



6410 Rockledge Dr, Suite 660 Bethesda, MD 20817

19735 Germantown Rd, Suite 255

Germantown, MD 20874

Phone (301) 571-0019

Fax (301) 571-0988

Center for Cancer and Blood Disorder Telephone Policy

The staff of CCBD is dedicated to helping to help you with your problems and concerns; the purpose of this policy is to provide you with dependable, quality care. Please assist us by informing the receptionist of the nature of your call.

If your message:

- **Is regarding an immediate medical emergency**

Call 911 and go to the emergency room. Please contact us and let us know your condition and location.

- **Is regarding symptoms that require urgent attention (i.e., can not wait for your next office visit)**

Please describe your symptoms to the receptionist and leave telephone numbers where you can be reached during the day. Your call will be answered as soon as possible and within 24 hours of your message. The most serious problems will be handled first.

- **Is a request for test results**

Patients are strongly encouraged to discuss their test results with their doctor/physician assistant at the next office visit. Our clinicians will contact you should your results require changes in your treatment before your next scheduled visit.

Should you request your test results, please leave the following information: the name of the test, date of the test, and where the test was completed. Also, indicate how we should contact you with the results (i.e., phone number, fax, mail). A nurse or medical assistant will call or send you the results within 24-48 hours. We often have to contact other companies to obtain these results for you. Please do not place multiple requests during this time period as it only slows the process of helping you. If you have further questions regarding the results, make an appointment with your doctor/physician assistant to discuss them in depth or follow up at your next scheduled visit.

- **Is a request for a prescription refill**

Please plan ahead to avoid running out of your medication, and ask for refills at your office visits. Check your medication bottle/box to see if you have refills. Contact your pharmacy, and if you are out of refills have the pharmacy fax us a request. This is the fastest and easiest way to obtain your medication.

If this is not possible and you will run out of medicine before your next visit, you must leave your pharmacy phone or fax number, the name of the medication, the dosage, the directions, and number of pills per refill you would like. If you are out of medication, please inform the receptionist. Prescription requests will be handled within 24-48 hours of your call. Please do not place multiple calls during this time period as this only impedes our ability to help you.

(If your prescription requires authorization from your insurance, we will submit information on your behalf. This process may take one day to several weeks, depending on your insurance provider and the number of appeals required.)

- **Is regarding other questions/requests**

Your message will be answered within 24-48 hours. Please give the receptionist a detailed explanation of what you need. If this is a matter that can wait until your next visit, we request that you discuss it with your clinician at your next office visit.

If you choose not to inform our receptionist of your reason for calling, your message will be regarded as non-urgent and will be answered accordingly within 24-48 hours. Your compliance and understanding of this policy will help us to serve you better. Thank you in advance for your assistance.