

## **OFFICE POLICIES / PATIENT INFORMATION**

### **INTRODUCTION**

Everyone at in the *Department of Family Medicine at Graves-Gilbert Clinic* is pleased you have chosen us to be your "*Patient-Centered Medical Home.*" We are committed to maintaining your family's health and to be there for you when you are not well. To help us be a better resource for you, please take a few moments to read over our office policies. Should you have any questions, please feel free to ask any one of our staff members or Dr. Purvis.

### **DR. PURVIS' CREDENTIALS**

Dr. Purvis graduated *Magna Cum Laude* (Highest Distinction) from *Purdue University* and earned his MD from *Indiana University* in Indianapolis, Indiana. He did his internship and residency in Family Medicine at the *University of Louisville* in Glasgow, Kentucky and at *Kosair Children's Hospital* in Louisville, Kentucky. He is a Fellow of the *American Academy of Family Physicians (AAFP)* and Board-Certified by the *American Board of Family Medicine (ABFM)*. Dr. Purvis is licensed to practice medicine in Kentucky and holds a license to practice medicine in Florida as well.

### **WHAT IS A FAMILY PHYSICIAN?**

Unlike other physicians who specialize in treating one particular organ or disease, your family physician is uniquely trained to care for you as a whole person, regardless of your age or sex. In addition to diagnosing and treating acute and chronic illnesses, your family physician provides routine health screenings and counseling on lifestyle changes in an effort to prevent illnesses before they develop. And if a health condition arises that requires care from another specialist, your family physician will be there to guide you and to coordinate all aspects of your care. You and your family physician will work together to achieve the best possible outcome in the most cost-effective manner. This philosophy is the framework upon which the "*Patient-Centered Medical Home*" is built.

## APPOINTMENTS

Please try to arrive a few minutes early for your appointment to allow time for sign-in. We understand that unexpected circumstances occur. However, patients who arrive more than 15 minutes late for their appointment are subject to being rescheduled. Please refer to *Graves-Gilbert Clinic's* detailed policy on missed appointments for more information. For our *regular* patients requiring "same-day" scheduling, we often keep a few time slots open daily for that purpose.

## GETTING THE MOST FROM YOUR VISIT

- Bring ALL of your medications in their original packages with you to each visit (not just a list please)
- Try to **focus on only a few problems during each visit** to ensure your problem gets the attention it deserves
- Please inform the nurse if you have had lab work or tests to review with the doctor
- When requested, keep a log of your blood pressure and blood sugar readings and bring those with you to each visit

## MEDICAL TRIAGE

Please note, patients are not always seen on a "first come, first serve" basis. Although we try to adhere to our schedule as closely as possible, sometimes the severity of one's condition may warrant modification. We appreciate your understanding.

## COURTESY TO OTHER PATIENTS

Many of our patients suffer from respiratory problems, allergies, migraines, etc., As a courtesy to those patients please:

- **Refrain from wearing perfumes or cologne** to your office visit
- **Do not smoke** before or during your visit
- **Bathe or shower appropriately** before your visit
- If you have a cough or believe you have a contagious illness, please **request a mask** from the receptionist and wash your hands upon arrival and at departure

## CHAPERONE POLICY

If you need a chaperone, i.e., someone to accompany you at any time during your visit, please inform the receptionist, nurse and/or Dr. Purvis and one will be provided. There will also be occasions when our staff requests a chaperone as well.

## TELEPHONE MESSAGES

We are happy to address your questions or concerns via telephone whenever possible. However, treating you by phone without a proper face-to-face evaluation has many potential pitfalls and will be avoided. You certainly wouldn't ask your mechanic to diagnose and treat your car's problem by telephone. Clearly, your health deserves better treatment. **Please do not ask us to call in antibiotics or other medications without an office visit.**

In addition, most providers are advised not to give "complex information" or discuss "emotionally charged issues" via telephone. Thus, we hope that if someone from our staff calls requesting a return visit to discuss test results, you will understand and not just assume the worst.

For those issues that can be resolved via telephone however, we strive to address them by the conclusion of each business day. However, unexpected circumstances do occasionally occur so please allow one business day for answers to telephone inquiries.

## PRESCRIPTION REFILLS

We ask that you **call the office (not your pharmacy) during regular business hours for routine medication refill authorization.** Conversely, we kindly request that you **contact the pharmacy to inquire when they are ready** (not our office). As previously noted, it may take up to 1-2 business days for refill requests to be processed. Thus, we kindly ask that you do not wait until you are nearly out of your medication before requesting a refill. If it has been more than a year since your last visit, we may not be able to refill your medication without an appointment first. **Please do not utilize the on-call physician as your refill service.**

## LAB AND TEST RESULTS

Although we will make every effort to contact you regarding your lab or test results, please do not assume that "no news is good news." Occasionally, due to factors beyond our control, results do not get sent to our office or rarely become lost. Thus, **it is your responsibility to follow-up on the results of your tests particularly if you have not heard back from us in a timely manner.**

## PAIN MANAGEMENT

Please be aware that although Dr. Purvis does manage ACUTE pain, e.g., injuries, flare-ups, etc., he **does NOT manage chronic, non-malignant pain,** so please do not ask him to make you an exception. If you require management of your chronic, non-malignant pain, we can refer you to a pain management specialist. Under NO circumstance can we prescribe ANY controlled substance without an office visit. Unfortunately, due to federal regulations, we must notify local law officials of any patient suspected of "doctor shopping," diverting and/or misusing controlled substances.

**OFFICE HOURS / AFTER HOURS**

Our office is open Monday through Friday from 8:30AM until 5:00PM. Dr. Purvis is out of the office and unavailable on Tuesday afternoons. One of our providers from the *Department of Family Medicine at Graves-Gilbert Clinic* is always "on-call" after hours. However, we kindly ask that you only contact the on-call physician for a questions that cannot wait to be answered during regular office hours. As noted previously, it is inappropriate to treat you without a proper exam, thus medical advice that can be provided by telephone is very limited. **IF YOU HAVE AN EMERGENCY, PLEASE GO TO THE EMERGENCY ROOM OR CALL 911!**

Throughout the year, there are times when we take vacations or we are away continuing our education. If issues arise during these times, or if you need to be seen, one of our other providers will be pleased to see you in the office. We will do our best to give you advance notice when these times occur.

**SHOULD YOU NEED TO BE HOSPITALIZED**

Although Dr. Purvis does have privileges at the Medical Center (MC), he does not provide regular inpatient coverage. In the event you need hospitalization, you would be admitted to Hospitalist program as part of the MC's regular group of physicians. Once you are released from the hospital, your follow-up care will still be provided by Dr. Purvis.

**GIFTS FROM PATIENTS**

We appreciate all of our patients who wish to thank us for our care with a gift. In fairness to all our patients however, **it is our policy not to accept gifts of any kind from our patients**. Instead, we suggest that if you feel compelled to give a gift because you are pleased with the care you received from our staff, that you make a contribution to the charity of your choice.

I have **read** and completely **understand** ALL of the above information.

X \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_