TELEPHONE ROUTING GUIDE

Type of Calls	Refer to E.R.	Refer to Dr. STAT	Inform pt. Dr. will call ASAP	Refer to X-ray TECH	Take Message Doctor to call	Refer to Attending Physician	Handled by Assistant
Emergency							
Very ill patient under treatment							
Request for consultation							
Referral call from physician							
Personal call from physician							
Appointments							
Request for info by insurance company							
Request for info by attorney							
Test results by patient							
Pharmacist for new prescription							
Pharmacist for renewal							
Business call for physician							
Account information							
Insurance Information							
Personal calls							
Salesman/Rep							
Others:							