



Patient Communication Methods & Guidelines

Idaho Diabetes & Endocrine Associates, P.A. is dedicated to assisting patients throughout their treatment process. To accomplish this, good communication is important. The following are options for you to have your questions answered in the most efficient manner possible by

our staff.

- 1. FAX** --- If you have question, are experiencing symptoms, or feel you need a change in prescription, please send us a detailed fax. Please provide your name, and a number that you can be reached at. ***Please understand that instant receipt of your fax at the office does not mean a provider can respond instantly, due to scheduled patient appointments.*** Faxed questions will be reviewed by a provider by the end of the day and handled in order of medical urgency, based on the provider's judgment. Faxes must be sent to us during office hours as our fax is off when the office is closed. We will respond to medically urgent faxes by the end of the day if received before noon, or the following business day if received after noon. ***Non-urgent fax questions will be responded to as soon as feasible, usually within 3 business days.***
- 2. PHONE CALLS** --- Phone calls are taken by our staff. The providers in our office never take calls because they are seeing patients. They will gather all necessary information and relay it to the provider.
- 3. VOICE MAIL** --- Our voice mail is checked throughout the day by our staff and we will respond to your message as soon as possible. **Please include your name, phone numbers, and a short description of your problem or question.** A staff member will return your call to either answer your questions or to gather additional information. It is very important to for you to give the staff member detailed information. If your provider determines that your questions relate to more complex issues and/or symptoms, we will request that you schedule an office appointment to allow for a more in-depth assessment of your needs.
- 4. MEDICATION RENEWAL** --- If you need a refill on a medication that you are currently taking please call your pharmacy to request a refill. The pharmacy will fax our office a request. (Please do this Monday – Thursday as our fax machine is not on when the office is closed.) Your request and chart will be reviewed, and the request will be faxed back to the pharmacy within 48 hours of receipt.

PHONE NUMBERS

- **Clinical Office** **389-2213**

• Fax

389-4659