



Name \_\_\_\_\_

Date \_\_\_\_\_

Welcome to Rihner, Gupta & Grosz Cardiology, P.C.! We thank you for choosing us for your cardiovascular care and will make every effort to address your concerns in a timely manner. However, should an emergency situation arise causing a delay in your appointment, please let us know how we can accommodate you and whether you would like to reschedule. The following helpful tips will allow us to better serve you:

### MEDICATIONS

- Inform your nurse of any prescriptions which need to be filled, including the strength and number of pills you desire, and give her your pharmacy information. Bring an updated list to every appointment.
- Please note that we do not accept faxes. If you need refills, call your pharmacy first and they will send us an electronic request.
- When calling for a refill, provide the medication name, dosage (mg), how often you take it, how many pills you need, pharmacy name and phone number, and a phone number where you can be reached.
- Allow 48 hours for the completion of a refill. Do not wait until your prescription is empty to call. If your prescription is not ready after 48 hours, please call us back and state the urgency of your need.
- A nurse will send your request to your preferred pharmacy via email and it will be ready within 24-48 hours.

### APPOINTMENTS/QUESTIONS

- For non-emergency questions or problems, please leave a message with the nurse and your call will be returned before closing.
- In the case of an urgent situation, notify the receptionist of your concern and a nurse will take your call immediately.
- For urgent weekend issues, call (251) 634-1544 and we will have the doctor on duty return your call. Please reserve non-urgent issues for normal office hours.
- Keep us informed of any questions or concerns you may have. We want your visit to be a pleasant one.
- If you go to the emergency room, please let them know you are seen by us. We always care for our patients.