

## Clinical Questions

**Q: How do I get my prescription refilled?**

*A: We ask that prescription refills be completed during regular office visits whenever possible. Outside of normal visits, you need to have your pharmacist send us an ELECTRONIC REFILL REQUEST. Do not use the word "fax" when speaking with the pharmacy. "Faxed" requests will not be accepted from any pharmacy that is capable of electronically sending.*

**Q: How long does it take for you to respond to my refill request?**

*A: Please plan ahead. We will make every effort to expedite all requests, but our policy is to allow 24-48 business hours for refill requests to be addressed.*

**Q: If I call your office can I get my lab results over the phone?**

*A: Your health, results and privacy are very important to us. Our policy has been set and typically we do not discuss results over the phone. If there are any abnormalities we would like to schedule you to come in to speak one on one with the physician in order that a plan can be put in place and any questions answered.*

**Q: What is Chronic Care Management Program (CCM)?**

*A: Medicare patients with 2 or more ongoing chronic conditions (i.e. diabetes, asthma, copd etc.) are considered as needing Chronic care management. This is a program developed by Medicare and you must sign up to participate. If you are a Medicare patient and are interested call our office to find out more.*

**Q: My child has ADD/ADHD and takes medication. Why do we have to come in monthly to get their prescription?**

*A: ADD/ADHD medications are a level 2 controlled substance. It is necessary for our physician to reassess your child on a regular basis documenting and checking the effectiveness of the medication they have been prescribed. Controlled substances must also have a written prescription.*

**Q: What happens if I lose my controlled medication or controlled medication prescription?**

*A: For controlled medications we must have a police report indicating the theft or loss.*

*If you cannot provide this documentation, you will need to wait until your next regularly scheduled appointment for your medication refill.*

**Q: Why do you require me to bring all my medication bottles?**

*A: We take our role as your primary care provider very seriously. We perform a medication reconciliation with you and make every effort to make sure your medical record reflects the most up to date and accurate information regarding your meds.*

*Many times patients do not know the exact medication name, strength or how often they should take their meds. When you bring us your medication bottles this information can be input into our system directly from your source medications.*

*A detailed list from your pharmacy is acceptable in lieu of bringing all medication bottles.*

**Q: I am scheduled for fasting labs. Can you tell me what blood work they will be testing?**

*A: Our standard fasting labs consist of the following:*

- *Lipid panel*
- *Comprehensive metabolic panel (CMP)*
- *Thyroid stimulating hormone (TSH)*
- *And a complete blood count (CBC)*

*Additional tests may be ordered per physician discretion.*

**Q: I am scheduled for fasting labs. When can I eat and drink?**

**A:** Do not eat or drink other fluids after midnight the night before your appointment. However, we ask that you drink plenty of water the day before and the morning of your appointment to keep your body hydrated. If you must, you can have a cup of PLAIN black coffee, (NO sugar/NO Creamer). If you normally take medication in the morning please do so with water.

**Q: Why does my appointment sometimes take longer than I think it should?**

**A:** We do our best to see our patients on time. It is our goal to provide fast and friendly service to you as we know everyone leads very busy lives.

You can help us by providing clear and concise office visit reasons if at all possible. We attempt to schedule based on why you need to be seen. Many times patients will only mention a brief reason for their visit and we schedule accordingly but in reality they want or need to be seen for multiple and sometimes more complex conditions they never mentioned. They may require immediate diagnostic testing. When this occurs it can delay our schedule. Sometimes certain patients may need more of our time and we appreciate your understanding. Tomorrow it could be you needing more of our time.

**Q: I think I am having a reaction to my medication. What should I do?**

**A:** Stop the medication.

- If you are having difficulty breathing or air passages are swelling go to the ER to be evaluated.
- If you feel that your health is deteriorating or declining please go to the ER to be evaluated.
- If breathing is normal and you feel normal, contact our office during normal business hours for clinical advice and or possible medication changes.

**Q: When is it alright to go to the Emergency Room?**

**A:** *If you are experiencing a condition that is life-or-limb threatening or experiencing the following:*

- *Severe chest pain or upper abdominal pain or pressure*
- *Difficulty breathing*
- *Loss of consciousness, fainting, sudden dizziness, weakness*
- *Severe bleeding*
- *Coughing or vomiting blood*
- *Sudden loss of vision or blurred vision*
- *Major fracture*
- *Severe trauma*
- *Confusion or changes in mental state*
- *Suicidal feelings*

*Please note this is not an all inclusive listing. Your health is ultimately in your hands. If you are worried about your health and feel that you can't wait to be seen in the physician clinic then you should seek out healthcare immediately*

**Q: What should I do if the office is closed and I need medical advice or care?**

**A:** *We provide our patients with 24 hour/ 7 day coverage for urgent medical concerns. There is always a provider on-call who can be reached through our main clinic number 405.390.9600 prompt 7. Please make sure to follow the directions:*

- *Leave your name and the patients name*
- *Patients DOB*
- *The reason you are calling or the health issue.*
- *Return phone number*
- *Speak Clear and concise for clarity*
- *If you feel your condition is truly a critical emergency, call 911 or go to the emergency room.*

**Q: What hospital can I go to if I have a life threatening emergency?**

**A:** *Your insurance will dictate what hospital is covered under your insurance plan. KNOW before you go. It pays to be familiar with your insurance plan and find out what to do in the event of an emergency BEFORE you need it. Familiarize yourself today!*

**Q: If I am admitted to the hospital what Dr. will be attending me in the hospital?**

**A:** *Dr. Carpenter is listed as courtesy staff at the following hospitals; Alliance Midwest, Integris Baptist, St Anthony's. He has made verbal agreements with the hospitalist programs at each hospital to care for his patients if they are admitted. The specialist and/or hospitalist will attend you and or your family member while you are hospitalized. Please make sure that you have informed them to send copies of your consults/hospitalization records to CFMA in order that we may coordinate your future care.*

## Referrals

**Q: You are referring me to a specialist? How long should I wait before contacting your office for an update?**

*A: Please allow 2 weeks for us to get insurance approvals and obtain your appointment. In many cases you will hear from us with the information within that timeframe or you will hear directly from the specialist office to schedule the appointment. If you have not heard anything, please call our office at 405)390-9600.*

**Q: I have a certain specialist I would like to be referred to, what is the process for informing you?**

*A: You should contact that specialist and verify that they take your insurance first then when you come in to see our provider bring the specialist information with you. (Dr.'s first and last name and phone number at a minimum)*

**Q: I've never been seen at your office, but I need a referral. What do I do?**

*A: You must be seen at our office and establish a patient relationship before any referral can be issued.*

**Q: I want diagnostic testing or an MRI. What do I do?**

*A: You will need to come into our office and be assessed for the condition. The next steps depend on your diagnosis and Insurance. Please note insurance may require conservative therapy and documentation of this therapy prior to approving an MRI. (Examples of conservative therapy below)*

*6 week trial treatment plan before MRI approval*

*R.I.C.E. (Rest, ice, compression, elevation)*

*Drugs that treat swelling &/or Pain*

*Oral or injected steroids*

*Home workout program &/or formal in office workout (Physical therapy)*

*Bracing, splinting &/or casting*

*Injections*

**Q: I am your patient, but haven't been seen for a new condition and I need a referral . What do I do?**

*A: You must be a current patient and have been seen within the last 3 months for the condition for which you would like to be referred in most cases. However, if you were seen in the ER for a fracture or life / limb threatening condition and your insurance requires us to complete a referral for the imminent problem please contact our office. In most cases your insurance can complete an administrative referral directly to those providing your care without our assistance.*

**Q: I was seen in the emergency room and now need a referral. What do I do?**

*A: If it is life threatening or limb (arm/leg) threatening you should not need a referral from us. If the condition is not "urgent" a referral can be obtained once you have been seen and evaluated by our office.*

**Q: ER Visit. I went to the Emergency Room recently. Is there anything I need to do to inform you?**

*A: Yes. Call our office and notify us as soon as possible of any E.R. visits making note of the date that you were seen. If the ER has not forwarded your records to us we will attempt to obtain them prior to any Primary care physician follow-up appointment.*

## Front Office

**Q: My family is new to the community. Can we all be scheduled at one appointment?**

*A: Please understand we prefer to only see one patient at a time in order that we may provide individualized care.*

**Q: I have 3 or more children that are sick and need to be seen at one time. Can we they all be scheduled at one appointment?**

*A: Please understand we prefer to only see one patient at a time in order that we may provide individualized care. However we will allow 2 parents/guardians and up to 2 children in each exam room. We recommend bringing someone who can sit in the waiting room with additional children until such time as they can be brought back. This allows the physician to focus on each child without unnecessary distractions during the exam(s).*

**Q: How many people can I bring into the exam room during my appointment?**

*A: We prefer no more than 2 people in the exam room with the patient. Excessive people/children in the exam room at one time can be distracting and take away from the patient's individualized care.*

**Q: My child is 16-17 years old and drives. Do I have to accompany them to their appointment?**

*A: If you believe your child may present for an appointment alone then you should fill out a written consent to treat w/o parent present form in advance. The form can be obtained in our office or found under the forms section of this web-site.*



**Q: I woke up sick this morning. I think I have a cold. Can I be seen today? Do I need an appointment?**

*A: You may call our office and schedule a same day appointment, or just come on in as we now take walk-in appointments for same day sick visits. **Sick today, seen today.** Normal business hours.*

**Q: I will be late for my normally scheduled appointment. What should I do?**

*A: Please contact our office and we will make every effort to work with you. In some cases our "schedule" may allow us to work you in later in the day. Please understand this may not always be possible, but we will do our best to work with you.*

**Q: How can I get my medical records?**

*A: A medical release form can be obtained from our front office or from the forms section of this website.*

**Q: How can I get my medical records transferred to another physician office?**

*A: A medical release form can be obtained from our front office or from the forms section of this website. We require all medical records requests to be in writing.*

**Q: I forgot my patient portal password and can't get into the site.**

*A: Contact our office at 390-9600 and ask our staff to re-set your password.*

**Q: What should I do if I cannot bring my minor child to his or her appointment?**

*A: We ask that you send a signed and detailed note with the individual bringing the child to the appointment for medical care including immunization visits*

*giving permission to treat your child. A form can be found under the "patient forms" section entitled "permission to treat minor child form"*

**Q: Can you fax a school note to the school?**

*A: It is our policy that school notes must be picked up by the parent and given to the school. We do not fax school notes.*

**Q: I can't find my Insurance Card. Can I still be seen for my appointment? Why do I need my card when you have a copy on file?**

*A: Per RED FLAG legislation we must verify your insurance card and your identification to make sure you are the insured person seeking medical care. This helps deter insurance fraud. We must also have your most current insurance information in order to file your insurance claim.*

**Q: I have two insurances but only want to supply you with one of these. Is this ok?**

*A: No, it is not ok! When you are insured by multiple entities you are required to supply us with ALL insurance information. Insurance companies have 2 years to determine if you had other insurance and recoup any payments made in error. If this happens you could be liable for the full amount.*

**Q: What should I do if I am sick during business hours and need an appointment?**

*A: You may contact our office to schedule an appointment or walk in during normal business hours as we are now taking walk-in appointments for same day sick patients.*

**Q: What should I do if I am sick after business hours but I can wait until you open in the morning or after the week-end?**

*A: You may contact our office to schedule an appointment or walk in during normal business hours or you may "walk-in" and we will see you during normal business hours. Please note walk-in appointments are not for regularly scheduled conditions or follow ups.*

**Q: What should I do if I miss my appointment?**

*A: We ask that you call our office during regular office hours (8-5 M-F except on Wednesday 8-12) and explain that you have missed your appointment and discuss rescheduling the appointment. Please keep in mind that this will appear as a no-show appointment unless notification occurs within 2 hours prior to your appointment.*

## Financial

**Q: I don't have insurance. How long do I have to pay your office?**

**A:** Payment is expected the day of service. Cash patients receive a CASH discount.

**Q: My insurance didn't pay my claim or made me responsible for part of the charges. How long do I have to pay the bill?**

**A:** *Once your insurance has responded we will send you 3 statements before your account goes to collections.*

**Q: My account went to collections. What do I do?**

**A:** *Your account must be brought current before services are rendered. Collection process dictates that you make your payment directly to the collection agency.  
(NBC 732-2263)*

**Q: If I receive a check from my insurance company for a claim can I keep the check?**

**A:** *No. Contact your insurance company and inform them they made an error. Payment should be made directly to our office.*

**Q: If I don't have money for my co-pay can I still be seen?**

**A:** *We are contractually obligated to take your co-pay the day you are seen. You should make every effort to have your co-pay ready the day of your appointment.*

**Q: I received a bill and have questions. Who can I call for assistance?**

**A:** *Our billing department is ready to help you. For your convenience, please contact our office by telephone at 405.390.9600.*