

Communication Policy

Communicating with the office

- 1) Telephone (512-387-4615) - phone is best for reaching the office admin staff. If you need to reschedule an appointment, have updates or questions about insurance or payment, or aren't sure about a practice policy or operation, calling works well.
- 2) Text (512-387-4615) - Texting is good for administrative issues, and is the preferred method for letting us know if you are late for an appointment, are having trouble logging onto the telemedicine platform, or are have arrived at the office for your appointment.
- 3) Portal - **The portal is the preferred contact method for clinical issues**, because it is the most secure. If you have a medication question, clinical problem, refill request, etc these are best made through the portal. You can also direct your questions to Dr. Toups or to office staff in the portal as needed.

Responses

Please be patient with us as we often get many messages in a day, and sometimes there are delays in handling messages because there are urgent patient needs that must be addressed before routine ones.

In particular, some messages may be processed once a day (e.g. refill requests) and if your request arrives just after we pulled the task list, we may not see it until the next day.

Generally, give us 48 business hours to respond to routine messages.

After Hours, Urgent, and Emergency Communication

Singularity is not a provider of emergency or urgent care. We always want to hear from you about problems you are having but we cannot provide rapid response, same day appointments, or guarantee callbacks within a short period.

If you have an urgent or emergent problem you should reach out to an appropriate provider of urgent or emergent care.

Messages are checked every weekday, and may be checked on the weekends or after hours, but you should not expect to receive a reply outside of business hours.

Practice Closure and Vacation

During holiday periods and/or if Dr. Toups is on vacation, we will post an announcement on the patient portal, and do our best to notify patients during visits. Typically messages will be checked no less than every other day during such periods.

If it is necessary to close the practice (e.g. due to inclement weather) you will be notified. If Dr. Toups will be out more than one business day, coverage arrangements will be made and will be announced on the patient portal, and discussed by staff at the time you reach out to the practice.