

Office Policies for Drs. Oser, Tauber, and Seidelman
10301 Georgia Avenue, Suite 304
Silver Spring, MD 20902
301-681-7200

Office hours: 8:30am to 12:30pm and 2:00pm to 5:00pm Monday through Thursday
8:30am to 12:30pm and 2:00pm to 4:00pm Friday

Phone hours: 9:00am to 12:30pm and 2:00pm to 5:00pm Monday through Thursday
9:00am to 12:30pm and 2:00pm to 4:00pm Friday

In the case of inclement weather, please call the office to confirm that office hours have not been changed.

Walk-in lab hours: 8:30am to 11:30am and 2:00pm to 4:00pm.

Walk-in patients are handled on a first-come, first-served basis AFTER regularly scheduled patients are accommodated, so there may be a delay in service during busy office hours. For lab work ordered by outside physicians, you will be asked to sign a waiver, which means any charges not covered by insurance will be the responsibility of the patient. It is not recommended that you come for routine lab work *before* your appointment – the nursing staff cannot anticipate what labs your doctor will want.

Test results: As a rule, any abnormal lab results will be called to the patient. If you do not hear from us, please feel free to call the office. You are welcome to ask us to mail or fax results to you, or you may call ahead and stop by the office to pick up a copy. Most outside procedure results (sonograms, CT scans, MRIs, x-rays, PFTs) will be available one week from the date of the procedure. Sleep studies take about two weeks.

Prescription refills: Please allow 48 hours for refill requests to be completed. Requests should be phoned to our pharmacy refill answering machine at 301-681-7525.

Please leave a message with the name and number of your pharmacy, the name and strength of your medications, the dosage and the number of times a day you take it. This will be checked against the information in your chart. We will send prescriptions online to local or mail order pharmacies at your request.

Plan ahead – Refills will not be performed on weekends or holidays!

Making appointments: When calling to make an appointment, please specify whether the appointment is a follow-up, a complete physical, or a pre-op exam. Appointments are confirmed on the business day before the appointment. If you think you have an appointment but were not contacted the day before, please call the office to verify your appointment time.

For urgent needs or sick appointments please call the office – please do not walk in to be seen. If the receptionist has no appointments available for the same day, she will take a message for the nurse. The nurse will call you back to get additional details and present that information to the doctor, who will decide on the appropriate time for an appointment.

If you have concerns that require a direct response from the doctor, you are advised to make an appointment. Any other questions will be handled through the nurse. Some forms that need to be completed by the doctor will require an appointment, or there may be a charge to complete them.

Please provide 24 hours notice if you need to cancel your appointment. There may be a charge of \$25 for missed routine appointments and \$75 for missed physicals, pre-ops, and consultations.

Urgent medical needs: For urgent medical needs during non-office hours, you may call the answering service at 301-446-2618. Concierge patients should call their physician directly on their cell phone. The answering service can connect you if you don't have that number available.

PLEASE TURN OFF YOUR CELL PHONE WHILE IN THE OFFICE