

# Gulf Shores General Practice Center

**Dr. Gregory S. Funk, D.O.**

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Here are some of the most commonly asked questions along with answers. We hope this information will be helpful to you in understanding the policies of our practice.

**Q. What are your hours of business?**

A. We are open Monday - Friday 9-5. We are open for LAB Monday - Friday 8:00am-9:00am.

**Q. How should I make an appointment?**

A. Appointments are made by calling the office during regular business hours and speaking to the receptionist. Please keep in mind that we do also see walk-ins, however, appointments are seen first. Occasionally we have to make adjustments for emergency care patients that may come in. We do our best to keep on schedule and will see everyone that needs medical care.

**Q. What should I bring with me to an office visit?**

A. Always bring with you a list of the medications you are presently taking, your most current insurance cards, a picture I.D., and if possible, a copy of any recent labs or results you might have had done at another facility.

**Q. What Insurances do you except?**

A. We will file most insurance as a courtesy; however, your medical insurance policy is a contract between you, the patient, and your insurance carrier. GSGP is not a party to that contract. Your coverage, (network) benefits, requirements for co-payment, deductible, authorizations, and other aspects are detailed in your policy, and are your responsibility.

**Q. What is your policy on medication refills?**

A. We will not refill antibiotics, cough medication, or pain medication; it is mandatory to return to the clinic for these medications. If you need a refill on a routine medication, please call your pharmacy with your request, they will fax us the request form. We will only call you if there is a problem with your request. Please do not let your prescriptions run out. Dr. Funk will review all request at the end of clinic. Allow 24 hours for all refills and check with your pharmacy first before calling back. All requests left on the nurses line after 2:00 pm will be answered the following business day.

**Q. If I have lab or other tests done, how do I get the results?**

A. Usually the results will be discussed at your next scheduled office visit. If there are abnormalities that may need immediate attention, the doctor or nurse will call you. Make sure we have your current contact information from you in your chart, such as; address and phone numbers.

**Q. What if I need to talk to the nurse?**

A. Because of the tremendous number of phone calls we receive in a day, we use a menu phone system. If you call the main number, 251.968.2441, you will be given options to direct your call. To speak to the nurse you will press option #2 when prompted. The call will go to the nurse voice mail. Leave your name, phone number, and a brief message. The nurse will return your call as quickly as possible but please keep in mind she is also taking care of patients in the office and they must be taken care of first. All calls will be returned within 24 hours.

**Q. How do I get a copy of my medical records?**

A. You will first need to sign a medical release. Your records will then be prepared for you at a cost of \$5.00 plus \$1.00 per page for the first 25 pages then \$.50 for each additional page. Please allow two weeks for processing.