**Contact information:**

Email: [insert email]

Office Phone: [insert office number]

Cell Phone: [insert cell number]

**PLEASE DO NOT GIVE OUT MY CELL PHONE NUMBER – HAVING THAT IS ONE OF THE BENEFITS OF BEING A PATIENT HERE.**

At [insert office name] we want to work with you to achieve your health and wellness goals. As our patient, you will appreciate direct access to your physician. To provide exceptional care to all of our patients, we have developed the following guidelines to assist you in determining the best way to reach us, depending on your needs.

**Routine Appointments:**

* Routine appointments such as annual exams, follow-up visits, well-child checks, and schools/sports physicals should be scheduled in advance. At this time, as I have no staff to assist me, you can either email me, text me on my cell phone number or call the office.
* If you call the office and I do not answer, I am likely in the room with another patient, please leave a message and I will return it promptly.

**Non-Urgent Matters:**

* Non-urgent matters such as medication refills, scheduling a routine appointment, or any general questions can be addressed by email, text the cell phone, or call the office.
* If you call the office and I do not answer, I am likely in the room with another patient, please leave a message and I will return it promptly.

**Urgent Matters:**

* For urgent matters during business hours, such as needing to be seen within the next 24 hours, or any other acute concerns, please call the office line first. If there is no answer there, leave a message then call the cell phone.
* For urgent matters after business hours, such as needing to be seen within the next 24 hours, or any other acute concerns, please call the cell phone.

**Emergencies:**

* For medical emergencies please call 911. At your earliest convenience please call the cell phone to let [insert physician's name] know what is going on.

I will have my cell phone with me at all times. However, on occasion, I may be unable to answer the phone as I am either with another patient, tending to personal affairs, or in an area without reception. If there is no answer, please leave a message then send a text (texts will often come thru when calls do not). Rest assured, every effort will be made to return your call in a timely manner.

On occasion, email and/or texts may not be delivered in a timely manner so if you do not hear back within a few hours please call.