



To help assist our patients we have designed this reference sheet to help answer your questions regarding after hours calls, test results and prescription refills.

- Our phones are on from 7:30 AM to 4:30 PM. Mon-Friday
Dr. Buck sees patients from 7:00 am until 4:00PM Mon – Thursday
and 9:30 – 3:00 pm on Fridays
- At 4:30 PM we turn our phones over to the Providence Answering Service. Providence will take your message and if it is non urgent will fax our office the information and we will call you the next business day morning. If it is important, they will page either Dr. Buck on his cell phone or the neurologist who is on call after hours. Dr. Buck shares after hours call coverage with The Everett Clinic neurologists.
By turning the phones over to the answering service we are able to connect you with a neurologist for emergent issues after hours.
- Please allow 48 hours for refill requests. This does not include weekends.
- For test results and labs, please allow up to 7 business days for us to get the reports/results back and Dr. Buck to be able to review them.
Taylor will be calling you back in for a F/U appointment to discuss them with Dr. Buck or sending you a result letter in the mail. If you have not heard back from us after 8 business days from your actual test date, please call our office.

If you have any further questions, please ask our receptionist and she will be very happy to help you and or get you the information you need.

Thank you,
WWMG Neurology