

IMPORTANT INFORMATION

Hours of Operation

Mon.-Thurs.: 8 a.m. to 5 p.m.

Fri.: 8 a.m. to 3 p.m.

Pharmacy Hours

Mon.-Thurs.: 8:30 a.m. to 4:30 p.m.

Fri.: 8:30 a.m. to 2:30 p.m.

After-Hours Phone Calls

If you call our office after hours, our answering service will pick up your call. They in turn will take your message and contact the physician on call. Please be aware that the physician on call may be different from the one you normally see in our office.

Phone Number: 402-484-4900

FOR ALL LIFE-THREATENING EMERGENCIES, DIAL 911

Appointments

- If you need to cancel or reschedule your appointment, please notify us at least 48 hours in advance whenever possible. Cancellations made within 48 hours of your appointment or missed appointments without notice may delay your care and impact other patients. Our team will attempt to reschedule missed visits; however, repeated late cancellations or no-shows may result in limits on future scheduling or dismissal from the practice. Our goal is to keep your care safe, timely, and uninterrupted.
- If you arrive more than 15 minutes late to your appointment, you may need to be rescheduled for another day or time.
- To make an appointment or to inquire about an existing appointment, please call our office at 402-484-4900, prompt 2 to speak to someone in our scheduling department.
- Please arrive to your appointments 10 minutes early.
- We know your time is valuable. We are committed to providing all our patients with personalized, compassionate, and complete care with every visit. Please know that any delays to your appointment are likely due to our caring professionals delivering this high level of care to another patient who greatly needs it. If you ever have to wait more than 20 minutes after your scheduled appointment time without communication from our staff, please check with the front desk.
- Please check-in with the front desk each visit so that we may verify that you have not had any changes since your last visit.
- You will be receiving appointment reminders via text message and/or email. You can expedite your check-in time by completing your mobile precheck available in these messages prior to arriving for your appointment.
- Our office is closed for the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day.

Pharmacy

- Prescription refills should be done directly through the pharmacy Monday through Thursday. It is best not to wait until Friday as it is very difficult to fill prescriptions over the weekend.
- **Please allow 24 hours notice for refills.** It is possible that your prescription may require additional authorization, approval from your physician, approval from your insurance carrier, or awaiting your prescription's arrival to the pharmacy.
- Some insurance companies have restrictions on the brand of medication prescribed.

Insurance

- We will make every attempt to assist you with insurance requirements prior to services being rendered. Ultimately, it is your responsibility to verify that referrals and authorizations have been taken care of. It is in your best interest to notify us of all insurance changes promptly.
- If you have insurance forms, such as disability, that require some portion to be completed and signed by your physician, please bring them to your appointment. Make sure all information required by the patient has been completed. We receive many requests of this nature and will do our very best to return them to you in a timely fashion. Please allow 7-10 business days for completion of these forms.
- Co-pays are required at the time of service.