



Telephone Calls to Our Office

If you feel your call is an Emergency: call 911.

Like everyone else, we have moved to an updated telephone system to help route calls to the appropriate department. This system is intended to make sure your call gets directed to the appropriate department and person that can best assist you. Due to increases in call volume, and patients in the clinic daily, you may be prompted to leave a message. Please understand, this indicates that all available lines are being used or that staff members are assisting someone in the clinic. Please leave a message clearly stating your name, date of birth, call back number, and a short explanation, so that we can have your information pulled up and be prepared to assist you efficiently. Calls will be returned promptly, so please do not leave multiple messages as it could delay the response. Calls are normally returned the same day, however in some instances, please allow 48 hours for a return call as your request may require communication between mutual staff members and our providers.

When you call, our automated system will start and you will be given the following options:

- **Option 1:** Is for consults, hospitals, and doctors' offices
- **Option 2:** Office location, fax number, and billing office information
- **Option 3:** New Patients, Referrals, New Patient appointment
- **Option 4:** Current patients with: scheduling and/or appointment needs
 - There are two options you may choose from here:
 - Option 1: office appointment needs
 - Option 2: for needs regarding a referral, test, or appointment we have set up for you outside of our office.
- **Option 5:** Nursing Department: refill request, questions/concerns,
 - There are options for each physicians' nurse
 - Option 1: Dr. Smelser
 - Option 2: Dr. Walker
 - Option 3: Dr. Rahman
 - Option 4: Dr. Haley
 - Option 5: Dr. Alam
- **Option 6:** Medical Records
- **Option 7:** Clinic Practice Office Manager
- **Option 8:** Chronic Kidney Disease Clinic Coordinator