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WELCOME TO OMA!

The physicians and staff at Occupational Medicine Associates would like to welcome you to our practice. Our goal is to provide the best possible service to you, our patient. If you have any questions regarding the following, please do not hesitate to ask any one of our staff. Thank you. Here is some helpful information:

MEDICATION REFILLS

- If your medication has no additional refills allowed, please discuss with your OMA physician at your next office visit, or please contact your pharmacist, who will then contact us.
- Please allow up to a 48 hour turn around for medication refills.
- We use an electronic pharmacy prescription service and therefore **you may have only one pharmacy on record with us**. Please check that we have the correct pharmacy in our system for you.

MEDICATION CHANGES

- Per office policy, if a medication change is necessary, this can be discussed with your OMA physician at a scheduled office visit, not over the phone

NARCOTIC PRESCRIPTIONS

- Due to Federal law, certain types of narcotic prescriptions must be signed by your OMA physician and the patient must pick up the signed prescription at our offices
- When you pick up the prescription at our office, you will be asked to show a photo ID and/or sign for the medication in order to receive the prescription
- If you send a family member (who will also need photo ID) to pick up your prescription, you will need to send with them a release stating they have your permission to pick up the prescription
- **Please note:** Random and periodic urine drug screens are required for patients on narcotic prescriptions

FORMS

- If you have forms that need to be completed by your OMA physician, please bring them to your next office visit as your physician needs to discuss the form with you in person
- There is a \$10 charge for the completion of any form not required by the Washington State Department of Labor and Industries or your self-insured Worker's Compensation carrier
- A \$30 fee will be charged to complete a DOT physical form from a non-DOT physical

TEST RESULTS

- OMA physicians prefer to review test results with their patients in person at your next scheduled appointment and are not routinely given over the phone

PHONE CALLS

- It is our goal to answer any questions as quickly as possible. Please be assured that once you leave a message with our Patient Services Receptionist or leave a voicemail, we will get back to you as soon as possible
- Please understand that repeated calls on the same issue may cause a delay in our response time
- We have an answering service that takes messages after office hours. Simply call our office number

APPOINTMENTS

- Due to the nature of our practice, we have a policy in place that if a patient does not show up for an appointment ("no show") for 3 scheduled appointments you will be dismissed from the practice
- If you cannot make an appointment, please call as soon as possible to reschedule. We appreciate 24 hours notice.