



Eugene J. Louie-Ng, MD, FACOG
Michael S. Liao, MD

OFFICE POLICIES AND GENERAL INFORMATION

Office Hours:

In Manassas, our hours are Monday, Wednesday, and Thursday from 9:00am to 5:00pm, Friday 9:00am to 1:00pm and Tuesday from 9:00am to 7:00pm.

In Gainesville, our hours are Monday, Tuesday, and Thursday from 9:00am to 5:00pm, Friday from 9:00am to 1:00pm and Wednesday from 9:00am to 7:00pm.

Phone hours:

Our phone number is 1-866-775-3551. You must dial this number in order for your call to be properly directed. We utilize an automated phone system. Our phone system is available to answer calls from 8:30am to 4:30pm. All departments are available to answer calls during those times. Please understand that it may not always be possible for the person or department you are trying to reach to take your call. They may be on the phone with another patient or helping the doctor. If you leave a message with a good number where you may be reached, you will receive a return call. Messages are checked by the staff every 15 minutes.

We know that automated systems can be frustrating, but they are necessary for our business to operate efficiently. Prior to implementing our current system, patients complained that they could not get through because all the lines were busy. Now, you never get a busy signal. Someone always answers the phone, whether it's a member of our staff or the automated attendant. If the automated attendant answers, at least you can let us know that you need to talk to us. Our system is also unique in that we have the ability to look up call history. By entering a phone number, we can see when you called, who you talked to and how long the call lasted. Likewise, we can see if a call was placed to you from our office. This allows us to make sure all incoming calls receive the attention they deserve.

When returning a call to the office, please call the 1-866-775-3551 number. If you use caller ID and call the originating number, you will not be able to leave a message. Please help us help you by calling us on 1-866-775-3551 only.

After hours, the automated attendant will direct you to extension 707. At this extension you will receive information on how to reach the doctor on call, if you have an urgent need to speak with a doctor. Do not leave a message at this extension, as it will not be received until the following business day.

Appointments:

Our goal is to provide quality healthcare. We do our very best to remain on time and reschedule patients as little as possible. That being said, things happen that disrupt the normal flow. Babies are born on their own timetable and the doctors are sometimes required to be on call for the emergency room. We apologize for any inconvenience this may cause you, and hope you understand that you will also have the doctor's undivided attention when you go into labor or have an emergency. Because the Manassas



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office is at the hospital, the doctor who is seeing patients in that office is the doctor on call for deliveries and emergencies. If you wish to avoid waiting or being rescheduled, you may want to request an appointment in our Gainesville office.

We have an automated system that calls you and confirms your appointment 2 days before your appointment. This system is interactive and will ask you if you are coming to the appointment or wish to cancel. It also tells us if it left you a message or no one answered. It calls the number we have in our computer as your home phone, so if you are not getting confirmation calls you may want to check with front desk and make sure we have proper phone numbers. Since we offer this service, we do request 24 hours notice for cancellations. We may charge a fee, which may be based on the type of appointment made, for no shows.

Everyone's time is valuable. When a patient no shows for an appointment it is time taken away from another patient who is in need. Because of this, if a patient no shows or cancels three consecutive appointments it is our policy to discharge them from our practice.

Lab results:

We utilize an automated system through Client Tell to provide lab results to our patients. You may log on to Client Tell's website or call their toll free number 24 hours a day to get your lab results. You will be provided with a card with Client Tell's information and instructions on how to get your results at your visit. We find this system makes it easier for patients to receive results when it is convenient for them. No surprise calls at work or playing telephone tag.