

TO OUR PATIENTS:

In our continuing effort to provide the very best care possible for you, we have added an additional service to respond to your clinical questions or when you need instructions or appointment reminders.

You will receive a call from our new 24 hour confidential message retrieval system. You can access your message 24 hours a day, 7 days a week from anywhere you may be. Plus you can also replay it as much as you need to. This benefits you by eliminating the problems with phone tag and time zone differences that may have delayed your getting a response in the past.

You will be notified by phone when we have posted a message for you on the system. To retrieve your message, simply follow this simple guide:

STEP 1--Using a “touch-Tone” telephone, call: 1-800-585-9299

STEP 2--To listen to the prompts in English, Press 1

STEP 3--Input your Patient Identification Number.

**Your ID# is the first 9 digits of your home phone number.
(area code, phone # minus last digit)**

STEP 4--Say your name. Press 1 after saying your name.

BE SURE TO LISTEN TO YOUR ENTIRE MESSAGE

STEP 5 --After listening to your message:

Press 1 to Repeat

Press 2 to Delete

Press 3 to Save

You can now hang up your phone! That’s all there is to it.