

DIGESTIVE DISEASE SPECIALISTS, INC.

Mercy Plaza Office
David A. Neumann, MD
4140 W. Memorial Rd, Suite 207
Oklahoma City OK 73120
(405) 751-9427

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 Mercy Plaza Office at the Mercy Health Center Campus is open from 8:00am until 4:00pm Monday through Friday.

Our staff is available to take your call Monday through Friday from 8:00am until 4:00pm. We do 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 calls the same day; however, calls after 3:00pm may not be returned until the next business day.

After 4:00pm and on weekends and holidays, our answering service will take a message for your doctor or his nursing staff. There is always a doctor on call for emergencies.

Appointments: All patients are seen by appointment only.

Office Visits: In order to schedule an office 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) 751-9606, and a member of our staff will contact you to schedule a convenient appointment time.

Cancellations: If you are unable to keep an appointment, please give us at least 24 hours notice. 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 that they contact our office for authorization. ***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 are currently under our care.

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 experiencing. Depending on your age and health status, you are not likely to require an office visit prior to the procedure.

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](#).

Medical Records: 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) 751-9606 for Dr. Neumann's office. Please allow 72 hours for us to process your request, and an additional week for mail service. We do not fax medical records, but they can be picked up in person. Photo identification is required for pick-up.

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 concerns at any time, please feel free to call our *confidential* comment line at (405) 713-4426.