

PATIENT LABS, REPORTS, & MEDICATION LIST

I kindly ask that you take an active role in your care by coming to your appointment with copies of any recent lab work, imaging reports, medical documents, and an updated list of your medications.

While I often hear “*They were supposed to send it*” from patients, I have found that relying solely on other offices, providers, or imaging centers to send us results and labs (even if we ordered them) can often lead to unnecessary delays or missing information.

I also believe that searching for these results at the time of your appointment is not an efficient use of your appointment time. Unfortunately, due to staffing issues and because our medical assistants are answering calls and actively seeing patients with me throughout the day, our staff cannot be solely responsible for searching and collecting results from various sources prior to your visit.

Knowing your medication’s names/dosages and bringing an updated medication list is also essential. Telling us you “take a little white pill” or “whatever the doctor gave me” is a setup for medical errors, prevents us from checking medication interactions, and can also lead to unnecessary testing or giving incorrect treatment. Accurate medication information empowers us to treat you safely and effectively.

To help me provide you with the best and most timely care, I am asking YOU to please follow-up directly with any imaging facility or referring physician **and bring a physical hard copy of your lab results, tests, scans, and an updated medication list with you to your appointment.**

TEST RESULTS

Due to high patient volume, my staff and I are not routinely able to follow-up by phone with test results. We understand that waiting for results can be anxiety-provoking, but this is why we schedule a follow-up appointment at check-out so that you have dedicated time to review your results with me, in person, and answer any questions you have. Many times, we don’t even have access to labs and imaging reports prior to your scheduled follow-up appointment (see above).

I also ask patients to refrain from asking my medical assistants for your results. They are not trained to interpret lab reports/scans or explain the medical nuances involved. Additionally, I am unable to review and interpret results over the phone. Until I have all the relevant clinical details of your case available, which take time to gather, it is not helpful to communicate results with only partial information. It is for this reason that we schedule follow up appointments; to give me time to ensure I have all the necessary results compiled and my clinical recommendations available to you.

Thank you for your understanding. I sincerely believe these policies ensures every patient receives the focused, thorough care they deserve. I appreciate your partnership in your Urologic care.