



### **Expectations Notice**

Thank you for choosing Treasure Valley Rheumatology for your care. We would like to take this opportunity to establish expectations and let you know what you can expect from us.

#### **Appointments**

We expect that you will arrive at our office at your check-in time. If you arrive more than 10 minutes after your check in time, then we may need to reschedule the visit in order to respect other patients' appointment times. If you know that you are going to be unavoidably late, please try to call ahead. If you arrive early for your appointment, then we will see you as soon as possible.

#### **No Show/Late Cancel**

Please be aware that if you No Show or Late Cancel (given less than a 24-hour notice) to your established appointment more than twice in a calendar year, then there is the possibility that you will be discharged from the practice. There are many patients needing rheumatology care and giving our office early notice of needing to cancel or reschedule an appointment allows us to accommodate patients on our waitlist.

#### **Calls/Messages**

Our office will respond to calls within 24 to 48 business hours. Please leave your name (with spelling), date of birth, and reason for your call (medication refill, disease flare, etc). Please do not call multiple times in the same day as this will delay our ability to return the call. However, if for some reason, you do not hear from our office within the specified time frame above, please contact us again.

*If the reason for your call is more urgent, such as disease flare, please identify this in the message as these calls are prioritized.*

#### **Medication Refills**

Refills will be provided for medications that have been prescribed by one of our Physicians as long as appropriate laboratory monitoring has been completed. Refill requests will be addressed within **48 to 72 business hours**. Please be mindful of the supply of medication that you have on hand and do not wait until you are empty to make a refill request.

#### **Portal Messages**

The patient portal is not meant to communicate urgent clinical concerns. The use of the patient portal should be reserved for medication refills, test results or non-urgent questions. Please do not send messages regarding urgent requests through the portal.

#### **Test results**

We will notify you of your test results when they become available. Most results return within a couple of days however some tests results may take more time to return. We generally try to minimize the number of calls you receive from our office and so we will wait until all test results are available to notify you of the result. In some cases, we may need you to schedule another appointment to address the results and determine an appropriate management plan. If you have tests done which were ordered by another provider, then we recommend that you contact that office to review those results.

**We hope this helps you understand our office procedures and provides you with reasonable expectations of our office.**