

Practice Guidelines For Established Patients

1. Prescription refill requests will only be processed during normal office hours. Please allow 24 hours for your prescription refill to be processed by our staff. **PRESCRIPTIONS WILL NOT BE FILLED AFTER NORMAL OFFICE HOURS** or by the physician on call.
2. For questions or concerns about your treatment, please call the office during normal office hours. For acute problems or issues that occur outside of normal office hours and cannot wait until the next day, the physician on call can be reached via the answering service at **903 614-3000**.
3. **For all emergencies, dial 911 or go to the nearest emergency room.**
4. If you need to cancel or change an appointment for any reason, please call our office prior to the day of your appointment. If you fail to show for a scheduled appointment, you may be charged an additional fee.
5. Due to the nature and acuity of orthopedics in providing emergency services, our office may occasionally need to change your appointment time or date, or there may be some delay from your scheduled appointment time. We value our patients' time and strive to stay on schedule, but unforeseen circumstances occasionally occur. We apologize in advance if there is a delay or need to reschedule your appointment, but it is the nature of our profession to treat acute injuries.