

Office Policies for Drs. Oser, Tauber, and Seidelman
10301 Georgia Avenue, Suite 304
Silver Spring, MD 20902
301-681-7200

Office hours: 8:30am to 12:30 pm and 2:00 pm to 5:00pm

Phone hours: 9:00am to 12:30pm and 2:00pm to 5:00pm

Walk-in lab hours: 8:30am to 11:30am and 2:00pm to 4:00pm. Walk-in patients are handled on a first-come, first-served basis AFTER regularly scheduled patients are accommodated, so there may be a delay in service during busy office hours. For lab work ordered by outside physicians, you will be asked to sign a waiver, which means any charges not covered by insurance will be the responsibility of the patient. It is not recommended that you come for routine lab work *before* your appointment – the nursing staff cannot anticipate what labs your doctor will want.

Prescription refills: Please allow 48 hours for refill requests to be completed. Requests should be phoned to our pharmacy refill answering machine at 301-681-7525.

Prescriptions can be called or faxed to local pharmacies – the patient must furnish the pharmacy phone number, the name of the medication, strength of the medication, and directions (i.e., how many times a day is the medication taken).

Most mail order pharmacies can now be accessed via the internet if the pharmacy name and phone or fax number is provided.

Plan ahead! – Refills will not be performed on weekends or holidays!

Test results: As a rule, any abnormal lab results will be called to the patient. Lab results will not be mailed to patients unless they provide a self-addressed, stamped envelope. You are welcome to stop by the office and pick up a copy of your lab results if you request them in advance, or results can be faxed to you. Most outside procedure results (sonograms, CT scans, MRIs, x-rays, PFTs,) will be available one week from the date of the procedure. (Sleep studies take about two weeks.)

Making appointments: When calling to make an appointment, please specify whether the appointment is a follow-up, a complete physical, or a pre-op exam. Appointments are confirmed on the business day before the appointment. If you think you have an appointment but were not contacted the day before, please call the office to verify your appointment time. For urgent needs or sick appointments please call the office -- do not walk in and expect to be seen. If the receptionist has no same day appointments available, ask to leave a message for the nurse. The nurse will call you back to get additional details and present that information to the doctor. The doctor will decide on the appropriate time for an appointment.

If you have concerns that require a direct response from the doctor, you are advised to make an appointment. Any other questions will be handled through the nurse. Most forms that need to be completed by the doctor will require an appointment, or there may be a charge to complete them.

Please provide 24 hours notice if you need to cancel your appointment. There will be a charge of \$25 for missed routine appointments and \$75 for missed physicals, pre-ops, and consultations.

For urgent medical needs during non-office hours, you may call the answering service at 301-446-2618.

PLEASE TURN OFF YOUR CELL PHONE WHILE IN THE OFFICE