

# **WELCOME TO SOUTHLAKE ONCOLOGY**

**WE AT SOUTHLAKE ONCOLOGY PRIDE OURSELVES ON PROVIDING OUR PATIENTS BOTH NEW AND ESTABLISHED WITH THE BEST CARE POSSIBLE IN A FASHION THAT IS UNAVAILABLE ELSEWHERE. IN ORDER TO CONTINUE PROVIDING OUR PATIENTS THIS HIGH LEVEL OF CARE, WE WILL BE ASKING YOU TO ABIDE BY AND TAKE NOTE OF THE FOLLOWING OFFICE POLICIES:**

- ◆ **IF YOU NEED A PRESCRIPTION REFILL PLEASE CALL OUR OFFICE MONDAY THROUGH THURSDAY BY 4:00 PM WITH A 48 HR ADVANCE NOTICE. PLEASE BE AWARE THAT PRESCRIPTION REFILLS WILL NOT BE TAKEN OVER THE WEEKEND.**
- ◆ **LAB RESULTS AND IMAGING STUDY RESULTS (MRI, CT SCANS, ULTRASOUNDS, ETC.) WILL NOT BE DISCUSSED BY PHONE. RESULTS WILL BE DISCUSSED AT YOUR SCHEDULED VISIT WITH DR. MACKAY AND/OR DR. KANCHARLA.**
- ◆ **IN ORDER TO ACCOMMODATE ALL OF OUR PATIENTS WE ASK FOR THE COURTESY OF CALLING THE OFFICE IF YOU WILL BE LATE FOR YOUR SCHEDULED APPT TIME WITH THE PHYSICIAN AND/OR CHEMO INFUSION APPT, AT WHICH TIME IT WILL BE DETERMINED IF YOUR APPT NEEDS TO BE RESCHEDULED.**
- ◆ **FOR YOUR CHILD'S SAFETY, CHILDREN UNDER THE AGE OF 12 ARE NOT PERMITTED IN THE INFUSION ROOM.**
- ◆ **OUT OF RESPECT FOR OUR PATIENTS' PRIVACY PLEASE REMAIN SEATED IN THE RECEPTION AREA UNTIL CALLED BACK FOR YOUR APPOINTMENT (LAB, INFUSION, DOCTOR).**

**WE THANK YOU FOR YOUR CONTINUED SUPPORT OF OUR PRACTICE AS WE GROW AND MAKE OUR SERVICES AVAILABLE TO OTHERS.**