

NEEL RAYA M.D.
1203 RIVERVALLEY BLVD. SUITE-A., LANCASTER, OHIO. 43130.
Phone-740-6546596, Fax - 740-6532791.

VACATION POLICY FOR THIS PRACTICE

This is to explain the way this practice functions while Dr.Raya is out of town. This is especially important as this is a single-doctor practice.

- When Dr.Raya is out of town, the office continues to remain open as usual during the usual hours weekdays which is 8 AM to 4 PM, except on public holidays and any emergencies.
- The staff are here and answer all phone calls. Even if the medical assistants are using some vacation time, one of the two will definitely be there to take your calls.
- When the office is closed calls will be forwarded as is always the case year around in emergencies to a Physician covering for Dr.Raya. All you will need to do is dial the office phone number (740) 654 6596 and use option #1, if for some instance the office phone call forwarding is not working please call Fairfield Medical Center operator at (740) 687 8000 and ask for Dr.Raya.
- If you have a non-urgent problem please call this office and leave a message with the staff, who will make a note on your computer chart. When Dr.Raya reviews the messages in the evenings, he will leave responses and actions which may lead to a blood test, x-ray, prescription or a referral, which will be called in the next day by the office staff.
- If you have an urgent problem which needs to be seen by a Physician you may either go to ER, and Dr.Raya has an arrangement with an Internal Medicine doctor group who will take care of you if admitted. You may also be seen at the urgent care, or Dr.Raya may request one of his colleagues to see you in their office, as the situation may demand.
- If you need to be referred to a specialist, Dr.Raya can do a referral letter, the office staff can then call and make the appointment with the specialist as soon as possible.
- Remember all labs/Xrays/reports which are placed on the computer chart are reviewed by Dr.Raya on a daily basis even when he is on vacation via the internet.