



Procedures and rules of conduct in our medical practice

Dear patients,

Please support us in serving your diverse needs by complying with the following practice and conduct rules.

appointment hours

Make an appointment for all planned visits and be punctual.

Please bring your insurance card with you!

Cancel your appointment in good time so that we can reallocate it.

Please inform us of any infectious diseases when you call – we will arrange a separate appointment for you as soon as possible.

emergency consultations

Call us if you have acute symptoms. We will schedule you into the acute consultation hour.

Please always bring your insurance card with you! Try to describe your problem briefly and specifically. The doctor will focus on the most important issues. For all other concerns, please make another appointment. The emergency consultation will be carried out by a doctor from our team. It will not necessarily be 'your' doctor. Please accept this.

blood sampling

We take blood samples in the morning by appointment. You should be fasting for this. Please enquire about the results of the blood test from the following day onwards if you have not arranged a consultation appointment.

Further information

Our employees are skilled in practice management and must make decisions that are in the best interests of all parties involved. Please remain patient, even if the team is unable to meet all your requests immediately.

We ask for your understanding that we must invoice privately for services that are not covered by health insurance (e.g. medical certificates and attestations that are not intended for health insurance companies).

Prescription or referral requests Please let us know by calling our prescription hotline (Tel.: 07542/7863) or via our website (www.hausarztpraxis-tett nang.de). We will prepare the documents and you can collect them on the next working day.

Let us all ensure that we treat each other in a **friendly and respectful** manner.

The Tett nang GP practice looks forward to your visit!