

**DR. CHORZEPA AND STAFF are doing their best to help each and every patient during their visit. Some staff help with clinical matters such as taking you in for your visit, asking clinical questions, taking blood pressure, doing an EKG, etc. Others may have administrative roles and help after the visit with scheduling visits, processing prior authorizations for services or medications, processing referrals, refills, and any related matters. BUT ALL OUR STAFF ARE INTEGRAL TO THE END PRODUCT: *TAKING CARE OF THE PATIENT.***

## **IMPORTANT THINGS TO REMEMBER**

### **PLEASE BE KIND AND RESPECTFUL**

- THERE IS A HEALTHCARE WORKER SHORTAGE IN THE US
- OUR OFFICE IS NOT IMMUNE TO THOSE EFFECTS
- WORKING IN HEALTHCARE IS STRESSFUL JUST AS BEING SICK/UNWELL IS STRESSFUL

### **PLEASE BE PATIENT**

Your wait may be longer today due to a delay. Delays are caused only by patients. Since you are all patients, it may be YOU next time that needs an extra 5-10 minutes and delays others.

### **PLEASE BE FLEXIBLE**

- If you need to be seen by our office, you may need to take time off work. We do our best to schedule appointments by patient preference, that is not always possible.
- If you are sick and we offer you an appointment that does not work for you, or if we cannot offer an appointment due to vacation/weekend, you may have to go to the walk-in or take time off work to come to the appointment offered.
- There are only 8 hours in a workday and only 20-22 appointment slots in that day. There is only **ONE** DR. CHORZEPA! That means that only one first appointment of the day exists, and only 2-5 appointments after 3PM. If you ask for a late appointment and we do not have one available, in order to be seen, **YOU** will need to make arrangements to **YOUR** schedule.
- Everyone **CANNOT** get an appointment after 3PM nor the first of the day.  
**PLEASE REMEMBER THAT.**

### **DO YOUR PART**

- Complete forms when requested.
- Answer our questions.
- Bring your insurance card and copay to visits.
- Pay your bill in a timely manner if you have a deductible.
- Do call us 48-72 HOURS ahead for refills.
- To remain a patient of this practice, you **MUST** be seen at least **ONCE A YEAR** after 40 years of age or if you have chronic medical issues, for your physical. If you are under 40, you must be seen at least every 2 years for your physical.
- If 3 years passes by and you are not seen in this office, you are no longer considered a patient of this practice. You will need to find a new physician. Please know that this is because we are at capacity. We are accepting **NEW** patients in 2-3 years.  
**OUR CURRENT PATIENTS ARE OUR PRIORITY.**
- If Dr. Chorzepa prescribes medications for you for a chronic condition, you will need to be seen every 4-6 months to monitor that medication, or sooner dependent on Dr. Chorzepa's direction.  
**THIS IS HIS POLICY AND STANDARD MEDICAL PRACTICE DICTATES THAT PATIENTS ON MEDICATIONS FOR A CHRONIC CONDITION BE MONITORED.**

- There are consequences for us to many of these items not being observed. Insurers grade us on patient compliance with visits, preventive health and medication compliance.  
**Our score on insurer websites is a result of our mutual relationship.**  
Therefore there are consequences to us and our practice if you are NOT doing your part. Your health is **YOUR** responsibility. If you do not come to medication monitoring visits, we may not be able to refill your medications. THIS IS A PARTNERSHIP. Please understand that.
- In cases where this is a recurring problem, we reserve the right to not only refuse refills, but to terminate the patient-physician relationship. The patient-physician relationship must be mutually beneficial. Just as when you are unhappy, you may terminate your relationship with us, in extreme circumstances, we may do so as well. Not having laboratory results and not being seen as requested may result in serious consequences to your health. Please understand that being seen and having information impacts Dr. Chorzepa's ability to diagnose and treat you, which includes prescribing medication.

**FINALLY, REMEMBER MUTUAL RESPECT  
AND KINDNESS  
GOES A LONG WAY IN THIS RELATIONSHIP.**

**BEING KIND, PATIENT AND RESPECTFUL DOES NOT  
COST ANYTHING BUT BRINGS BACK MANY REWARDS**

WE ALWAYS STRIVE TO BE THOUGHTFUL, KIND, UNDERSTANDING AND  
RESPECTFUL AND EXPECT THE SAME IN RETURN.  
REMEMBER, WE ARE ALL HUMAN AND CAN MAKE A MISTAKE OR HAVE A  
BAD DAY, BUT IT IS NOT LOOKED UPON KINDLY WHEN THAT IS THE NORM.  
ALSO, WE ALL WANT TO ENJOY COMING TO WORK.  
WE INVITE YOU TO HELP US MAKE THE ENVIRONMENT HERE ONE THAT IS  
WELCOMING AND LESS STRESSFUL TO ALL INVOLVED.