

## YOUR RESPONSIBILITY:

- 1) **Never assume any test was normal.** We prefer to review lab and imaging results in person, therefore, you will be scheduled for a return appointment 2-3 weeks following your testing. However, you will receive your results via the patient portal when they come in with a note from either Jennifer, PA-C or Dr. Cobb. Please inform Dr. Cobb or Jennifer if you will not be available for the follow-up appoint for special circumstances such as: going out of town, etc. **PLEASE USE THE PORTAL!!**  
**If there is a worrisome abnormality, Dr. Cobb or Ms. Piker will call you right away.**
- 2) Know what your insurance covers. Bring your drug company's formulary so we may choose the most cost effective medications for you. Know which labs and radiology facilities your insurance company covers. We are not responsible for excess fees incurred.
- 3) Always ask about side effects and drug interactions.
- 4) Please alert Dr. Cobb to any developments in your health: hospitalizations, ER visits, new medications, surgeries, consultations with other doctors including chiropractors, naturopaths.
- 5) Ask your doctor when you need to make a f/u appointment.
- 6) Keep a copy of all of your medical records
- 7) Ask to fill out a living will. Discuss advance directives with your doctor.
- 8) Become familiar with hospital services/education programs/support groups. Use Up to date and WebMD websites.
- 9) Most importantly, FOLLOW UP!!! One appointment is not enough time to cover everything or to make a diagnosis. Symptoms change over time and diseases declare themselves in different ways. Tell your doctor if you feel he or she is missing something. Keep a diary if you feel it is hard for you to communicate with your physician face to face or if you have memory problems. Call back if symptoms change or worsen. Doctors encourage 2<sup>nd</sup> opinions. Ask for one. If you are not satisfied for any reason, tell your doctor. Bring a list of questions/concerns with you.
- 10) Use answering service after hours. **We do not refill medications after hours.** Medications usually expire because labs need to be drawn or the doctor needs to see you prior to a refill.
- 11) If you would like an assistant present in the room at any time as a witness or to assist with an exam, please let us know.
- 12) If you miss 2 or more appointments without contacting us, we will assume you wish to transfer your care elsewhere and will discharge you from our clinic.
- 13) If we have not seen you in over a year, we will contact you to determine if you wish to continue your relationship with your clinic. Please notify us if you wish to change providers so we may document properly and send your medical records to appropriate clinic. **It is Dr. Cobb's policy that you be seen yearly for a review of health issues and for a yearly physical. Please check with your insurance on how we should code this and what they consider to be included at this visit.**
- 14) We reserve the right to charge \$25 if you do not give us a 24 hour notice of cancellation of a scheduled appointment. We have a waiting list and can give this appointment to another patient.