



Thank you for choosing Georgetown University Hospital Department of Urology. Georgetown Urology strives to provide the highest level of compassionate care in the most **efficient manner possible**. With our five Board Certified Urologists practicing in two different offices and two different hospitals, this can be a daunting task, especially in this era of ever increasing regulation and paperwork. In order to maximize our efficiency we have some general guidelines for you to follow which we hope will help us serve you better. The areas covered are:

- I. Appointment Times
- II. E-Mail
- III. Referrals
- IV. Walk-In Lab Work
- V. Phone Calls
- VI. Prescription Refills
- VII. After hours and weekend coverage
- VIII. Disability Forms
- IX. Test results:
  - Blood work
  - Urine tests
  - Biopsy results
  - X-ray results

#### I. APPOINTMENT TIMES

We make every effort to be punctual and considerate of our patients' time. We make every effort to stay as close to the schedule as possible. As physicians and surgeons there are obviously exceptions but please be assured we are highly mindful of your time and daily commitments.

Accordingly, we would appreciate it if you do the same. If you are going to miss an appointment, **please call** so that others might be seen. If you are running late, **please call** so that we can instruct you whether to continue to the office or to reschedule. In most instances when you afford us the courtesy of a call, we will make every practical effort to accommodate you.

Please arrive **30 minutes** early for a new patient appointment and **10 minutes** early if you are a return patient so that the necessary paperwork, etc. may be completed in a timely fashion and you (and your chart) are ready to see the doctor at the scheduled appointment time.

What to bring to your appointment: (For new patients or one year returns)

- **Insurance Card and photo ID**
- **Medication List and past Medical History**
- **Medication Allergies, if applicable**
- **Referrals, if needed (please see below)**
- **Any imaging tests completed outside GUH, with the written report**

## II. E-MAIL

We **do not** use e-mail to communicate with patients.

## III. REFERRALS

It is **your responsibility** to know if your insurance requires a referral for your visit and to be sure you have your referral by the time of your visit. Sometimes referrals cover more than one visit but there is always either an expiration date on your referral and/or a limit on the number of visits allowed after which it is **not** valid so be sure you know about both. In most instances it is best for you to hand carry it with you.

Relying on a promise from your primary care office to fax it to us is **not** reliable. The primary care office can overlook the request to fax it or it could get mixed in with hundreds of pages of faxes received in our offices daily. Therefore we do not accept faxed referrals.

Obviously the earlier you start the process of obtaining the referral the better. Calling your primary care provider's office for the referral once you have arrived for your appointment with us is too late. If you arrive with no referral, you will not be seen as we are prevented from doing so by your **insurance carrier**.

## IV. WALK-IN LAB WORK

We have found that unscheduled patients walking in for blood work to be a bit disruptive to patient care. In almost every case a nurse or medical assistant has to stop what they are doing (usually providing patient care) to collect your chart, figure out the proper test to be ordered and the proper code for the test. We will therefore **STOP** doing "walk-in" blood work unless you have a specific written order from your doctor. If you have that written order then you must bring it with you.

If you suspect a urinary tract infection we **will** continue to do “walk-in” urine cultures on an as needed basis.

V. PHONE CALLS

When calling to get results of routine lab tests or X-rays, to have prescriptions refilled or to speak to the doctor, you are almost always better served if you call the office where you were last seen.

For routine test results please allow **two weeks from the day of the test** to hear from the doctor or the nurse. If you have not heard from us after two weeks, please call. In some cases your doctor may have instructed you to have a follow up appointment to review your lab results.

For non-urgent matters please allow **72 hours** for the doctor or nurse to return your phone call. Whether routine or urgent however you will **almost always** do well to speak first with the nurse who can appropriately guide you in almost all instances and communicate with the MD faster than you can.

VI. PRESCRIPTION REFILLS

Please allow **72 hours** to have routine prescriptions refilled.

VII. AFTER HOURS AND WEEKEND COVERAGE

If you experience an emergency after hours or on the weekend, please call the **Georgetown University Hospital Page Operator at 202-444-7243** and ask for the Urology Resident on call to be paged.

VIII. DISABILITY FORMS COMPLETION

**The Georgetown Physician Group charges a fee for the completion of disability paperwork.** Our staff spends a significant amount of time and effort accurately completing these forms. Our fees range from \$15-\$45 depending on complexity. We ask that you submit this fee in conjunction with the paperwork needing to be completed.

IX. TEST RESULTS: When should you hear from us?

Routine blood work: 10 – 14 days

It usually takes 3 to 5 days for the office to receive the result and it may take another 3 days for the MD to review them. Most of the time, most of the doctors will notify you (and maybe your primary doctor) by mail which can take another 7 days to get to you. **Please be patient!** But if you have not heard from your MD 14 days after the blood was drawn please feel free to contact us. In fact, after 14 days we encourage it! Don't assume that if you have heard nothing its fine.

Urine Cultures: up to 5 days

Urine cultures can not be rushed and results are not ready for at least **72 hours AFTER** the urine specimen is collected by the lab. If you leave a urine sample at either of our offices, a report should be ready 72 hours later. Please call the office where you left the sample 72 hours later for the result. In the case of the satellite office you should not have to wait until the next time your MD is in that satellite office to be treated. The next MD at that satellite will treat any positive cultures.

**Biopsy Results: 7 – 10 days**

If you have a prostate biopsy it takes at least 7 days for the final report to be available. If you have not heard from the MD 7 days after the biopsy, please call!

**X-Ray Results: 7 – 10 days**

Most routine x-rays, CT scans, ultrasounds, etc. which you schedule are not even accessible to us until 3 – 7 days after you have them done. When you schedule the test and have it done, we do not know about it until you call or we receive the report. After you have routine x-rays, Ultrasound, CT, etc..., please wait a minimum of 7 days to get results. If you have not heard by then please call (in the case of studies done at non-Georgetown radiology facilities it may take up to 2 weeks for those results to reach us). In some cases your physician may have instructed you to schedule a follow up appointment to review your radiology results.

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