

*Auburn Urogynecology and Women's Health*  
*James S. Dunn, Jr. MD*

**Office Policy/Patient Information Sheet**

**Appointments:**

When you schedule an appointment, please give the reason so we can schedule you properly.

Please arrive early if you must make any changes to your file.

You must have your co-pay at the time of service or your appointment will be rescheduled.

If you cannot keep your scheduled appointment, kindly give a 24 hour notice.

You will receive an automated call 1-2 days before your appointment reminding you of your appointment. You will have the option to cancel your appointment at that time.

You can also access your appointment date/time through your patient portal at [www.drdundmd.com](http://www.drdundmd.com).

**Prescriptions and Refills:**

Prescriptions are sent electronically to your pharmacy on file. If you would like your prescription sent somewhere else, please notify the doctor at your visit.

Please call your pharmacy at least 3 days before you need your refill. The pharmacist will contact our office for the refill approval.

**Labs and Test Results:**

All normal test results will be sent to you via the patient portal. Please call the office if you need help accessing your account.

If there are any results requiring follow up, your provider or an office staff member will call you personally to talk to you about it.

All laboratory specimens will be sent to our regular laboratory providers unless you, the patient, advise us the name of the particular laboratory contracted by your insurance company.

If you had lab work or pathology testing done in the office, the laboratory will bill you (or your insurance company) separately for these services.

**How We Handle Phone Calls:**

We encourage you to send non-urgent messages to our office through your patient portal.

If you do call the office, please select the appropriate line for appointment, billing, and clinical questions. Routine calls will be returned by the end of the next business day. Urgent calls will be returned as soon as possible. If you are experiencing a life threatening emergency, please call 911.