

## Office Policies

**Hours:** Monday, Tuesday, Thursday, Friday 8:30am-noon, and 1:30-5pm  
Closed for lunch noon-1:30  
Closed Wednesdays

**Phones:** We answer the phones from 8:30am-noon, and 1:30pm-4:30pm. If you reach the voicemail during business hours, our staff may be on the phone with another patient. Please leave your name and phone number, and they will call you back as soon as possible.

### **Urgent Medical— After Hours:**

If you have an urgent medical situation that cannot wait until the office is open and need to speak to the doctor, please **call or text 330-461-9248**. Dr. Cseak does not answer this number during open office hours. She does not answer after 9pm. If you are unable to reach Dr. Cseak, go to your nearest urgent care or emergency room. There may be a fee for after-hours calls/texts.

### **Missed Appointments:**

Because of the length of time set aside for all appointments, and because we never double book our schedule, we ask that you let us know as soon as possible if you need to cancel an appointment. If you miss two appointments without canceling in advance (no-show), we may ask for payment before scheduling another appointment for you. No-show/no-call on the day of the appointment may be charged half the usual fee for the appointment.

### **Phone Consultations:**

If you are unable to come to the office for a follow up appointment, and the doctor determines it is appropriate for your case, you may choose to do a phone consult. Phone consults are often not accepted by insurance companies for reimbursement, so check with yours before making the appointment if you submit your claims.

### **Late Arrival:**

Patients arriving 15 or more minutes late for their appointment may be asked to reschedule.

### **Office Cat:**

We have an office cat. If you are allergic, please discuss options for treatment with the doctor.

**PLEASE NOTE: We treat many people with serious sensitivities to perfumes, colognes, and other scents. Please refrain from wearing any of these products into the office.**

