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Patient Acknowledgement

To help improve our communications please read the following policies and sign your acknowledgement.

Returning phone calls

Phone calls will be returned as soon as possible, however, our nurses and physicians are busy seeing patients during the day and may not be able to return your call the same day. Please allow 24-48 hours for non-urgent calls to be returned. Please give both a daytime and an evening number where you can be reached. *YOU MAY SEND YOUR MESSAGE OR QUESTION FOR THE NURSE, PHYSICIAN, OR OFFICE MANAGER ANYTIME THROUGH OUR SECURE ONLINE PATIENT PORTAL.*

Medication refill requests

Refill requests will be processed as soon as possible. Please allow 24-48 hours for refill requests to be completed. Please call when you are down to a week's worth of medication, so that there is adequate time for us to respond. **DO NOT WAIT** until you are out or only have 1 or 2 pills left. This puts your health at risk. *YOU MAY REQUEST REFILLS ANYTIME THROUGH OUR SECURE ONLINE PATIENT PORTAL.*

Referrals

Most referrals are processed within a few days. However, sometimes it can take up to 1-2 weeks to complete a referral depending on the insurance and other factors. If your referral is urgent, your physician will discuss this with you and notify our referral staff so that it is given priority. Again please allow up to 2 weeks to process routine referrals. *YOU MAY CHECK THE STATUS OF YOUR REFERRALS AT ANYTIME THROUGH OUR SECURE ON-LINE PATIENT PORTAL.*

Test Results

We understand you are anxious to get your test results. Usually results are discussed at your follow-up visit. If your lab results are abnormal, we will contact you promptly by phone. Please be sure we have your current contact information. If we try three times to reach you unsuccessfully; we will send a certified letter for critical results and a standard letter for non-critical abnormal results. We will not automatically contact you if your results are normal. *YOU MAY ACCESS YOUR LAB RESULTS ANYTIME THROUGH OUR SECURE ON-LINE PATIENT PORTAL.*

PATIENT PORTAL is our new service to patients. It is a secure website accessed by going to www.csfmed.net or by using your internet browser to search for **Cool Springs Family Medicine** and click *Log on to patient portal*. You may efficiently and securely check labs, referrals, request medication refills, and/or view or print your statement, anytime- day or night! To register for this free service today, please tell our staff "I'd like to register to use Patient Portal."

Signature of acknowledgement: _____