

Office Hours

Our office is open Monday - Friday for your convenience. Normal business hours are 8:00 am until 4:30 pm. If you are experiencing an ocular/eye emergency after normal business hours, please go to your nearest emergency department.

Appointment Cancellation

Please give at least 24-hour notice of cancellation by calling our practice. This will allow time for another patient to be scheduled. Patients who have multiple same-day cancellations or appointment no-shows, may be dismissed from the practice at the provider's discretion.

Late Arrivals

Please call our practice as soon as you know you may be late. Depending on how late you arrive, you may be worked in or asked to reschedule your appointment. If you arrive 15 minutes or more, your appointment will be rescheduled. This is done to allow the least disruption of current scheduled appointments.

Phone Messages

Please allow 24 hours for a return call. Phone messages may not be returned until the end of the day once the last patient has been seen. Phone calls are returned according to the urgency of a patient's medical situation.

Referrals

Please allow 4-5 business days for scheduling referral appointments. Urgent appointments will be scheduled as soon as possible. This amount of time is required to verify insurance prior authorization requirements. If you need to change the appointment, you may contact the referral office to reschedule. Please check your insurance company to see if prior approval is needed, as it is ultimately the patient's responsibility to know their insurance coverage.

Prescriptions

Please allow 48-hour notification for prescription refills. To ensure the correct prescription is called in to the correct pharmacy, when leaving refill information, please specify your name and date of birth, the medication name, dosage, directions, quantity of the medication, and the pharmacy's name and phone number.

Test Results

The clinical staff reviews results from labs or other tests when received by our practice. If anything needs to be addressed immediately, you will be notified by telephone. Alternatively, the practice may communicate test results via the Patient Portal for active users. Otherwise, you will be notified of the results by telephone within 2 weeks. If you have not heard anything after 2 weeks, please call our practice to check the status of your results.

OFFICE POLICIES



*Dr. John Gross, M.D. • Dr. Carter Gussler, M.D. • Dr. Joshua Gross, M.D.
Dr. Cody Williams, D.O. • Dr. Joshua Daniel, O.D.*

Medical Records

You are entitled to one free copy of your medical records. Once a valid release is on file, please allow 30 days for the request to be processed. After the free copy, a charge of \$1 per page applies. Requests by outside parties such as an attorney will be sent once a valid release and the fee are received.

Patient Updates

Please be sure to notify us of any address and/or phone number changes so that we can communicate your health status with you. You may make changes in the patient portal if you are an active user. This is the preferred method.

Minor Aged Patients

Adults accompanying minor patients (parents or guardians) will need to complete a Release of Liability and Permission form. The parent or guardian accompanying the minor is responsible for payment of any fees for that minor not covered by insurance. For unaccompanied minors, treatment will be denied unless we have received the proper paperwork. Insurance cards need to list the minor's name.