

DIGESTIVE DISEASE SPECIALISTS, INC.

Mercy-McAuley Office
Ross S. Keener, M.D.
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(405) 751-7664

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: Dr. Keener's office is open from 8:30am until 4:30pm Monday through Thursday and 8:30am until 12:00pm on Friday. Monday through Thursday we close the office from 12:00pm to 1:00pm for lunch and to return phone calls. 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 calls the same day; however, calls after 3:00pm may not be returned until the next business day.

After Hours/Emergencies: If you have an emergency after office hours (including weekends and holidays), please call our answering service at 631-5335. Our service will contact the doctor on call. Our answering service is not able to make appointments, give test results, or accept requests for prescription refills.

Office Appointments: All patients are seen by appointment only. In order to schedule an 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) 752-4718, and a member of our staff will contact you to schedule a convenient appointment time.

Screening Colonoscopy: All screening colonoscopies are scheduled by a member of our medical 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, Dr. Keener 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](#).
- **Medications List-** We will need a complete list of your medications with the strength, doses and how often you take them.
- **Insurance Card-** Please bring your insurance card to your appointment. 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. If you do not have insurance coverage, we will expect payment-in-full at the time of service, unless previous arrangements have been made.
- **Photo Identification-** We also require that you bring 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-rays or procedures that are related to the medical problem for which you are being seen. This will help our doctor give you the best care, and will also avoid repeating tests that have already been performed. If you are unable to obtain these records, please let the clinical staff know when you are seen, so that we may request them from your doctor.

If you are going to be more than 15 minutes late for your appointment, we request that you call to see if it will be necessary to reschedule your appointment. Because our patients are seen by appointments only, we cannot always accommodate late arrivals.

Cancellations: If you are unable to keep an appointment, please give us at least 24 hours notice. If you cannot keep your appointment, please call our office as soon as possible, before your appointment, or you will be charged a \$25.00 no-show fee.

Prescription Refills: The quickest and most effective way for you to obtain a prescription refill is to call your pharmacy and ask them to fax our office an authorization form. ***Please allow 24 hours for your request to be processed.*** We do not authorize prescription refills on Fridays or on weekends except in the case of medical emergencies authorized by Dr. Keener. It is not our policy to prescribe new medications over the telephone. You may be asked to schedule an appointment if you are requesting a new medication or if you haven't been seen within one year. Long term medications may be handled over the telephone if you are currently under our care.

Test Results: Test results are not always available the day after your procedure. We will obtain a call back number from you when the procedure is scheduled. Once we receive your results, Dr. Keener will review the report then we will call you or mail you a letter for your records.

Payment: *Due to poor reimbursement from insurance companies, and rising healthcare costs, we find that we must enforce your agreement with your insurance company to pay your co-payments at the time of service. **All co-payments will be collected before you see the doctor.** If payment is not possible, we will be happy to work with you in getting your appointment rescheduled.*

Additionally, we will make sure that any procedure ordered by our doctors is authorized by your insurance company before the procedure is performed to insure you get the maximum payment your insurance company allows.

Medical Records: If you wish to obtain a copy of your records from our office, we require a signed request from the patient. No information will be given to any relative, including spouse, unless the patient has a signed release that specifies a spouse, relative or friend is allowed to obtain medical information. Federal and State law require us to obtain written authorization from the patient in order to release medical records. You can download a [Medical Records Release Form](#) by clicking on this link. Each DDSI location maintains its own records. Fax your request to (405) 752-4718 for Dr. Keener. 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.

Special Insurance Forms: We will be happy to complete any insurance requests, FMLA or disability forms for you. Please allow us five (5) days to get your forms completed. The charge for this service is \$25.00, and cannot be billed to your insurance.

Please Note: This does not include routine insurance claim forms.

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