

Cleveland Medical Associates, PLLC

Patient Information Sheet



Scheduling:

The best time to call your doctor's office to schedule a routine visit is between 10:00 AM and 11:45 AM or 2:00 PM and 3:30 PM.

Please be sure to bring a copy of your current insurance card and photo ID with you when you come in to see the doctor.

We will mail your paperwork to you prior to your first visit . We will need this back before we can schedule your appointment.

Please bring all of your actual bottles of medications that you are currently taking with you when you see the doctor.

All appointments and labs need to be scheduled.

If you are a new patient and you miss two scheduled appointments, you cannot reschedule. (Exceptions may apply.)

Office Hours:

Monday-Thursday: 8:00 AM – 5:00 PM

Friday: 8:00 AM – 12:00 Noon

Closed for lunch: 12:00 Noon – 1:15 PM

If you cannot make your appointment, please call our office at least 24 hours prior to your visit to reschedule. You may be charged a no show fee if you do not notify us of any cancellation.

Phone Calls: We hope to reserve early mornings, Mondays and the day after a holiday for calls requiring immediate attention.

When you call, be prepared to describe your needs so that staff can direct your call efficiently (sore throat, flu, recheck, physical exam, etc).

If you call for an urgent or same day appointment, we will always try to accommodate your request even if we must work you in to an already full schedule. Your wait time may be longer for this type of visit. Please remember that this type of appointment is meant to be brief and only the urgent concern will be addressed, Any additional concerns may require a subsequent visit. If you have an urgent concern, you may call the office.

Our staff will make every possible attempt to return all calls that come in before 12:00 noon the same day and any calls that come in after 12:00 noon may be returned the next working day.

Test Results:

Obtaining laboratory and other test results can take anywhere from a few days to a week, depending on the test. A member of your doctor's staff will contact you with the test results or they will be discussed during a follow-up visit.

Please ensure that our office has your current address and phone number so that we may reach you.

RX-Refills:

Please contact your pharmacy first for a refill on your medications and they will contact us.

Routine refills will be filled with your pharmacy within two business days. We are not able to call in a routine refill after 5:00PM on Monday-Thursday, Fridays after 12:00 Noon, on weekends and holidays.

Our Prescription Voicemail lines are:

Dr. Farrukh: (423) 473-4848

Dr. Romaniuk: (423) 473-2044

Dr. Sheikh: (423) 473-5993

Dr. Tomczyk: (423) 473-1988

Request for Medical Records/Forms:

We will try to accommodate your request for a copy of your medical records and/or completion of a routine form as quickly as possible. However, our immediate attention is directed to patient care.

If you need a copy of your medical record or a form completed, please allow our office one week to process your request. There may be a charge for this service.

If the doctor that you are requesting information from is out of town, your request may take longer than a week.

Cleveland Medical Associates PLLC
1060 William Way NW
Cleveland TN 37312
(423) 478-1050

Attention: All New Patients

1. Bring your current insurance cards to your appointment. **If a physician's name is on the insurance card it needs to be the provider you are seeing in this practice at the time of your visit.**
2. **If you DO NOT have your insurance card or the Doctor's name is DIFFERENT than the Doctor you are seeing in this office , YOUR APPOINTMENT WILL BE RESCHEDULED!**
3. Bring a photo Id card with you.
4. Also bring all current medications to your appointment.
5. If you need to cancel your appointment, we must have a 24 hr notice or you will be charged a fee of \$25.00. (This will not be billed to your insurance.)

If you have any questions, please contact the office prior to your scheduled appointment.