

Endocrine Specialists
HOW WE OPERATE

MAKE APPOINTMENTS

- **EMAIL:** WELCOME@DRMOOSANOW.COM
- **PATIENT PORTAL:** sign up by emailing us or calling us
- **PHONE:** 734-682-5243 or 419-913-0521

BE PREPARED BEFORE YOUR APPOINTMENT

- Ensure we have your **TEST RESULTS**
- Bring your **BLOOD SUGAR LOGS** to your appointments
- NOTIFY us of any **CHANGES** in contact or insurance information

CANCELLATIONS/RESCHEDULING

- NOTIFY our office **AS SOON AS POSSIBLE** if you need to reschedule
- **BE ON TIME** to avoid possible delays/rescheduling.
- Nominal charge of **\$10 for MISSED AN APPOINTMENT** effective 4/1/2012.
- Missing/Canceling **MORE THAN 3 APPOINTMENTS** in a row may be cause for **discharge**.

AFTER HOURS CONTACT

- **EMAIL** (welcome@drmoosanow.com)
- **PATIENT PORTAL**
- **PHONE MESSAGE** at 734-682-5243 or 419-913-0521.
- Expect a response within **ONE BUSINESS DAY**

PRESCRIPTION REQUESTS

- **EMAIL** (welcome@drmoosanow.com)
- **PATIENT PORTAL**
- **CALL PHARMACY**, and let them contact our office
- Allow **2 BUSINESS DAYS** for all refills
- You **may need to schedule** an appointment before refill is authorized if you are due to return

TEST RESULTS

- Test results are generally **NOT GIVEN OVER THE PHONE** to avoid miscommunication.
- During your follow up appointment, we:
 - give you test results,
 - explain them, and
 - give you our recommendations
- Please allow **3-14 DAYS** for test results to reach our office

CONDUCT

- We believe EVERYONE is entitled to be dealt with in a **RESPECTFUL** way regardless of the situation. **DISRUPTIVE OR UNRULY BEHAVIOR** toward anyone is not tolerated, whether it comes from a provider, a staff member or a patient.