



We are honored to have the opportunity to help care for you in helping manage your functional and pain care needs. Clear and timely communication is critical and can be frustrating when expectations are not met. Our mission of “where kindness meets best practice,” guides our patient engagement, striving to meet each and every patient connection with empathy and precision. It is with this in mind that we want provide visibility and confidence on how we communicate with you outside of your scheduled appointment. We are here for you 24 hours a day, 7 days a week. Every day.

## **Phone System**

### **Live Answer**

- Our dedicated phone team strives to and consistently answers at least 80% of the phone called received during normal business hours of 08:00 to 5:00 pm PST Monday through Friday
- For quality assurance, each outgoing and incoming phone call is recorded and logged digitally
- You will be transferred to the appropriate department corresponding to your request, including new patient coordinator, clinical coordinator, procedure or surgery scheduler, billing, or management
- For calls requiring medical judgment, we will message your provider directly for instructions on how best to treat you.

### **Messages**

- If we are unable to answer the call, you will be prompted to leave a message; we will return your call within 4 business hours.
- To better ensure that you receive all calls from our office please add our number to your contacts.

### **Answering Service**

- For all after hour calls, you will be prompted to leave a message. We encourage you to leave your name, the best call back number, and the purpose of the call. Every call is recorded, transcribed, and sent to a secure messaging center for our on-call provider. The calls will be returned in the order they are received and/or the urgency of the call.
- For emergencies, please hang up and call 911 or go to your nearest Emergency room.