

## Patient and Doctor Information FAQ

### 1. How do I book an appointment with a doctor?

You can book an appointment by visiting our website or calling our support team at 1-800-123-4567. Provide your personal details and preferred time slot.

### 2. What are the consultation hours for doctors?

Consultation hours vary by doctor. Typically, appointments are available Monday to Friday from 9 AM to 5 PM. Evening and weekend slots may also be available.

### 3. How can I view my medical records?

You can view your medical records through our patient portal. Alternatively, you can request a copy by contacting our records department.

### 4. What insurance policies are accepted?

We accept a wide range of insurance providers. Visit our website or contact our billing department for a complete list.

### 5. What should I bring to my first appointment?

Bring a valid ID, your insurance card, and any relevant medical records, prescriptions, or test results.

### 6. How do I cancel or reschedule an appointment?

Cancel or reschedule appointments via our patient portal or by calling our support team at least 24 hours in advance.

### 7. Is telemedicine available, and how does it work?

Yes, telemedicine is available. After booking, you'll receive a secure link to join the virtual consultation with your doctor.

### 8. How are emergency cases handled?

For emergencies, call our hotline at 1-800-EMERGENCY or visit the nearest hospital. We are available 24/7 to assist.

9. Are walk-ins allowed, or is prior booking required?

Walk-ins are accepted, but prior booking is recommended to reduce wait times and ensure doctor availability.

10. How can I get a prescription refill?

Request a refill through our patient portal or by contacting your doctor's office directly. Some refills may require an in-person or telemedicine consultation.

11. Can I request a specific doctor for my appointment?

Yes, you can request a specific doctor when booking your appointment, subject to their availability.

12. What is the average waiting time for a consultation?

The average waiting time is 10-20 minutes for scheduled appointments. Walk-in patients may experience longer wait times.

13. How do I access lab test results?

Lab test results will be uploaded to your patient portal. You'll also receive an email notification when they're available.

14. What payment methods are accepted?

We accept credit cards, debit cards, and certain digital payment platforms. Contact our billing department for further details.

15. Can I request a second opinion from another doctor?

Yes, you can request a second opinion. Let our support team know, and we'll help you schedule an appointment with another doctor.

16. How do I report an issue or complaint about my visit?

Report issues or complaints by contacting our patient relations team via the feedback form on our website or by calling our support line.

17. Do you offer health check-up packages?

Yes, we offer a range of health check-up packages. Visit our website or contact our clinic for more details.

18. How are follow-up appointments scheduled?

Follow-up appointments can be scheduled during your visit or later through the patient portal or our support team.

19. Are there discounts for regular or frequent visits?

We offer loyalty discounts and membership plans for regular patients. Contact our billing department for more information.

20. What should I do if I miss my appointment?

If you miss an appointment, contact us as soon as possible to reschedule. A fee may apply for missed appointments without prior notice.