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PRACTICE STANDARDS

Welcome to ZEIDERS ORTHOPEDICS, please note the following practices which help us meet our goal of providing you with quality care, including individualized and timely services.

Appointments

- Office visits are by appointment only. To schedule, please call 405-359-2266.
- Office phone hours are Monday-Friday 8:30 am to 4:30 pm

Phone Calls

- Our office receives many phone calls each day. Please understand we take emergency/urgent call first.
- We will do everything possible to make your care quick and efficient, but this may involve call-backs or brief times on hold.
- Depending on the nature of the call, you may be asked to schedule an appointment.
- Our physician is available 24 hours a day 7 days a week. Courteously remember that afterhours call are for emergencies.

Medication Refills

- Allow 72 hours for all medication refills.
- Contact your pharmacy to fax us a medication refill request.
- If you require a written prescription, please call and leave a message with your name, date of birth, a contact number, medication name dose and frequency. We will contact you when the script is ready to be picked up.

Medical Tests

- If there are abnormal/critical results, our office will contact you by phone. Please update your phone number at each visit.
- Contact the office if you have not received information on critical tests after 10 days.

Referrals

- Medical situations can require a referral to another specialist or for diagnostic testing.
- Our office gives referrals to a scheduler who will set up the appointment and contact you by phone/mail with appointment information.

Hospital Admissions

- Our office utilizes multiple facilities in the metropolitan area if your care requires hospitalization.

Cancellation Policy

- Please call early if you are unable to make your appointment.
- Multiple "no shows" can result in dismissal from the practice.
- Please make every effort to arrive on time for your appointment.

Patient Signature

Date