

DIGESTIVE DISEASE SPECIALISTS, INC.

Northwest (Baptist Medical Center) Office
3366 NW Expressway
Oklahoma City OK 73112
(405) 702-1300 or Toll-Free: (800) 787-6177
Suite 300: Carl A. Raczkowski, MD ♦ David A. Stokesberry, MD
Suite 380: Robert A. Rankin, MD ♦ Kenneth A. Seres, MD
Suite 400: Paul N. Maton, MD ♦ Don P. Murray, MD
Dan W. Smith, MD ♦ Clinton G. Wallis, MD

Thank you for choosing Digestive Disease Specialists, Inc. for your medical care. We hope the following information will answer any questions you may have. If you have been scheduled for an appointment please read the following office guidelines, and print the appropriate forms to bring with you to your appointment.

Office Hours: the DDSI Northwest Office at Baptist Medical Center is open from 8:00 a.m. through 4:30 p.m. Monday through Friday.

Phone Hours:

Weekdays: Our operators are available to direct your call Monday through Friday from 8:00 a.m. until 4:30 p.m. Our phones do not close during the lunch hour. If the person to whom you wish to speak is unavailable, the operator will offer to transfer your call to that person's voice mail or take a message. We attempt to return all calls the same day; however, calls received after 3:00 p.m. may not be returned until the next business day.

Nights, Weekends & Holidays: After 4:30 p.m. and on weekends and holidays, our answering service will take a message for your doctor or his nursing staff members. There is always a doctor on call for emergencies. The answering service is not able to make appointments, give test results, or accept requests for prescription refills.

Office visits (medical problem): All patients are seen by appointment only. In order to schedule an office visit appointment, most of our physicians require a referral from your primary care physician (PCP). Please ask your PCP to fax a referral to us at (405) 702-1280, and a member of our clerical staff will contact you to schedule a convenient appointment time.

Screening colonoscopy: All screening colonoscopies are scheduled by a member of our nursing staff. A nurse or medical assistant will contact you to obtain a brief health history and schedule your colonoscopy. Please be prepared to answer questions about your family medical history, medications you take every day, and any problems you may be currently experiencing. Depending on your age and health status, most physicians at the Northwest Office at Baptist Medical Center will not require an office visit prior to the procedure.

What to Bring to Your Appointment:

- **Completed paperwork** – The following forms must be completed before you see the doctor, and are available on-line by clicking on the following links: [Patient Information form](#), [Patient History Intake form](#), [Financial Responsibility form](#) and [Notice of Receipt of Privacy Notice form](#) after reading our [HIPAA Notice of Privacy Practices](#).
- **Medications List** – Please provide a complete list of all medications and supplements you take with the strength, doses and how often you take them.

- **Insurance Card(s)** – We require a copy of the front and back of your insurance card(s) to file your insurance claim. If you do not have your insurance card, you will be responsible for payment in full at the time of your visit.
- **Photo Identification** – Driver’s license, military photo ID, passport or other form of photo identification is required.
- **Medical Records** – If you have been referred for an office visit because of a medical problem, we will need copies of any laboratory tests, x-rays, or other procedures you have had done related to the problem for which you are being seen. This will help our physicians avoid repeating any tests that have already been performed. The easiest way to make sure we have this information is to request that your PCP fax your records to us at (405) 702-1280.

Appointment Times: Please be aware that patients who arrive after their scheduled appointment time may have to wait and be worked in or may have to be rescheduled, at the doctor’s discretion.

Cancellations: If you are unable to keep an appointment, please give us at least 24 hours notice so that your appointment time may be given to another patient. Missed appointments (no show, no call) may incur a cancellation fee.

Prescription Refills: The fastest and most effective way for you to obtain a prescription refill is to call your pharmacy and ask them to fax an authorization request to our office. ***Please allow 24 hours for your request to be processed.*** We do not authorize prescription refills on weekends except in the case of medical emergencies. It is not our policy to prescribe new medications over the telephone. Long term medications may be handled over the telephone if you remain under our active care.

Insurance and other Forms: We will be happy to fill out special forms required for insurance, disability determination, or your employer (FMLA or other similar forms); however, because of the time required to do so, we charge \$25.00 per form. This amount cannot be billed to your insurance company and must be paid at the time the form is submitted to us. Please allow 5 working days for us to complete the forms.

Payment: *Due to poor reimbursement from insurance companies and rising healthcare costs, we must enforce your agreement with your insurance company to pay your co-payment at the time of service.* We accept Visa, MasterCard, Discover Card, and American Express. We do not bill copays.

Medical Records: Federal and State law requires us to obtain written authorization from the patient in order to release individually identifiable health information (medical records). You can download a [Medical Records Release Form](#) by clicking on this link. Each DDSI office location maintains its own records. Fax your request to (405) 702-1280 for the Northwest (Baptist Medical Center) office. Please allow 72 hours for us to process your request, and an additional 7-10 days for mailing time. We do not fax medical records, but they can be picked up in person. Photo identification is required for pick-up.

Concerns & Comments: The physicians and staff of Digestive Disease Specialists, Inc., are committed to providing the highest quality gastroenterological care. Should you have concerns or comments at any time, please feel free to call our *confidential* comment line at (405) 713-4426, or you may complete a patient satisfaction survey from our Home Page.