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ABOUT TELEPHONE CALLS

Periodically, we receive patient inquiries regarding our charges for telephone calls. Although we initiated this policy in 1974, we find that there are still from time to time questions about this policy.

Part of any physician's practice is offering diagnosis and/or treatment by telephone. Frankly, we don't like to do this and would much rather see the patient in the office. Then we can do whatever physical examining seems necessary. We realize, however, that at times a patient doesn't wish to come in or is unsure whether his symptoms warrant treatment, therefore, one of us is always "on call".

We consider a telephone consultation in which we offer a diagnosis and/or treatment a service very similar to an office visit (but without the examination) in that it requires both our time and our knowledge. Time and knowledge are the primary services any physician has to offer. Further, we are legally liable for medical advice given by phone. We make an effort to take a thorough history upon which to base diagnosis and treatment; and a note is dictated for your medical record outlining the history, diagnosis and treatment.

It is not our intention to profiteer from telephone calls but rather to cover our costs. These costs include our telephone answering service, our expenses for secretarial time, for office supplies, and finally, we sincerely feel it is reasonable for us to charge for medical services rendered by telephone just as we charge for similar or identical services rendered in person.