

## Medical Receptionist Q&A Guide

Q: How do I schedule an appointment?

A: You can schedule an appointment by calling our office or booking online.

Q: What are your office hours?

A: Our office is open from 8:00 AM to 5:00 PM, Monday through Friday.

Q: Do you accept walk-ins?

A: We do accept walk-ins for urgent care needs, but appointments are recommended.

Q: How do I cancel or reschedule my appointment?

A: Call our office at least 24 hours in advance to cancel or reschedule.

Q: What should I bring to my appointment?

A: Bring your ID, insurance card, and a list of medications.

Q: What if I'm running late for my appointment?

A: Please call our office to inform us. We may need to reschedule.

Q: How do I know if my insurance covers my visit?

A: Contact your insurance provider or our billing department for details.

Q: Do you offer telehealth appointments?

A: Yes, we offer telehealth appointments. Please call to schedule.

Q: How can I get a prescription refill?

A: Contact your pharmacy, and they will reach out to us for authorization.

Q: What if I need to see a specialist?

A: We can provide a referral to a specialist based on your medical needs.

Q: How do I access my medical records?

A: Request records through our office or access them via our patient portal.

Q: What do I do if I need emergency medical assistance?

A: Call 911 immediately or go to the nearest emergency room.

Q: What is considered a medical emergency?

A: Symptoms like chest pain, difficulty breathing, or severe bleeding are emergencies.

Q: Can I speak with a nurse about my symptoms?

A: Yes, we have a nurse available to discuss your symptoms during office hours.

Q: What vaccinations do you offer?

A: We offer a variety of vaccinations, including flu shots and travel vaccines.

Q: How do I prepare for a blood test?

A: Follow any specific instructions given, such as fasting, and bring your ID.

Q: Do you offer COVID-19 testing?

A: Yes, we offer COVID-19 testing by appointment.

Q: What are your payment options?

A: We accept cash, credit cards, and most insurance plans.

Q: Do you offer payment plans for medical bills?

A: Yes, we offer payment plans. Please speak with our billing department.

Q: Can I get a second opinion?

A: Yes, we encourage you to seek a second opinion if desired.

Q: What if I need to see a doctor outside of office hours?

A: For non-emergencies, you can visit an urgent care center or wait for the next business day.

Q: How do I update my contact information?

A: Please notify our office staff to update your records.

Q: What should I do if I miss my appointment?

A: Call us as soon as possible to reschedule.

Q: How long will my appointment take?

A: Appointment lengths vary but generally take between 15 to 60 minutes.

Q: Can I bring someone with me to my appointment?

A: Yes, you are welcome to bring a companion to your appointment.

Q: How do I get a copy of my test results?

A: Test results are available through our patient portal or by contacting our office.

Q: What is the process for new patients?

A: New patients need to fill out registration forms and provide their medical history.

Q: What if I have an allergic reaction to medication?

A: Stop taking the medication and seek medical attention immediately.

Q: Do you offer mental health services?

A: Yes, we offer mental health services and can provide referrals if needed.

Q: What should I do if I feel unwell after hours?

A: If it's an emergency, go to the ER. Otherwise, you can contact an urgent care center.

Q: Can I get a medical certificate for work or school?

A: Yes, we can provide a medical certificate upon request.

Q: Do you accept Medicare/Medicaid?

A: Yes, we accept both Medicare and Medicaid.

Q: What should I do if I have a severe allergic reaction?

A: Use your EpiPen if prescribed and call 911 immediately.

Q: How do I transfer my medical records to another provider?

A: Fill out a release form to have your records sent to another provider.

Q: What services are offered for chronic disease management?

A: We offer management plans for chronic diseases like diabetes and hypertension.

Q: How can I get a referral to a specialist?

A: Your primary care physician can provide a referral if necessary.

Q: Do you offer flu shots?

A: Yes, flu shots are available during flu season.

Q: What should I do if I need medical advice but it's not an emergency?

A: Contact our office during business hours to speak with a nurse or doctor.

Q: How do I update my insurance information?

A: Provide your new insurance details to our office staff.

Q: What if I have trouble paying my bill?

A: Contact our billing department to discuss payment options.

Q: How do I know if I need to go to the ER?

A: Go to the ER for symptoms like severe pain, shortness of breath, or chest pain.

Q: What should I do if I'm experiencing chest pain?

A: Call 911 immediately as chest pain can be a sign of a heart attack.

Q: Can I request a specific doctor for my appointment?

A: Yes, you can request a specific doctor when scheduling, but availability may vary.

Q: What are your policies regarding patient confidentiality?

A: We adhere strictly to HIPAA regulations to protect your privacy.

Q: Do you provide travel health services?

A: Yes, we offer travel vaccinations and health advice for international travel.

Q: How do I refill my prescription if I'm out of town?

A: Contact your pharmacy, and they can coordinate with us to refill your prescription.

Q: Can I get a referral for physical therapy?

A: Yes, we can provide a referral if physical therapy is recommended.

Q: What should I do if I've been exposed to a contagious disease?

A: Contact our office for advice and potential testing.

Q: How do I prepare for a surgery consultation?

A: Bring any relevant medical records and a list of questions for your surgeon.

Q: What is your policy on prescription pain medications?

A: We follow strict guidelines for prescribing pain medications, including regular follow-ups.