

# **DIGESTIVE DISEASE SPECIALISTS, INC.**

**Midwest City Office**  
8121 National Avenue, Suite 303  
Midwest City OK 73110

**Edmond Office**  
105 S. Bryant, Suite 404  
Edmond, Oklahoma 73034  
Ph: (405) 737-4464 Fax: (405) 737-7674

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**LARRY A. BOOKMAN, MD ♦ SIKANDAR A. MESIYA, MD ♦ BAOLONG NGUYEN, MD**

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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:** Our office is open 8:30 to 4:30 Monday thru Thursday and 8:30 to 12:00pm on Friday. Monday through Thursday our office is closed from 11:30am to 1:00pm for lunch.

**Phone Hours Weekdays:** You are welcome to call 8:30am to 4:30pm Monday thru Friday. We have an answering service available to take a message or page a physician should our office be closed. We will attempt to return phone calls the same day. Non-urgent phone calls received after 3:00pm may be returned the following day.

**After Hours/Emergencies:** Our answering service is available 24 hours a day. We have a physician on call 365 days a year. In the case of an emergency after office hours, dial 911, or go to your nearest emergency room. Please notify the emergency room personnel of your physician's name so that they may contact us if necessary.

**Office Appointments:** All patients are seen by appointment only. For your convenience, we provide two locations and see patients multiple days of the week. Our physicians request a referral from your current physician. Please ask your primary care physician to fax a referral to our office and we will be happy to contact you to schedule an appointment at your convenience. You will receive an automated confirmation at your home or cell phone. We kindly ask that you respond to the confirmation request.

**Procedures:** All procedures including screening colonoscopies are scheduled by your physician's nursing staff. We will contact you to obtain a brief health history and discuss your procedure. Please be prepared to answer personal and family health questions, provide names and doses of the medications which you may take and discuss any problems you may be experiencing. Based on your individualized health screening, your physician may not require an office visit prior to the procedure.

## **What to Bring to Your Appointment:**

- **Completed Paperwork:** – If you are a new patient, or if you have not been seen by our physicians within the past year, 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](#).

- **Medication List-** We will need a complete list of your medications including the strength, doses and how often you take them.
- **Insurance Card-** We require a copy of the front and back of insurance card(s) to file your insurance claim. If you do not have you will be responsible for the payment in full at the time of service, unless previous arrangements have been made.
- **Photo Identification-** We also require that you bring your photo identification Please bring a driver's license, photo ID card, passport or other form of photo identification.
- **Medical Records-** We request that you bring copies of any lab work, x-ray reports, or procedures related to the medical problem for which you are being seen.

**Cancellations:** If you are unable to keep a scheduled appointment, please provide us with a 24 hour notice so that we may give your appointment may be given to another patient. No show, No call appointments may incur a cancellation fee.

**Payment:** *Our office requests that all co-payments be made at the time of service.*

We are obligated to enforce your agreement with your insurance company to pay your co-payments at the time of service. All co-payments will be collected prior to seeing your physician. We will obtain authorization for any procedures ordered by our physicians prior to the procedure being performed to insure you receive the maximum payment your insurance company allows.

**Prescription Refills:** The quickest method to obtain a refill is to contact your pharmacy and ask them to fax our office a refill authorization. ***Please allow 24 hours for your request to be processed.*** We ask that you contact our office for refills during normal office hours.

**Medical Records:** Federal and State Law require us to obtain written authorization from the patient to release individually identifiable health information (medical records). You can download a [Medical Records Release Form](#) by clicking on this link. Each DDSI office maintains its own records. Fax your request to (405)737-7674 for the Midwest City or Edmond locations. Please allow 72 hours to process your request, and an additional week for mail service. We do not fax medical records, but you may request to pick up in person. Photo Identification is required.

**Comments & Concerns:** The physicians and staff of Digestive Disease Specialists, Inc., are committed to providing the highest quality gastroenterological care. Please feel free to contact our *confidential* comment line at (405)713-4426 or complete the *patient satisfaction form* from the homepage link.