

DOROTHY COHEN SERNA, MD, PA  
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## COMMUNICATIONS WITH THE OFFICE

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With our Electronic Health Record system, we will have the ability to communicate with you through various means. Please assist us to understand your preferences:

We will generally try to contact you with appointment reminders. The staff may call directly or you may receive an automated message. Please indicate your preference. **(Circle one)**.

1. Voice call / communication to my cell phone. Phone # \_\_\_\_\_.
2. Text message to my cell phone . Phone # \_\_\_\_\_.  
If this option is *not* available, I choose option #1 above.
3. Voice call to my home phone. Phone # \_\_\_\_\_.

We will be offering (hopefully very soon!) a **PATIENT PORTAL** - this will be a **secure** and convenient place for you to receive communication from our office and also *initiate* certain requests and communications with us as well. We will also look forward to being able to “post” results to this site.

Are you interested?

**YES** EMAIL ADDRESS: \_\_\_\_\_ (please print)  
**NO**

### PHARMACY INFORMATION:

LOCAL PREFERRED PHARMACY: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
PHONE # \_\_\_\_\_

MAIL IN PHARMACY NAME: \_\_\_\_\_ (e.g. MEDCO, EXPRESS SCRIPTS, etc.)

### POLICY ON REFILLS

For your convenience and safety, prescription medications are issued during office hours. All routine refills should be requested at your office visit. If you take medication for a chronic condition, you are required to see the physician on a regular basis. The appropriate amount of medication and refills will be dispensed to you at your visit such that you will have sufficient medication until your next visit is due. It is your responsibility to *plan ahead so that you do not run out of medications*. We strongly recommend that you come to your visit prepared – consider reviewing your medications and remaining refills and bring an updated medication list. We will **not** routinely “call in” medications to your pharmacy.

### RESULTS OF LABS AND STUDIES

Results of most labs and imaging results will be communicated to you within 7-10 days - most often by mail for normal results (though the Patient Portal will be available for this in the future as well). Please allow this period of time to get your routine results. There are times when the notice may ask you to make an appointment. Please do not be alarmed – typically this means that the provider wants to speak with you in person for clarification or educational reasons. **Please be assured that if your results are of an urgent nature the physician or nurse will call you promptly to discuss or give further direction.**

Please also be aware that on *very rare* occasions, for technical glitches beyond our control, a result may not be received in our office. We ask that if you have had a study/ test done and have not heard from our office within 14 days, please call the office!

Please sign here to affirm that you have read and understand the above information:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_