



ACCESS ENDOCRINE, DIABETES AND THYROID MEDICAL CENTER, INC.
MODHI GUDE, M.D., MRCP (UK), FACP,
6001 NW 120th Court, Suite 6, OKC, OK 73162 (405) 728-7329 -or-
1552 SW 44TH Street, OKC, OK 73109 (405) 681-1100

CLINIC INFORMATION

Welcome:

We welcome you to our office and appreciate you and your referring source selection of this office which was established in 1981 to serve the Internal Medicine, Endocrinology, Diabetes, Thyroid and Metabolism health needs of Oklahomans. Along with your referring physician, we will do all we can to provide you the very best of care now and in the future. As you read these pages, you will see that they a number of questions. Please do not hesitate to ask any of our office personnel any unanswered questions. It is our desire to make your visit both pleasant and beneficial. Please refer to this document at any time for future reference or ask our office for a printed booklet with the contents of this message and we will be happy to oblige.

Introduction:

An internist is a physician who has had three years of training in the field of Internal Medicine, caring for adults and elderly alike. This training includes general aspects of allergy and immunology, infectious diseases, respiratory diseases, cardiovascular diseases, neurologic diseases, endocrinology and metabolism, diabetes and thyroid diseases, rheumatologic diseases, blood diseases, cancer, kidney diseases and gastrointestinal diseases.

An endocrinologist is an internist who has had two additional years of subspecialty training in the diseases of the hypothalamus, pituitary, thyroid, adrenal glands, pancreas, parathyroid, testes, ovaries, as well as bone diseases, hypertension, cholesterol, osteoporosis, sexual dysfunction, hypoglycemia, Paget's disease of the bone and obesity.

The doctor you and your referring physician have selected is a diplomate certified by the American Board of Internal Medicine in the specialty of Internal Medicine and the subspecialty of Endocrinology and metabolism.

Dr. Gude served as a Clinical Professor in the Department of Medicine at the University of Oklahoma Health Sciences Center. Dr. Gude has privileges at Mercy Health Center and Southwest Medical Center.

Certainly no person enjoys or looks forward to a medical examination and diagnostic procedures. We will do our best to make it easy, dignified and as comfortable as possible, both physically and emotionally. We operate on the principle that our patient is the most important person in the office and that his or her care, both medically and personally, is our prime interest.



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We feel that it is important for you to understand your body and any medicine you put in it. Accordingly, your doctor will take the extra time necessary to explain to you the disease, diagnostic steps and treatment modalities as well as answer any questions you may have. You may find it helpful to write down any questions you may have prior to your visit.

Why all the questions?

The receptionist will ask you to fill out an information form and will ask you some basic questions. This may seem to you an invasion of privacy, but such information is a necessary part of the examination so that the doctor can, at a glance, obtain essential data about you. Your address and phone are needed in case the doctor writes a prescription for you. Information regarding your occupation, age, etc. is likewise important as it has a bearing on your health and physical status. Additionally, the information is helpful to use in filing your insurance claims. All items on the forms are necessary and all information given to us is confidential.

Office hours:

Our offices are open from 8:30am to 5pm Monday through Friday. The North office is open Mondays and Wednesdays. The telephone number is (405) 728-7329. The South office is open on Tuesdays, Thursdays and Fridays. The telephone number is (405) 681-1100. The doctor does not see patients on Fridays. All phones are answered 24 hours a day. The offices are closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas. After working hours, all your calls are forwarded to the telephone exchange, which has access to contact the doctor through a paging system. If there is no answer at any of the above numbers, you may call the answering service at (405) 372-8400. **ALL PRESCRIPTION REFILLS SHOULD BE CALLED IN MONDAY THROUGH THURSDAY 9 AM – 4 PM.**

After-hours, weekends and holidays:

If possible, try to call during office hours because the doctor will have your records to refer to as well as to add new information to it, for instance, any new medications you have been given. However, if you feel your problem is urgent, do not hesitate to contact the answering service at (405) 272-8400.

If the doctor is away:

Dr. Gude is a Fellow of the American College of Physicians (FACP), and American College of Endocrinology (FACE), a member of the Endocrine Society, American Association of Clinical Endocrinologists, American Thyroid Association, Oklahoma State Medical Association and Oklahoma County Medical Society. The best way for a physician to be well informed about the



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most recent and effective methods of diagnosis and treatment is to attend national and international meetings of his specialty societies. If the doctor is attending a postgraduate course or meeting or is unavailable for other reasons, your call will be referred to another qualified internist and/or endocrinologist.

Appointments:

Out of necessity, the doctor must work by appointment only. This gives him an opportunity to allocate his time and ultimately proves to be more convenient to the patient. Unfortunately, emergencies to occur and unforeseeable situations arise creating occasional delays in patient scheduling. We will make every effort to advise you in advance of any delays to that you may have the option of rescheduling. Emergencies will be seen and worked into the regular appointment schedule as much as possible. We make return appointments up to 12 months in advance. For your convenience, the receptionist will give you an appointment card and will call you on the day before your appointment.

Cancellation of Appointments:

Too frequently, the doctor's office is notified of a cancellation after that appointment time has passed or not at all. If you are unable to keep your scheduled appointment, or if you will be late, please notify the receptionist as soon as possible. This courtesy on your part makes it possible to give an appointment to another patient who desires to see the doctor.

Telephone Calls:

For the doctor to leave a patient being examined in order to answer very office phone call would obviously be unfair to the patient who is being treated as well as the patients waiting to be seen. The office staff has been trained to answer most questions. However, if they are unable to answer your questions, your chart will be obtained and the doctor will return your call as soon as possible. If your call is regarding a prescription refill, please leave the name of the medicine, the pharmacy you wish us to call and the phone number of that pharmacy with the receptionist during office hours Monday through Thursday. You are responsible for calling us and getting the laboratory reports when tests are done during the office visit. Please note that there are no prescription refill calls on Friday, Saturday or Sunday.

Waiting Room:

Since our seating is limited, we request you limit children, friends and relatives accompanying you to the office. Naturally, we understand that transportation and baby-sitting problems do arise for which you may not have an alternative choice. We do encourage patients to bring their



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current medication bottles or a list of their medications with the strength and frequency of each. We also ask that any previous labs that indicate the reason of your referral be brought with you as well.

Fees:

The fees charged in this office are comparable to those charged by other fully trained Board-certified Internists and Endocrinologists in Oklahoma. In order to keep the increasing costs of delivering health care down, we ask that you be prepared to pay for your examination, COPAY and appropriate laboratory work at the time you are seen or as per your insurance policy in the case of an HMO or PPO. If financial problems arise, please let us know. We will be happy to discuss your account with you. You are advised to bring the insurance verification card, any medical reports and medications, etc. with you.

Insurance:

As a courtesy, we do file insurance claims if prior arrangements have been made with our office manager. You will be responsible for your copayment or a percentage based on your own insurance. However, you must realize that your insurance company is primarily responsible to you, the patient, and not to the doctor. Therefore, if payment is not received within 30-45 days after being submitted, you will be held accountable for the full amount. You and your family are invited to discuss the fees for any proposed test, procedure or care in advance. We will help you in obtaining information regarding your insurance coverages and in setting up a payment schedule for any balance owed to this office. **PLEASE NOTIFY US OF ANY CHANGE OF INSURANCE POLICY IMMEDIATELY SO THAT THERE WILL BE NO DELAY IN FILING CLAIMS OR DENIALS BY INSURANCE.**

Diagnostic Testing:

In order to obtain immediate reports and to facilitate early diagnosis and treatment, we perform most of the essential laboratory testing in our office. Our office laboratory is equipped to perform each of the following tests: Thyroid Profile, TSH, Glycohemoglobin, Urinalysis, Total Cholesterol, LDL, HDL and Tryglycerides. The office also specializes in Bone Densitometry for Osteoporosis Detection, Neuropathy Testing, leg circulation testing and Thyroid Ultrasound. When other testing is needed, samples obtained are sent out to the appropriate laboratory.

Referrals by Another Physician:

A physician may need an opinion of another physician or may need the advice of a specialist because of his or her experience and training in a particular area. In such cases, the patient is



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considered purely a private patient of the referring physician. Once the patient is examined, an appropriate diagnosis and therapeutic recommendations are made and discussed with the referring physician. A typed consultation letter is sent to your referring physician. Further follow up care is given along with your physician for the best patient care and as per the standard guidelines.

Public Service:

Periodically, we conduct free seminars in Diabetes, Cholesterol and Fat, Weight Control, Blood Pressure and Osteoporosis. At these seminars, a registered dietitian and an appropriate specialist will speak and conduct workshops for the understanding of certain health topics among our patients and the local population.

General Information:

Upon your arrival, please advise the receptionist of any changes in your address, phone number, etc. that have occurred since your last visit. We feel that the best patient-physician relationship is a result of mutual regard. We hope to enhance this relationship through professional performance, compassion and understanding. Our relationship is a unique one and a confidential one. We shall strive to keep it that way.

Very Sincerely,

Modhi Gude, M.D. and Staff

Access Endocrinology, Diabetes & Thyroid
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Access Endocrinology, Diabetes & Thyroid
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