

NEBRASKA INTERNAL MEDICINE

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We appreciate your selection of this clinic to serve your health care needs. We strive to provide you with quality care. The following policies were developed for our patients to have a better understanding of how our clinic functions.

Office Hours:

Monday through Friday: 7:30 am – 4:30 pm

Appointments:

Please schedule routine and continuing care appointments well in advance. Appointments for complete physical examinations are handled differently and require more time. If you need to reschedule or cancel an appointment, please do so as far in advance as possible. When scheduling your appointment, please briefly describe your problem to the staff so they may schedule you efficiently.

When lab work or x-rays are required, you may be asked to arrive early for an appointment or have the test done several days prior to the appointment. This will allow lab or x-ray to be available at the time of the appointment. If this creates a hardship, please notify our staff.

After Hours:

On a rotating basis a physician in our practice will be available for any emergency services which you would require. Our regular office phone number (402-441-3400), and after office hours our answering service (402-473-2710) will notify the physician and he or she will return your call. In the case of an urgent emergency you should seek treatment through a hospital emergency room. In most cases the emergency room, upon your request, will notify our physician who is providing coverage for our patients.

Work-in Appointments:

These are available Monday through Friday for those patients requesting to see a physician for an immediate need. Each physician is allocated work-in appointments for each day. These appointments are for all physicians, so at this time you may see a different physician. There is a limited allotment of appointments and the receptionist can make these as early as 8:00 am.

Refill of Medication:

If you require a refill of a medication by the same pharmacy, simply contact the pharmacy and they will notify our clinic with the necessary information. Please give the pharmacy a 24-hour notice so the medication can be processed by our clinic and the pharmacy in a timely manner. The physician is on-call after hours for medical emergencies, please do not use this time for refilling of medications.

Please bring all of your medications to all appointments:

This is a request of all of our patients. We will verify all of your medications in your chart for continuity of patient care.

Hospitalized Patients:

A Hospitalist specializing in inpatient care provides services to our patients requiring hospital admission. These physicians are not employed by our clinic.

Advanced Directives – Living Wills:

We, as healthcare providers, want to inform you of your rights to institute advance directives. There are two ways to make a formal advance directive. You can complete either a “Living Will” or a “Power of Attorney for Health Care” document. A living will is a type of advance directive that tells the physician or other healthcare providers the kinds of life-sustaining procedures the patient does or does not want.

Power of Attorney for Health Care Documents

This document is a form in which the patient appoints another person (a “health care agent”) to make health care decision in his/her stead.

Patient Portal

Active patients may use our portal for the following activities:

- Request appointments
- Request refills of prescriptions
- Update demographic and insurance information
- Send secure messages