



## *Returning Messages*

GJB Health Services makes every attempt to return calls within one business day. The answering service is available 24/7 and answers calls when staff cannot. The service forwards messages to the office. If the call is not returned within one business day, please call again; mistakes occur, and stuff happens.

## *Medication Refills*

**Medications are filled between 9:00AM and 5:30PM Monday through Friday. Please allow 48 business hours for the office to send your prescription to the pharmacy of your choice.**

## *Confidentiality of Medical Records*

- Medical records are filed electronically and are password protected.
- Client paper files, intake forms, and requested medical records from other providers, are kept locked and supervised at all times.
- All clients receive appropriate HIPAA forms.
- Authorization for release of information is obtained as necessary. Only staff has access to medical records.