



# Outpatient Medical Center

## Are you ready for your appointment?

- Be sure to check-in at the front desk for ALL appointments.
- If your phone number, address, or any other contact information has changed, please update your information with the front desk when you are checking in, so we are sure we have the most current information to reach you regarding your care.
- If insured, please bring all your insurance information, such as your Medicare, Medicaid, or private insurance card. Please also have your driver's license or state ID ready to be scanned in. If you need to update your insurance information, do so with the front desk.
- Remember that a co-pay or clinic deposit may be required at the time of your appointment.
- If you know you will not be able to make a scheduled appointment, help us by calling and rescheduling. Please notify us 24 hours in advance by calling your nearest clinic.
- If the appointment is for a child, please remember to bring your child's immunization records.
- In order to have the utmost respect for all patients and their time, please arrive 15-20 minutes early for your appointment. If you arrive late for an appointment, you may not be able to see your provider. Depending on your situation, a member of the OMC team will work with you to reschedule another time or day.
- If you need paperwork completed by our office, please allow us up to 3 weeks to process your request. Please have your portion of the form already filled out before giving it to the clinic staff.
- For your privacy and for the privacy and comfort of those around you, please refrain from using your cell phone while you are at OMC.
- If you bring any children to the clinic with you, please bring someone to help. Children may not be left unattended, or be allowed in some areas.
- Bring all medication bottles with you to each appointment, including any prescribed by other doctors. Also, bring all over-the-counter medicines and herbal supplements. To avoid delay, tell us which medications you need to have refilled during your visit.
- If you need a medication refill, do not wait until your prescription is empty. To get medication refills when there are none left in the bottle, please contact the pharmacy where your prescription was filled. Please give us at least 5 days to process your request. In some cases we will need to see you in the clinic.
- Bring a list of questions or concerns you have for your provider to review.
- OMC patients are financially responsible for all aspects of care unless covered by insurance.
- When you have lab tests or x-rays done at the clinic, it usually takes about a week to get the results and for the provider to review them. You may receive a phone call from a nurse with instructions. If you have not received a call in one week, feel free to call us for your results.
- Ask your provider about a follow-up visit and make sure you receive a follow-up appointment before you leave the clinic. Also, ask your provider about scheduling a general physical examination for well screening.
- The best time to call our office is between 8am and 4pm Monday - Friday. After hours and on the weekends all calls are answered by an answering service who can reach an on-call provider.
- OMC now has a patient portal. Please give the Front Desk your email address and ask them how to access the patient portal
- When you leave your visit, ask for your patient summary, and please help us to improve by completing a patient satisfaction survey. Your experience matters to us.
- To check on the status of a referral call 318-357-2061