

West Augusta OB/GYN

Dear Patient:

We have maintained a policy for the past years of not prescribing medications over the phone after regular office hours. We have also sharply decreased the practice of diagnosing and treating illnesses by phone consultation only. It is apparent that this policy is unknown to some patients and may be confusing to others. We offer you this letter of explanation. Our purpose as your physicians is to provide thorough medical care based on principles of accurate diagnosis and patient safety. Errors involving prescription drugs are of epidemic proportions in this county. There errors are generated by doctors, nurses and pharmacists; and occasionally result in major consequences for the patient. Obviously we prefer that our patients not become part of this epidemic. To reduce the opportunity for errors, we have adopted the following policy.

POLICY:

We encourage our patients with health problems to call the office between 9:30 AM and 4:45 PM, Monday thru Thursday, 9:30-12:00 Friday. (Some Fridays the office closes at 12:00). At these times we have records available for review of past and present medical problems, previously prescribed medications and allergies. This record review provides an increased margin of safety for addressing your health needs. Refill of a prescription will only be provided after record review. Callers with medical problems requiring examination for accurate diagnosis will be asked to come to the office even if the problem is of a chronic or recurrent nature. (example: vaginitis, bladder infections, etc)

At times other than routine office hours, on weekends and on holidays, we will not be able to provide prescription refills. For accurate obstetric and gynecologic medical problems we encourage you to call us after hours to discuss your problems, however you will be asked to be evaluated in the emergency room or at an acute care outpatient facility if over the counter remedies have been unsuccessful and a prescription medication is needed.

All non-obstetric/gynecologic problems should be addressed by your primary care physician (PCP) during or after office hours. Insurance contract now limit us to Ob/Gyn care only.

We realize this policy may create inconveniences and sometimes additional expenses for patients, but we feel it will provide better quality care and safety. As with nay policy, there may rarely be extenuating circumstances and exceptions may be granted. In the overwhelming majority of cases, however, we will adhere to the policy to meet your health needs accurately and safely. Your understanding and cooperation are greatly appreciated.

Drs. Goldsmith, Waxman, Bridges and Trussell
West Augusta Obstetrics & Gynecology, P.C.