



Associates of Mid-Cities

Our goal at Endocrine Associates of Mid-Cities is to provide a healthy and safe environment for our patients and staff alike. Below are a few “friendly” reminders that we ask you to keep in mind so that we can ensure the best possible care for you and/or your family member.

Adequacy of office hours: Our clinic is open Monday, Tuesday and Thursday from 7:30AM - 4:00PM, Wednesday and Friday 7:30-3:00PM. Calls made to 817-786-8686 after hours will be routed to our afterhours line and the on-call physician will be paged. In the event of an emergency during office hours, the provider will be notified immediately. Should the provider be out of the office, your call will be routed to the physician on call. We follow HEB ISD guidelines regarding closures due to inclement weather.

MESSAGES: Messages left for the MA’s or Doctors after 3PM will be responded to by the following business day.

MEDICATION REFILLS: Prescription refills requests may take up to 72 hours. Requests that require a prior authorization may take up to two weeks. Please do not call our office for refills. Contact your pharmacy and request that they send us your refill request electronically via **E-SCRIBE**, which is the **preferred** method of refilling your prescriptions with our office. You may also request a refill from your Doctor via email through the patient portal.

Patient Portal: This is a free service via a **secured internet connection** that allows you access to your medical records. With this access you may also send secure messages to our office with questions and request. This will alleviate the need to call the office as the message goes directly to your provider.

FORM COMPLETION: If you require FMLA forms to be completed by our providers or letters written, please contact us, as you may need to see your physician before they can be completed. Please allow 7 business days for completion of forms.

TEST RESULTS: Test results are reviewed daily by the physician. For urgent results, you will be contacted by phone immediately otherwise normal lab results will be sent to you in letter form via mail.

Patient name (print)

Sign

Date