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## **A Few Words On Appointment Scheduling For Our Patients**

As we establish our new practice, we are taking the opportunity to change the way our patients schedule appointments. In the past, you would often have to wait six to eight weeks to get a routine appointment with a busy doctor. This is how most medical practices do business, but that is not acceptable to us. We feel that your time is just as valuable as ours and we are trying to do something about it.

We are implementing what is called an "Open Access" system. We are planning on leaving enough appointments open each day so that the majority of people who call for an appointment can be seen much more rapidly than in the past. Routine appointments should be available within a few days of your call, if not the same day. Urgent problems will of course be dealt with as expeditiously as possible.

We are committed to making your physician more accessible to you for both urgent and routine care. We are sure, from the experience of other practices, that this system will make for a smoother and more efficient visit, and allow you and your caregiver to focus more time on your concerns and medical problems.

We will still be scheduling appointments ahead of time for those who wish to do so. If your doctor wishes to see you back for a return visit, our receptionists will make an appointment or give you a reminder card to call when you are due. Whichever is best for you. When you call, we should be able to give you a convenient appointment time in short order.

As with any major operation, sometimes things can happen that are out of our control (like emergencies at the hospital) that may still throw our best efforts out of whack. Also, we will be enforcing our rules about payment due (including co-pays) at the time of service, and asking you to re-schedule if you are more than 10 minutes late for an appointment. These measures are intended to help keep us on time. But rest assured, we will be taking every step to make the process of getting an appointment as patient-friendly as possible, so that you can be satisfied that you can get to see your doctor in a timely fashion.

Our phone number is 302-999-0137. If you have any questions or feedback about the open access scheduling, please ask for our Office Manager, Sue Cassidy.

Sincerely,

**Mill Creek Medical Associates**