuries**

Patients **must** provide proof of an established claim with:

Workers' compensation insurer's name, address and phone number, valid claim number, WCD employer number and employer policy number.

Patient Signature

2007
Date