

David Schechter, M.D.
Family Medicine/Sports Medicine/QME

Practice Philosophy

You, the patient, have a right to expect:

- 1) Our receptionist will treat you cordially on the telephone and in person.
- 2) The doctor will make every effort to see you as close to your appointment time as is possible.
- 3) The doctor or receptionist will return your phone messages within twenty-four hours, sooner if marked urgent or described as urgent to the secretary.
- 4) The doctor, to the best of his ability, will answer your questions.
- 5) You will have an opportunity to question and, if necessary, challenge the doctor at each visit.
- 6) Treatment choices will focus on the treatment option that has the highest benefit to risk ratio for your problem.
- 7) Where possible, non-invasive and alternative approaches will be presented.
- 8) Your treatment will take into account your individual preferences, social situation, and financial situation, where appropriate.
- 9) You will be referred to the highest quality practitioners, when needed.
- 10) Your medical information will be kept confidential and shared with others only upon your request.

We, as a medical office also have expectations of our patients:

- 1) You will come to the office on time for your appointments.
- 2) If you need to cancel or reschedule an appointment, you will give us at least one business day's notice. We do charge a fee for no-shows or late cancellations unless there are extenuating personal emergencies.
- 3) You will come to the office prepared to pay any co-pays or deductibles with cash, credit card, or personal check.
- 4) You will truthfully complete any forms requested and honestly share your medical history with us.
- 5) You will inform us of any changes in your personal information, telephone, or insurance coverage as soon as it happens.
- 6) You will make follow-up appointments, where requested, to discuss test results and assess treatment outcomes.
- 7) You will be a partner in ensuring that test results and other matters are resolved and not left "dangling" due to lack of follow-up. Let's work together to ensure your care is of the highest quality.
- 8) You will make a faithful effort to follow mutually agreed upon treatment approaches unless side effects or unexpected complications arise.

David Schechter, M.D.

Email: SchechterD@aol.com

Fax 310 838 3777 (culver)

Fax (310) 657 0466 (Beverly hills)

Email Policy

- 1) Email is a great way to communicate with your doctor for NON-URGENT issues such as refills (faxes are also good for refills), normal test results, simple questions, and clarifications of treatment.
- 2) Write: SchechterD@aol.com (not case sensitive). Be sure the subject heading includes a recognizable phrase such as "patient question", "TMS", "knee pain persists", "the medication is not working", etc. so that it is not accidentally deleted or filtered as "spam".
- 3) Expect a return response within twenty-four hours or so during the week (Monday through Thursday night). Do NOT expect an immediate response, although it may happen. Not infrequently, Friday emails are not reviewed until Sunday evening, or rarely Monday morning.
- 4) If the matter is urgent, **call** the office. The voice mail explains how a doctor can be paged for after-hours emergencies.
- 5) For refills, include the medication, dose, frequency of use, number of pills requested, pharmacy phone number and prescription number, if known.
- 6) You can also fax the doctor or receptionist at 310 657 0466. Be sure to allow at least a few days for prescription refills, which should almost NEVER be "emergencies".
- 7) In any case when you do not hear back in the expected interval, PLEASE do not hesitate to call or re-email. Be sure to include a subject heading if you email (see 2 above).
- 8) There is currently no charge for email contact with the doctor. Please try to keep the communication brief and to the point.

After Hours Calls

- 1) If you have an after hours emergency and need to reach the doctor, call (310) 838-2225. The message will tell you how to reach the on-call doctor after hours and the doctor will be paged. Briefly state the reason for your call, your name, telephone number, and the doctor you wish to speak with.
- 2) If you do not receive a call back within thirty minutes, call again.
- 3) If the emergency is dire, call 911.
- 4) If you go to an emergency room, be aware that Dr. Schechter is currently on staff at Cedars-Sinai, Century City Hospital, and Brotman Hospital.
- 5) There are several Dr. Schechter's in town (spelling slightly different);

where possible indicate your doctor is "Dr. David Schechter" as both we and the emergency rooms can be confused by calls for the wrong doctor(s).