

## News 2 Use from Dr. Troy

- **PLEASE NOTE - WE ARE NOW CLOSED ON SATURDAY & will be closed on Monday, September 1<sup>st</sup> for Labor Day.**
- **REFILL REQUESTS - PLANNING IS THE KEY!!** Be sure to check your medication supply, mark your calendars & contact the pharmacy at least **7 days before you are out of medication.** Please remember these requests required at least 2 days for processing & requests received after 4pm will begin processing the next business day.
- **Need an appointment or labs before your refill?** Please get your visits scheduled in a timely manner. We are currently scheduling routine office visits approximately 2 weeks from the date of your call. While an appointment is not required for lab visits, Medication Review visits are considered routine and should be scheduled accordingly.
- **Need to reschedule?** PLEASE CALL US 48hours prior to your arrival so we may make the time available to other patients. Going forward, there will be a charge for repeat "no-show" of scheduled office visits.
- **Website & Patient Portal:** We are having a bit of difficulty with the website. Please contact the office for a reset of your Portal Sign-On & Password if needed. Normally this is an easy fix & only takes a very few minutes.
- **Be Prepared - Bring Insurance Cards & Co-Pay to your visit!** Recent upgrades require re-scan all Ins cards at each visit. We are also updated Demographic & Pharmacy information on a constant basis. **NOTE: All pending account balances will now be collected at check-in.** In the event this is an issue, please let us know at least 24 hours before your appointment time. We will be happy to reschedule the appointment based on current schedule availability.
- **Lab Hours effective August 1<sup>st</sup>** No appointment required Monday-Thursday 7:30-11:30am & 1:30-4pm. Questions regarding Solstas/Quest lab charges should be directed to the Customer Service Department at: 1-888-664-7601. **NOTE: Self-pay lab charges are due at the time of service without exception.**

Thank you!

Dr. Troy & Crew @ Friendship Medical Center