



PATIENT TELEPHONE CALLS TO OFFICE

We know there are times when you will need to call our office for various reasons. It is important to us that you realize Dr. Freedman is a surgeon and at times may be called for emergency situations or in the operating room when you might need his guidance or assistance. It may also become necessary to change a scheduled appointment due to a delay in the operating room or an emergency. Therefore, we have the following guidelines to assist you in getting your questions and concerns addressed.

We do NOT have email available to answer your questions. All inquiries are taken through our office number 480-941-0866.

1. Please call to cancel appointments. We will be happy to re-schedule for another date and time.
2. Post-op appointments are important. We can schedule your post-op visit before your surgery or you can call after your surgery. It is essential to your care that this appointment is scheduled and Dr. Freedman sees you 10-14 days after your procedure.
3. Post Operative questions or concerns are to be called to our office number 480-941-0866. Our office is open during the following hours:
Monday AND Tuesday: 8:00am to 4:00pm
Wednesdays: Staff ONLY available-No Patient Appointments: 8:00am-4:00pm
Thursdays: 8:00am-3pm
Fridays: CLOSED

We can take your call and contact Dr. Freedman. Again, it's IMPORTANT for you and family to know that Dr. Freedman is not always in the office. Therefore, if you need immediate assistance, our office staff will direct you to go to the Emergency Department where you can be evaluated.

4. Should you need assistance after office hours, call our office number 480-941-0866. Our answering service should pick up the call and Dr. Freedman will be notified. If Dr. Freedman is unavailable, there is ALWAYS another physician that will handle the call.

We hope these guidelines help assisting you with your needs. There is always someone to take care of your cares and concerns. If you have any questions, please feel free to ask any of our office personnel.

Patient Signature

DOB

Date