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Extremity  
Industrial Injuries  
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Athletic Injuries  
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510.857.1000

Here are some tips to make your experience in our practice an enjoyable and successful one.

### **Appointments**

- Please leave sufficient time for your new visit. Depending on the complexity of your diagnosis, appointment times vary. Our doctors strive to get other patients well and often this takes time and should not be rushed.
- You must check in with the receptionist for each and every appointment. Please give us 24-hour notice if you need to cancel.
- Your scheduled appointments are subject to change due to emergencies in our schedule. You will be notified as soon as possible, should we need to make changes. We know that your time is valuable and we apologize for any inconvenience this may cause. We will strive to do our best to make changes and delays as infrequent as possible.

### **Office Policy for Filling out Forms**

- Please allow 48 hours for all forms to be completed. We will strive to do this in a shorter time frame but that is not always possible.
- We would be happy to fax out forms, mail them to you, or arrange for pickup, whichever you wish.
- There is a nominal \$5.00 charge to fill out disability forms.
- If you would like us to mail out forms directly for you, please make sure they are signed, completed and dated in advance.
- For disability papers involving surgery, forms will be filled out after the procedure. Surgery procedure codes are required and these are not always known until the operation is completed.

### **Medical Records**

- Please allow 48 to 72 hours for chart copies. There's a \$15 charge for the copying of medical records.
- If we are referring you to another physician, there will be no charge for copying or mailing of your medical records.

### **X-rays, MRIs, etc.**

- Radiographic studies are part of your legal medical record. We would be happy to sign your films out to you, but we respectfully request that you return them in a timely fashion.
- Copies may be requested. Please allow approximately 1 week for copies to be made. There may be a small nominal charge based on the number and the size of the films. Unfortunately, at this time we are unable to make copies of outside films.

Thank you for taking time out of your busy schedule to review these policies and procedures. We look forward to the opportunity to serve all your orthopaedic needs!